

Spire Missouri Inc. d/b/a/ Spire

For: Spire Missouri

RULES AND REGULATIONS
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Spire Missouri Inc., St. Louis, MO. 63101

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1. Definitions (continued)

Delinquent Date. - The date stated on a bill, which shall be at least twenty-one (21) days for a residential customer, and at least fifteen (15) days for a non-residential customer, from the rendition of the bill by the Company, or the extended payment date, if applicable, unless otherwise stated in the specific tariff sheet(s) under which gas service is provided.

Deposit. - A money advance to the Company for the purpose of securing payment of delinquent charges which might accrue to the customer who made the advance.

Discontinuance of Service or Discontinuance. - A cessation of service not requested by a customer.

Due Date. - The date stated on a bill when the charge is considered due and payable.

E-bill. - A bill delivered electronically to the customer, or to a web site selected by the customer, that can be viewed on an electronic device.

Estimated Bill. - A charge for utility service which is not based on an actual reading of the meter or other registering device by an authorized Company representative.

Extended Payment Date Program. - The plan offered at the Company's option in which the delinquent date for the charges stated on a bill for an enrolled residential customer shall occur seven calendar days after the delinquent date for non-enrolled residential customers, provided that such extended date shall not be less than two work days prior to the next scheduled billing date. Such extended date shall not apply if the customer's bill includes a notice of discontinuance of service. Enrollment requires written application including certification that the customer or the spouse of the customer is a Social Security benefit recipient and including authorization for the Company to verify that Social Security benefits are received.

Extension Agreement. - A verbal agreement between the Company and the customer extending payment for fifteen (15) days or less.

Gas Main. - The term "Main" shall mean a gas pipe, owned, operated, and maintained by the Company but does not include "gas service pipes."

Gas Meter. - The meter, or meters, together with any required auxiliary devices installed to measure the quantity of gas delivered to any individual customer at a single point of delivery.

Gas Regulator. - The regulator, or regulators, if required, together with any auxiliary devices, installed to reduce or regulate the pressure of gas.

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6. Rendering and Payment of Bills (continued)

A. General (continued)

(g) The telephone number the customer may call from the customer's service location without incurring toll charges and the address of the Company where the customer may initiate an inquiry or complaint regarding the bill as rendered or the service provided. Charges for measured local service are not toll charges for purposes of this rule;

(h) License, occupation, gross receipts, franchise and sales taxes; and

(i) Purchased gas adjustment cost in total or cents per unit basis.

(10) The Company shall render a separate billing for service provided at each address unless otherwise requested by the customer and agreed to by the Company.

(11) During the billing period prior to any tariffed seasonal rate change, the Company shall notify each affected residential customer, on the bill, on a notice accompanying the bill or a website link referenced by an e-bill, of the direction of the upcoming seasonal rate change and the months during which the forthcoming seasonal rate will be in effect.

B. Modification of Questionable Meter Readings.

Any modification of a questionable actual meter reading or device reading requires supervisory approval and is subject to the following requirements:

If an actual reading is obtained after three or more consecutive estimates, the actual reading must be used unless the Company in good faith believes that the reading is not accurate.

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6. Rendering and Payment of Bills (continued)

B. Modification of Questionable Meter Readings. (continued)

A second modification within a twelve-month period cannot be made without attempting to obtain a confirming or correcting reading by means of a special meter reading attempt, or a request of the customer to schedule an inspection of meter or reading device. If a reading (or inspection) is not obtained, supervisory approval must be obtained to make a modification. A notice is to be attached to the bill informing the customer that the bill is estimated and does not reflect an actual meter reading.

A third modification within a twelve-month period cannot be made. In cases which would otherwise indicate a third modification, the meter and/or reading device should be scheduled for prompt replacement. Billing is to be suspended for up to fifteen (15) days due to such replacement. If the equipment cannot be replaced within such fifteen (15) days, a letter is to be mailed, indicating that further bills will be estimated until the equipment is replaced. A maximum of two (2) additional estimated bills are allowed before replacement.

C. Partial Payments.

The Company may include charges for special services and unregulated goods or services purchased by the customer together with utility charges on the same bill if the charges for special services and unregulated goods or services are designated clearly and separately from utility charges. If partial payment is made, the Company shall first credit all payments to the balance outstanding for gas charges before crediting a deposit. Partial payments will be applied to utility items until fully paid before any amount will be applied to special and/or unregulated items.

D. Acceptable Forms of Payment

The Company accepts payments through the following forms:

Debit card, Credit card, Checking account, Savings account, personal check, money order, cashiers check.

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7. Automated Meter Reading Opt-Out

Customers receiving Residential Gas Service may refuse the installation of standard metering equipment (remotely read ultrasonic metering equipment) or request the removal of previously installed standard metering equipment. In such instances, non-standard metering equipment (diaphragm metering equipment that requires a manual meter read) will be installed. Opt-out customers will be assessed a one-time set up charge for the installation of the non-standard metering equipment unless they meet the exception described in this paragraph and will be assessed a monthly manual meter read charge as set forth in the Company's tariff Sheet 19. If the customer requests to opt-out prior to installation of the standard metering equipment, the one-time set up charge will not apply, and the non-standard metering equipment will remain in place. If the customer requests the removal of previously installed standard metering equipment there will be a one-time set up charge to the customer.

7a. Special Meter Reading

Customers refusing access for AMI installation will be assessed a monthly manual meter read charge as set forth in the Company's tariff sheet 19.2, Non-Standard Meter Reading Monthly Charge.

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14. Discontinuance of Service (continued)

D. The notice of discontinuance shall contain the following information:

- (1) The name and address of the customer and the address, if different, where service is rendered;
- (2) A statement of the reason for the proposed discontinuance of service and the cost for reconnection;
- (3) The date on or after which service will be discontinued unless appropriate action is taken;
- (4) How a customer may avoid the discontinuance;
- (5) The possibility of a settlement agreement if the claim is for a charge not in dispute and the customer is unable to pay the charge in full at one (1) time; and
- (6) A telephone number the customer may call from the service location without incurring toll charges and the address of the Company prominently displayed where the customer may make an inquiry. Charges for measured local service are not toll charges for purposes of this rule.

E. The Company shall not discontinue residential service pursuant to section (A) unless written notice is sent to the customer at least ten (10) days prior to the date of the proposed discontinuance. The Company may serve notice by first class mail, which will be complete upon mailing. The Company may deliver such notice electronically if the customer has opted for e-bill delivery. Service of electronic notice is complete upon delivery of the notice to the site where the e-bill is posted. As an alternative, the Company may deliver a written notice in hand to the customer at least ninety-six (96) hours prior to discontinuance. The Company shall maintain an accurate record of the date of mailing or delivery. A notice of discontinuance of service shall not be issued as to that portion of a bill which is determined to be an amount in dispute pursuant to sections 4 CSR 240-13.045(5) or (6) that is currently the subject of a dispute pending with the Company or complaint before the Commission, nor shall such a notice be issued as to any bill or portion of a bill which is the subject of a settlement agreement except after breach of a settlement agreement, unless the Company inadvertently issues the notice, in which case the Company shall take necessary steps to withdraw or cancel this notice.

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CANCELLING

P.S.C. MO. No. 9

First Revised
Original

SHEET No. R-18
SHEET No. R-18

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Reserved for Future Use

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28. Promotional Practices (continued)

A. EnergyWise Dealer Program (continued)

(c) An appliance that meets the requirements of (a) or (b) coupled with (i) a gas air conditioner; (ii) a high efficiency electric air conditioner with a Seasonal Energy Efficiency Ratio ("SEER") of 14 or more or (iii) an additional energy efficient natural gas appliance. If the required SEER level is increased for the Company's service area, then the SEER requirement in this subsection shall be increased 1 point above the new level.

(d) A high efficiency natural gas water heater with an Energy Factor (EF) of .67 or greater or have a Uniform Energy Factor (UEF) of .64 or greater; or a Thermal efficiency (TE) of .90 or greater, provided that the EF shall be at least .82 or greater or have a Uniform Energy Factor (UEF) of at least .80 or greater for tankless water heaters;

(e) Natural gas integrated space and water heating tank system with an AFUE of 90% or greater; or an integrated space and water heating tankless system with an EF of .82 or greater or have a Uniform Energy Factor (UEF) of .80 or greater;

(f) An energy audit performed by a certified energy auditor provided if any of (a) – (e) above are purchased and installed.

(3). Other Terms and Conditions

The maximum amount financed under this program will be \$15,000 per heating system or other qualifying appliance with a limit of four systems per customer.

So long as the customer has active natural gas service, the customers will be billed monthly on their regular gas bill for a loan term not to exceed seven (7) years. Loans will be made on a first-come, first-served basis.

(4). Description of Advertising or Publicity

The Company expects to publicize the EnergyWise Dealer Program through cooperative advertising, its own public information advertising campaigns, and personal contact and general meetings with heating and cooling contractors.

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29. Budget Billing Plan

The Company will permit residential and small commercial and industrial customers, served under any of the General Service, Seasonal Service or General L.P. Gas Service rate schedules and with no more than thirty days of arrears, to enroll in a Budget Billing Plan ("Budget") at any time during the year. Subject to the foregoing, the Company reserves the right to deny a Budget to a customer who has repeatedly failed to comply with a Budget or has violated other rules of the Company approved by the Commission.

Under the Budget, an account is billed levelized monthly amounts, approximately equal to one-twelfth of the customer's projected annual bill, plus or minus an amount reflecting any beginning utility account balance. A customer's Budget amount is based on the recent twelve months of historical annual usage at the location where the customer receives gas service as adjusted for weather conditions, changes in gas rates, or other factors, such as, but not limited to, customer load changes. Where a customer does not have a twelve (12)-month consumption history at such location, the Company may choose to utilize either the usage history of the former occupant or other available information or factors, such as, but not limited to, system averages.

In order to avoid large swings in the Budget amount, the Company will review such amounts periodically and may adjust an amount if it falls outside of parameters set by the Company. Initially such parameter will be set at a 20% variance; however, the Company reserves the right to change such parameter as needed and will notify the Commission Staff and the Office of the Public Counsel whenever such parameter is changed. Unless otherwise adjusted, a customer's Budget amount will generally remain in effect for twelve months, at which time it will be reviewed and adjusted for the foregoing factors for the upcoming twelve (12)-month period, including the roll-in of any outstanding utility account balance.

A customer may terminate a Budget at any time upon request to the Company. The Company may terminate a customer's Budget after giving notice if the customer has been delinquent for two (2) consecutive billing periods. Upon termination, any Budget balance shall be applied to the customer's subsequent bill.

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31. Excess Flow Valves:

EXCESS FLOW VALVES (EFV): To comply with United States Department of Transportation Regulation 49 CFR Part 192.383, the Company will install an EFV for certain new or replaced eligible gas service lines*, at no cost to the customer. These include:

- Single family residences
- Multi-family residences, and
- Small commercial entities consuming natural gas volumes not exceeding 1,000 Standard Cubic Feet per Hour

In addition, a customer may request an EFV be installed on an existing service line at their own expense, based upon suitable payment arrangements agreed to by the Company. If the service line is eligible* for EFV installation, the Company will install the EFV on a mutually agreed date at a cost as set forth in tariff on Spire Missouri Sheet No. 18.

32. Gas Service Initiation:

Spire Missouri shall charge customers for the initiation of gas service at the rates set forth in their respective rate schedules, but such charge shall not apply to owners of rental property where the owner agrees verbally or in writing to the Company to establish service in his/her name during periods of vacancy of rental unit(s).

Charges for the reconnection of service after discontinuance of service by the Company or the customer are provided in the Company's rate tariff Sheet No. 19, Miscellaneous Charges Sheet.

*Eligibility to install an EFV device will depend upon operating conditions in effect for the service, such as the inlet pressure, which may not allow the EFV to operate effectively.

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34a. Red Tag Repair Program

The Red Tag Repair Program is a program for low-income customers of the Company to receive funding towards minor repairs or replacements of their gas appliances and piping in order to obtain or retain gas service.

A reliable heat and hot water source are essential to the health & safety of the occupants of a household. Payment assistance will only be made to eligible residential customers, with a household income that would qualify for the DOE Low Income Weatherization Assistance Program (LIWAP), who require repairs or replacement of natural-gas appliances i.e. - permanent space heating equipment, PSHE, or water heater and/or piping that have been red- tagged, or the home owner has been identified through the local community action agency, or non-profit as having a heat source, or water heater that requires repair, or replacement. If the customer is renting the premises, approval of the landlord will be required. Customers receiving natural gas service to operable appliances do not qualify; this program is designed to assist only those lower income customers who would otherwise be eligible to commence or maintain service, but whose facilities have been identified by one of the above sources or their service has been "red-tagged," that is, whose service will be or is disconnected at the meter or to the appliance , and are without space heating, or hot water, due to an unsafe appliance, unsafe piping or unsafe non-space heating appliance where there is no shut off valve to the non-space heating appliance.

Terms and Conditions: The Company will provide up to \$200,000 annually for its Spire East operating unit and \$200,000 annually for its Spire West operating unit to credit customers or reimburse qualified social service, or community action agencies or non-profits within its service territory that can provide or arrange to provide and pay for such emergency service work consistent with the terms set forth herein and at an administrative cost not to exceed 10% of the funds provided. No customer shall receive assistance greater than \$2,000.00 under this Program per fiscal year. When the appliance qualifies for replacement, the furnace will be replaced with a 92% or higher efficiency unit, when feasible; water heaters will be power vented when feasible. In cases where the appliance is being replaced at cost to the customer, prior to installation the customer shall be offered an opportunity to use red tag funding toward the purchase and installation of said appliance. If the customer declines, then the customer shall be informed that they may use any licensed or qualified repair service provider or appliance seller that is willing to accept payment according to the terms of the program. The Spire East and Spire West Energy Efficiency Collaborative shall determine what data shall be gathered and reported to evaluate this program.

Avoid Red Tags permits Spire East and Spire West field service representatives (FSR) who are already on-site to spend a nominal amount of time to perform minor repairs of the customer's gas appliances and piping when doing so would result in the customer gaining or keeping use of service rather than having the piping or appliance "red-tagged" as unsafe. If an FSR determines that any gas appliance should be "red-tagged" as unsafe or out of compliance with applicable codes, but the FSR believes that the problem can be repaired in no more than 15 minutes using parts that cost \$20 or less, the FSR may, with the customer's consent, attempt to affect such repairs in conjunction with utility service at no cost to the customer. At any time that the FSR determines that the repair will fall outside of these parameters, the FSR shall cease the repair effort and proceed in accordance with the Company's safety practices and the Utility Promotional Practices

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35. Conservation and Energy Efficiency Programs

A. Residential High Efficiency Rebate Program:

The Company's Residential High Efficiency Rebate Program provides rebates to residential owners and customers for the installation of high efficiency heating systems, water heating systems, and thermostats as described below:

Equipment	Rated	Rebate
Gas furnace	Greater than or equal to 92% but less than 96% AFUE ¹	\$200
Gas furnace	Greater than or equal to 96% AFUE ¹	\$300
Gas boiler	Greater than or equal to 90% AFUE ¹	\$300
Combined Space Heating/Water Heating (w/ tank)	High efficiency boiler w/sidearm tank, AFUE ¹ >= 90%	\$450
Combined Space Heating/Water Heating (tankless) boiler	Tankless boiler/water heater combination unit, AFUE ¹ >= 90%	\$450
Electronic programmable setback thermostat	Four pre-programmed settings for 7-day, 5+2 day, or 5-1-1 day models	\$25 or 50% of the equipment cost, whichever is lower
Smart Thermostat	Smart thermostat (Wi-Fi Enabled)	\$75
Gas storage water heater greater than or equal to 20 gallons and less than or equal to 55 gallons	Greater than or equal to .64 UEF ² or higher	\$200
Gas storage water heater greater than 55 gallons and less than or equal to 100 gal	Greater than or equal to .76 UEF ² or higher	\$350
Gas instantaneous water heater less than 2 gallon	Greater than or equal to .80 UEF ² or higher	\$300

¹Annual Fuel Utilization Efficiency

²Uniform Energy Factor

³ Thermal Efficiency

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35. Conservation and Energy Efficiency Programs (continued)

A. Residential High Efficiency Rebate Program: (continued)

Equipment	Rated	Rebate
Pool Heaters	Greater than or equal to 84% TE ³ but less than 94% TE ³	\$400
Pool Heaters	Greater than or equal to 94% TE ³	\$750
Gas Dryers	ENERGY STAR* qualified	\$75
Insulation	Greater than or equal to R38	\$.40/sq ft up to \$750

Owners of, or customers living in, an individually metered dwelling unit, are eligible to participate in this program and must apply for rebates through the Company or through participating heating, ventilating and air conditioning ("HVAC") and plumbing contractors.

Rebate Limit: Individual dwelling units, as determined by account number, whether owner-occupied or rental property, are eligible for a maximum of two heating system rebates (furnace or boiler), two water heater rebates, or two combination unit rebates, and two thermostat rebates, under this program.

Owners of multiple individually metered dwelling units are allowed to receive rebates for all qualifying natural gas energy efficiency equipment without limitation, subject to program funding availability.

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35. Conservation and Energy Efficiency Programs (continued)

Equipment or Service	Rated	Rebate
Gas furnace	Greater than or equal to 92% but less than 94% AFUE ¹	\$200
Gas furnace	Greater than or equal to 94% AFUE ¹	\$250
Electronic programmable setback thermostat	Four pre-programmed settings for 7 day, 5+2 day, or 5-1-1 day models	\$40 or 50% of equipment cost, whichever is lower
Radiant Infrared Heater (Low-intensity heater, electronic ignition only)***	Rated greater than or equal to 20,000 BTU/hour and less than or equal to 250,000 BTU/hour	\$300
Condensing Unit Heater	Greater than or equal to 90% TE ²	\$300
High Temperature Heating & Ventilating (HTHV) Direct-Fired Gas Heaters	Greater than or equal to 90% TE ²	\$500
Advanced Load Monitoring (“ALM”) Boiler Control	ALM Retrofit to existing hot water space-heating boiler only	\$2000
Hot Water Boiler Outdoor Temperature Reset (“OTR”) Control	OTR Retrofit to existing hot water space-heating boiler only.	\$200
Continuous modulating burner	Burner replacement considered efficiency improvement.	25% of equipment cost or \$15,000 per burner, whichever is lower
Gas-fired boiler tune up Non-Profit Customers	Submit combustion test results performed before and after tune up. Eligible for tune up every two years.	75% of the cost up to \$750 per boiler, whichever is lower
Gas-fired boiler tune up All other C/I customers	Submit combustion test results performed before and after tune up. Eligible for tune up every two years.	50% of the cost up to \$500 per boiler, whichever is lower

¹Annual Fuel Utilization Efficiency

² Thermal Efficiency

*** All outdoor radiant infrared heating applications such as outdoor patios and golf ranges are not eligible.

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35. Conservation and Energy Efficiency Programs (continued)

Equipment or Service	Rated	Rebate
Gas space heating hot water boiler less than 300 MBH input	Greater than or equal to 85% and less than 92% AFUE ¹	\$2.50 per MBH
Gas space heating hot water boiler from 300 MBH to 2,500 MBH input	Greater than or equal to 85% and less than 92% TE ²	
Gas space heating hot water boiler greater than 2,500 MBH to 5,000 MBH input	Greater than or equal to 85% and less than 92% CE ³	
Gas space heating hot water boiler less than 300 MBH input	Greater than or equal to 92% AFUE ¹	\$3.00 per MBH
Gas space heating hot water boiler from 300 MBH to 2,500 MBH input	Greater than or equal to 92% TE ²	
Gas space heating hot water boiler greater than 2,500 MBH to 5,000 MBH input	Greater than or equal to 92% CE ³	
Gas space heating steam boiler less than 300 MBH input	Greater than or equal to 82% AFUE ¹	\$1.75 per MBH
Gas space heating steam boiler from 300 MBH to 5,000 MBH input	Greater than or equal to 82% TE ²	
Space Heating steam trap replacement or rebuild	Steam trap replacement or rebuild of failed trap considered efficiency improvement	50% of the equipment cost for trap replacement or rebuild kit, up to \$100 per steam trap
Process and/or industrial steam trap replacement or rebuild	Steam trap replacement or rebuild of failed trap considered efficiency improvement	50% of the equipment cost for trap replacement or rebuild kit, up to \$200 per steam trap
Vent damper	Damper installation considered efficiency improvement	50% of equipment cost or \$500 cap per boiler, whichever is lower
Primary air damper	Damper installation considered efficiency improvement.	50% of equipment cost or \$500 cap per boiler, whichever is lower
Gas Instantaneous Water Heater < 2 gallons	Greater than or equal to 0.82 EF ⁴ or .80 UEF ⁵ or higher	\$300
Condensing Storage Water Heater Greater than 75,000 and less than or equal to 500,000 BTU/hour input	Greater than or equal to 90% TE ²	\$450

¹Annual Fuel Utilization Efficiency (AFUE)

²Thermal Efficiency (TE)

³Combustion Efficiency (CE)

⁴Energy Factor (EF)

⁵Uniform Energy Factor (UEF)

MBH is a thousand BTUs per hour

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35. Conservation and Energy Efficiency Programs (continued)

Equipment or Service	Rated	Rebate
Infrared Char broiler	Natural gas char broiler with infrared burners replacing or instead of a char broiler without infrared burners	50% of the equipment cost or \$300, whichever is lower
Infrared Salamander Broiler	Natural gas salamander broiler with infrared burners replacing or instead of a char broiler without infrared burners	50% of the equipment cost or \$200, whichever is lower
Infrared Rotisserie Oven	Natural gas rotisserie oven with infrared burners replacing or instead of a rotisserie oven without infrared burners	50% of the equipment cost or \$300, whichever is lower
Kitchen Demand Control Ventilation (“KDCV”)	High efficiency KDCV must be a control system that varies the exhaust and/or make-up air flow rate(s) based on heat and smoke or vapors generated by cooking equipment. Temperature, timers, optical or other sensors may be used to sense ambient conditions and vary the speed of exhaust and/or make up air fans to meet ventilation requirements	\$300
Kitchen low flow spray wash nozzle. Maximum of 2 nozzles.	*GPM rating of 1.6 or less	50% of equipment cost or \$100 per nozzle, whichever is lower

*Gallons Per Minute

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35. Conservation and Energy Efficiency Programs (continued)

D. Energy Efficiency Programs

The Parties agree that the following terms and conditions shall govern the provision of energy efficiency programs by the Company after the effective date of the tariffs approved in Case Nos. GR-2017-0215 and GR-2017-0216:

EEC Membership & Process:

The Energy Efficiency Collaborative (“EEC”) for the Company shall function as an advisory group. The Company shall be responsible for all final decisions regarding its natural gas energy efficiency programs. The Company may file with the Commission proposed revised tariff sheets concerning the funding and design of its Energy Efficiency programs if it believes circumstances warrant changes. Prior to filing any such proposed revised tariff sheets with the Commission, the Company shall circulate those sheets for review and comment by the EEC. All new and revised tariff sheets shall be filed in compliance with the Commission’s promotional practices rules, unless otherwise approved by the Commission. Participation in the group shall not affect the participant’s right to question the prudence of the planning and/or the implementation of energy efficiency programs or budget changes as required herein or, in future cases, if such matters have not previously been approved by the Commission.

The advisory members of the EEC shall include the Company, the Staff of the Missouri Public Service Commission, the Office of the Public Counsel, the Division of Energy, the National Housing Trust, Renew Missouri, Consumers Council of Missouri, and other members that may be designated from time to time by agreement of the members or by Order of the Commission. The EEC shall meet on a periodic basis to discuss and provide input on energy efficiency measures and programs that the Company is proposing to adopt, modify or eliminate and to discuss and provide input on energy efficiency programs and measures that members may offer for consideration. The Company shall also provide EEC members with the information regarding the ongoing performance of the various energy efficiency programs previously approved by the Commission.

The Energy Efficiency Collaborative which was converted to an advisory group in Case No. GR-2017-0215 [or GR-2017-0216] will provide oversight for the implementation of this Program.

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P.S.C. MO. No. 9
CANCELLING

P.S.C. MO. No. 9

First Revised
Original

SHEET No. R-30.19
SHEET No. R-30.19

Spire Missouri Inc. d/b/a/ Spire

For: Spire Missouri

RULES AND REGULATIONS

Reserved for Future Use

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RULES AND REGULATIONS

35. Conservation and Energy Efficiency Programs (continued)

M. Spire PAYS® On-Bill Financing Program

Purpose: - The objective of the Spire PAYS On-Bill Financing Program (“the Program”) is to expand opportunities for customer adoption of cost-effective energy efficiency measures through on-bill financing opportunities for Participants through a tariff charge tied to the meter

Definitions: -

Analysis – Initial Program visit, walk through and report, Tier 1 upgrades, and customer education.

Assessment - Detailed home performance data collection, analysis of qualifying upgrades, preparation and one-on-one presentation of Program offer.

Company: Spire Missouri Inc., its successors and assigns.

Efficiency Upgrade Agreement – Agreement signed by Participants (who own or rent the property) defining Participant benefits and obligations, including Service Charges and duration of payments.

Energy Efficiency Plan (“Easy Plan”) – Prepared by Program Administrator to identify recommended upgrades, estimated savings, Service charges and cost recovery terms.

Estimated Life - The expected duration in years of the savings for each individual measure(s) when installed by Program Partners in the Program.

FastTrack HVAC – A secondary alternative enrollment pathway to Pay As You Save that stacks available HVAC rebates alongside PAYS financing terms, offering customers both through Program Partners when HVAC replacement is needed. Does not require or prohibit customers from enrolling in traditional (whole home) PAYS if they so choose at a later date.

Measure(s) – The replacement of less efficient natural gas equipment with new more efficiency equipment and/or the installation of building envelope upgrades i.e., attic insulation, air sealing, duct sealing, etc.

Owner Agreement - A separate required contract establishing the owner's obligations if Participant does not own the Property.

Participant: An owner or tenant of the Property who commits to the Program through execution of an Energy Efficiency Upgrade Agreement or Owners Agreement, as applicable.

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35. Conservation and Energy Efficiency Programs (continued)

M. Spire PAYS® On-Bill Financing Program (continued)

Definitions (continued): -

Program Administrator – The entity retained by the Company to implement the Program.

Program Partner – A retailer, distributor, or other service provider that the Company or the Program Administrator has approved to provide specific program services through execution of a Company-approved service agreement.

Project – Scope of work determined by the Program based on Property characteristics, program data collection, and analysis.

Property – the premise in which Program upgrades/measures are installed.

Property Notice – An encumbrance upon the Property filed in the county land records, outlining the benefits and obligations associated with the program measures. In jurisdictions in which the Program Administrator cannot file a Property Notice against the Property in the land records, and in any case where a subsequent tenant or owner is executing a rental agreement or sales agreement for the Property, a new Property Notice must be signed by the successor tenant or owner indicating their acceptance of the benefits and obligations of the upgrades at the Property before the sale or rental of the Property take place.

Qualifying Project – Project scope of work meeting Program criteria

Service Charge – Monthly on-bill charge assigned to the Property recovering Program costs for upgrades/measures, fees, any required taxes, 3% interest charge, or costs for Participant-caused repairs as described in section 4.

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RULES AND REGULATIONS

35. Conservation and Energy Efficiency Programs (continued)

M. Spire PAYS® On-Bill Financing Program (continued)

Availability: -The Program is available to coincide with the approval of the Company's rate case (Case No. GR-2021-0108) to Residential Spire customers receiving service under the Company's Residential Service Tariff, provided the Property meets program qualifications.

In order to qualify as a Participant, customers must either (a) own the Property or (b) the Property owner must sign an Owner Agreement agreeing to not remove or damage the upgrades, to maintain them, and to provide a Property Notice of the benefits and obligations associated with the upgrades at the Property to the next owner or tenant prior to the sale or rental of the Property.

Projects that address upgrades to existing Properties deemed unlikely to be habitable or to serve their intended purpose for the duration of Company's cost recovery will not be approved unless repairs are made by the Property owner that will extend the life through the Company's cost recovery period. If a Property is a manufactured home, it must be built on a permanent foundation and fabricated after 1982 to be eligible.

Program Description:

The Company will hire a Program Administrator to implement this Program. The Program Administrator will provide the necessary services to effectively implement the Program.

1. Participation: To become a Participant in the Program, a customer must: 1) request from the Program Administrator an analysis of qualifying upgrades by way of completing enrollment to the program through either the whole home (traditional) enrollment pathway to PAYS or through the FastTrack HVAC enrollment pathway to PAYS, 2) agree to the terms of the Analysis fee as described in section 3, and 3) sign the Efficiency Upgrade Agreement and implement any Qualifying Project that does not require an upfront payment from the Participant as described in section 2(c).

- a. The Participant must agree to have a Property Notice attached to the Property filed in the county land records through either i) Owners Agreement if the Participant is not the owner, or ii) as part of the Efficiency Upgrade Agreement if the Participant is the owner.
- b. In jurisdictions in which the Company cannot file the Property Notice in the county land records, failure to obtain the signature of a successor tenant or owner of the Property, on a replacement Property Notice, will constitute the owner's acceptance of consequential damages and permission for a successor tenant or owner to break their lease or sales agreement without penalty.
- c. The Participant authorizes the use of energy usage history by the Program Administrator in order to true up its energy analysis and determine qualifying recommendations.

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RULES AND REGULATIONS

35. Conservation and Energy Efficiency Programs (continued)

M. Spire PAYS® On-Bill Financing Program (continued)

Program Description (continued):

2. Energy Efficiency Plans: The Company will have its Program Administrator or Program Partner perform an assessment and prepare a Plan identifying recommended most cost-effective upgrades/measures to improve energy efficiency and lower energy costs.

- a. Incentive payment: The Company will offer incentives currently available for any eligible residential energy efficiency measure.
- b. Net Savings: Recommended upgrades/measures shall be limited to those where the annual Service Charge, including program fees and applicable charges for capital, is no greater than 80% of the estimated annual savings to a Participant based on current retail rates for natural gas, and may include electric savings if the Program is co-delivered with an electric utility.
- c. Copay Option: In order to qualify a Project that does not meet the criteria for a Qualifying Project, Participants may agree to pay the portion of a Project's cost that prevents it from qualifying for the Program as an up-front payment to the Program Partner or Program Administrator. Company will assume no responsibility for such up-front payments to the Program Partner or Program Administrator. Copayments will be applied after applying relevant incentive payments as defined in 2(a).

3. Analysis fee: The Company will not recover Analysis fee costs from Participants through a Service Charge. Analysis fee costs will be treated as Program administrative costs.

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35. Conservation and Energy Efficiency Programs (continued)

M. Spire PAYS® On-Bill Financing Program (continued)

4. Services Charge: The Company will recover the costs for its investments, including any fees as allowed in this tariff, through a monthly Service Charge assigned to the Property where upgrades are installed. Such Service Charge shall be paid by the Participant or a successor occupying the Property until all Company costs have been recovered. The Service Charge will also be set for a duration not to exceed the greater of i) the length of a full parts and labor warranty or ii) 80 percent (80%) of the Estimated Life of the upgrades, and in no case longer than fifteen years. The Service Charge and duration of payments will be included in the Efficiency Upgrade Agreement.

- a. Cost Recovery: No sooner than 45 days after approval by the Company or its Program Administrator, the Participant shall be billed the monthly Service Charge as determined by the Program. The Company will bill and collect the Service Charge until cost recovery is complete except in cases discussed in this section 4. Prepayment of Service Charges will be permitted at the sole discretion of the Participant
- b. Eligible Upgrades/Measures: All upgrades/measures must have Energy Star certification, if applicable and whenever possible, meet at least minimum Company rebate qualifying requirements.
- c. Ownership of Upgrades/Measures: During the period of time when the Service Charge is billed to Participants at the Property where upgrades have been installed, the Company will retain ownership of the installed upgrades/measures. Upon completion of the cost recovery, ownership will be transferred to the owner of the Property.

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35. Conservation and Energy Efficiency Programs (continued)

M. Spire PAYS® On-Bill Financing Program (continued)

- d. Maintenance of Upgrades/Measures: Participants and Property owners (if the Participant is not the Property owner) shall keep the installed upgrades in place, in working order, and maintained per manufacturer's instructions for the duration of the cost recovery. Participants shall report the failure of the installed upgrades to the Program Administrator or Company as soon as possible. If an upgrade fails, the Company's Program Administrator is responsible for determining its cause and for making reasonable efforts to repair the upgrade/measure in a timely manner. If the Property owner, Participant, or occupants of the Property caused the damage to the installed upgrades/measures, they will reimburse the Company as described in this section 4.
- e. Termination of Service Charge: Once the Company's cost recovery is complete, Company will discontinue the Service Charge.
- f. Vacancy: If a Property at which upgrades/measures have been installed becomes vacant for any reason and natural gas service is disconnected, the Service Charge will be suspended until a successor Participant takes occupancy. If a Property owner maintains natural gas service at the Property, the Property owner will be billed the Service Charge as part of any charges incurred while natural gas service is active.
- g. Extension of Service Charge: If the monthly Service Charge is reduced or suspended for any reason, once repairs have been successfully completed or service reconnected, the number of total monthly payments shall be extended until the total collected through the Service Charge is equal to the Company's cost for upgrades as described in this section 4, including costs associated with repairs, deferred payments, and missed payments as long as the Participant is still benefiting from the upgrades.

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35. Conservation and Energy Efficiency Programs (continued)

M. Spire PAYS® On-Bill Financing Program (continued)

- h. Tied to the Property: Until cost recovery for upgrades at the Property is complete or the upgrades fail as described in section 4(l), the terms of this tariff shall be binding on the Property and any future Participant who receives service at the Property.
- i. Disconnection for Non-Payment: As a charge paid in furtherance of an approved energy efficiency program, The Company may disconnect natural gas service to the Property where upgrades were installed for non-payment of the Service Charge under the same provisions as for any other natural gas service.
- j. Confirm Savings Actually Exceeded Tariffed-Charge: Program Administrator will perform an annual analysis to evaluate weather- normalized 12-month post-upgrade Project cost savings and confirm that the Service Charge remains lower than estimated Project cost savings. In the event that analysis indicates that the Service Charge exceeds the estimated Project cost savings due to inaccurate saving estimates, and a subsequent investigation performed by the Administrator determines that this is the case, the Service Charge may be reduced to the extent needed in order for the Participant to realize Project savings, but in no event shall the Service Charge be zero.
- k. Repairs: Should, at any future time during the billing of the Service Charge, the Company determine that the installed upgrades/measures are no longer functioning as intended and that the occupant or Property owner, as applicable, did not damage or fail to maintain the installed upgrades, the Company shall reduce or suspend the Service Charge until such time as the Company and/or its Program Partner can repair the upgrades/measures. If the upgrades/measures cannot be repaired or replaced cost effectively, the Company will waive remaining Service Charges. If the Company determines, in its sole discretion, that the Participant, Property occupants or Property owner, as applicable, did damage or failed to maintain the upgrades/measures in place as described in section 4(d), it shall attempt to recover all costs associated with the installation, including any fees, incentives paid to lower Project costs, and legal fees. The Service Charge will continue until Company's cost recovery is complete as long as the upgrades/measures continue to function. Company will not guarantee perfect operation of installed upgrades/measures in every circumstance, and any suspension or waiver of unbilled Service Charges shall not entitle the Participant or Property owner to any refund or cancellation of previously billed Service Charges.

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36. Payment Partner Program

This Payment Partner Program (the "Program") is provided to eligible customers in Spire Missouri's service territory.

A. The Program may be jointly administered by Spire Missouri and selected Community Action Agencies and other similar social service agencies (CAA) in Spire Missouri's service territory. The Company, Staff of the Missouri Public Service Commission, the Office of the Public Counsel and the CAA will negotiate the compensation for the CAA, but the compensation shall be no greater than 10% of the Program's funds.

B. To be eligible for the Program, customers must have a household income at or below 200% of the federal poverty level (FPL), apply with the CAA for any energy assistance funds for which they might be eligible, and review and agree to implement cost-free, self-help energy conservation measures identified by the CAA. The CAA may use household registration from other assistance programs to determine eligibility for the Program. The CAA shall also make an effort to identify eligible participants who, because of their payment history or other factors, have a greater opportunity to succeed in the Program.

C. The Program shall be funded at a total annual level not to exceed \$3,300,000 and shall include fixed monthly assistance and arrearage repayment. No more than 10% shall be set aside annually for each operating unit to pay for the administrative costs specified above. A portion of the administrative costs shall be utilized to contract with Community Action Agencies and other existing energy assistance agencies, as agreed to by Spire and the Collaborative. Such total funding level shall not be increased or decreased prior to the effective date of rates in the Company's next general rate case proceeding, provided that any amounts not spent in any annual period shall be rolled over and used to fund the Program in the next annual period. Upon termination of the Program, any unspent amounts shall be used to fund low-income energy assistance, low-income weatherization, or energy efficiency programs for customers who receive natural gas services from Spire Missouri.

D. Fixed Monthly Assistance. Eligible customers will receive a monthly bill credit to be determined by the collaborative and tiered for high energy burden and low-income customers with highest energy burdens year-round. The Collaborative will discuss and define the term "highest energy burden".

E. Arrearage Repayment. Any customer entering the Payment Partner Program who has an arrearage balance shall receive arrearage forgiveness credits of any amounts not covered by LIHEAP or other assistance programs. The Company will make referrals to LIHEAP, Dollar Help and other sources of funding to reduce the arrears balance.

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37. Spire Critical Needs Program

The Critical Needs Program (the “Program”) is a three-year pilot program designed to promote and finance a community-based information resource network that will identify and direct customers with critical medical needs to resources that will help customers receive utility bill payment assistance.

Purpose

The Program will provide outreach and training to community stakeholders that will allow them to identify individuals that are in critical medical need for assistance and refer such individuals to available assistance resources.

Availability

This program is available to all residential customers, including those on space heating service, who for medical and/or income related circumstances need utility bill payment assistance.

Definitions

Critical medical need – A situation where loss of natural gas service may aggravate an existing serious illness or may prevent the use of life-support equipment. The designation of a customer or member of the household as having a critical medical need must be verified by a certified medical professional and such verification must be submitted to Company to be eligible for this program.

Funding

A total of \$500,000 shall be allocated to the implementation of the Critical Needs Program. Any unspent funding allocated for the Critical Needs Program in a given program year shall be applied to bill and arrearage assistance programs. No more than 10% shall be set aside annually for each operating unit to pay for administrative costs specified above.

Benefits

Residential customers that have a critical medical need or have a member of their household that has a critical medical need will not be eligible for disconnection for thirty (30) days. Eligible residential customers will also be enrolled in the Company’s Budget Billing program or Payment Partner program, if eligible, as deemed appropriate by the Company.

Residential customers identified as having a critical medical need, or any member of such customers’ household, may be eligible for extension to secure payment for utility service or make alternate payment arrangements.

Notice

From November 1 through March 31, for households where at least one member of the household is registered as having a critical medical need, verified by a certified medical professional and with the verification submitted to Company, Company must make additional contacts prior to discontinuance of service. At the time of discontinuance of service, a personal contact must be made at the household with an individual with a critical medical need. The personal contact must be with the customer or with a member of the household above the age of fifteen (15) years.

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40. MOBILE HOME SERVICE

40.01 AVAILABILITY: Natural gas service, except that which is temporary or seasonal in character, is available to mobile homes in all communities served by the Company at applicable rates under all other provisions of these General Terms and Conditions for Gas Service subject, however, to the modifications and additions set forth in this Rule 40.

40.02 GENERAL SERVICE CONDITIONS FOR MASTER METERED MOBILE HOME COURTS INSTALLED PRIOR TO MAY 14, 1985: Gas service to mobile homes courts installed prior to May 14, 1985, will be available to the court owner or operator at a master meter, subject to the following conditions and/or modifications.

A The court owner or operator shall save and hold harmless the Company from any and all liability for injury or damage to persons or property resulting directly or indirectly from the presence or use of natural gas within the court- owned distribution system, except such damages or injuries resulting from failure of the Company's facilities.

B Except as modified in Paragraph (C) and (D) below, gas shall be supplied to individual mobile homes within a master metered court through a distribution system operated and maintained in a safe condition at the expense of the court owner or his operator. Facilities necessary for proper pressure regulation shall also be operated and maintained in a safe condition at the expense of the court owner or operator. The distribution system and related pressure regulation facilities shall conform with all applicable laws, the requirements of all governmental authorities having jurisdiction, and all requirements of the Company. The Company shall have the right to inspect such system and facilities and may discontinue service until the foregoing provisions have been complied with.

C Company-owned submeters within master metered courts shall remain in place. The Company shall continue to submit bills to those persons receiving service through the submeters. In the event the master meter serves load that is not submetered, the customer will be billed for the difference between the total of the submeter readings and the master meter reading. The master meter and the submeters shall be read on the same day.

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40. MOBILE HOME SERVICE (continued)

40.02 GENERAL SERVICE CONDITIONS FOR MASTER METERED MOBILE HOME COURTS
INSTALLED PRIOR TO MAY 14, 1985:(continued)

D The court owner or operator shall provide, and at all times maintain at the place specified by the Company, suitable meter set piping and space for the meter and regulator installation, with such location readily accessible for reading, inspection, and testing at all times. The cost related to any change in the meter set location shall be the responsibility of the court owner or operator. Any work associated with the provision of suitable meter set piping or changes thereto must be performed by the Company or Company's agent or other individuals that have been prequalified by the Company. The estimated cost therefore is paid in advance by the court owner or his operator.

E The Company may assume ownership and if necessary upgrade or repipe mobile home court distribution systems when such is requested by the Court owner or operator or required by the provisions of Section 39.05 of this Rule. Re-piping requested or required shall be performed pursuant to the applicable extension provisions of Section 40.04 of this Rule.

F When service to individual mobile homes is to be supplied by the Company pursuant to the provisions of Paragraphs (D), or (E), of this Section, such service shall be subject to the provisions of Paragraphs (B), (C), and (D) of Section 40.03 of this Rule.

G The existence of company-owned submeters, pursuant to the provisions of Paragraphs (C) and (D) of this Section, shall not affect the application of the provisions of Paragraph (A) of this Section, regarding court-owned piping between the outlet of the master meter and the inlet of the submeters.

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40. MOBILE HOME SERVICE (continued)

40.03 GENERAL SERVICE CONDITIONS FOR MOBILE HOME COURTS INSTALLED AFTER MAY 14, 1985, AND FOR INDIVIDUAL MOBILE HOMES LOCATED ON CITY OR SUBURBAN LOTS:

A Gas Service will be provided by the Company to individual mobile homes located on city or suburban lots or in mobile home courts through distribution facilities owned, installed, operated, and maintained by and at the expense of the Company in the same manner as service is provided to conventional establishments, except as provided for in Section 40.04 of this Rule.

B When service to individual mobile homes is to be supplied by the Company, such service shall be subject to the execution of the Company's standard application or contract by the customer at each metered location.

C Service will be billed at each metered location under the Company's applicable tariffs, including the minimum bill provisions thereof, and payment of such billings shall be the responsibility of the applicant for service at the respective metered locations.

D Where service at a mobile home site is provided to and in the name of the court owner or his operator for use by the occupant of the mobile home site, the court owner or his operator shall collect no more from such occupant than the amount of the Company's billing for gas delivered to such metered location. Violation of this condition shall subject the court owner or operator to discontinuance of service.

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40. Spire Keeping Families Warm Program

Purpose

The Keeping Families Warm Program (the “Program”) is a program designed to provide Spire gas bill payment assistance during Cold Weather Rule months (November – March) to customers meeting eligibility requirements. This Program is provided pursuant to the Unanimous Stipulation and Agreement approved by the MoPSC in Case No. GR-2021-0127.

Availability

This program is available to all residential customers, including those on space heating service, on the Residential Service Rate (RS) who are either 1) elderly, 2) disabled, 3) have a documented chronic medical condition, or 4) live in households with one or more children five (5) years of age or younger and the customer in one of these categories has an income that is no more than 200% of the Federal Poverty Level (FPL) enrolled by an agency designated by the Company.

Provisions

Pursuant to the Unanimous Stipulation and Agreement approved by the MoPSC in Case No. GR-2021-0127, the Company will provide \$200,000 annually to finance the Program. This funding will terminate on October 1, 2027.

Participants must be registered with a designated Keeping Families Warm Agency (Community Action Agency (CAA) or other similar social service agency in Spire Missouri’s Service territory). Participants may also apply for LIHEAP assistance and weatherization services and may enroll in Spire’s Payment Partner Program.

Monthly bill credits, November through March, of \$50 will be applied for those bills where Participant makes an on-time payment (before the late fees assessed by date on the bill).

Participants that default on payments for two (2) consecutive months will be removed from the Program and not allowed to enroll in the Program for twelve (12) months.

Any unspent funding allocated for the Keeping Families Warm Program in a given program year shall be applied to other Spire bill and arrearage assistance programs.

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