

THE EMPIRE DISTRICT ELECTRIC COMPANY d.b.a. LIBERTY

P.S.C. Mo. No. 6 Sec. 5 Original Sheet No. 29

Canceling P.S.C. Mo. No. _____ Sec. _____ Original Sheet No. _____

For ALL TERRITORY

RULES AND REGULATIONS

4. Customers required to make a deposit may pay in installments unless Company can show likelihood that the customer does not intend to pay for the service. Deposits assessed to residential customers under the provisions of section 3a (discontinued for non payment) or section 3c (excessive late payments) of this rule during the months of November, December and January may be paid, if the customer is unable to pay the entire deposit, by installments over a six (6) month period.
5. A deposit shall be subject to the following terms:
 - a. It shall not exceed two (2) times the highest bill for utility charges actually incurred or estimated (such estimate may include usage previous to the customer at that premise) to be incurred by the Customer during the most proximate twelve (12) month period at the service premises, or, in the case of a new Residential Customer who is assessed a deposit under subsection 1.d. (unable to establish an acceptable credit rating), two (2) times the average of the estimated monthly bill for a yearly period for utility charges at the requested service premises;
 - b. It shall bear interest at a rate specified in Schedule CA, Credit Action Fees, approved by the Commission, which shall be credited to the service annually upon the account of the Customer on a billing period basis (when each bill is issued) or paid upon the return of the deposit, whichever occurs first, —pursuant to the variance granted in Case No. EE-2026-0065. Interest shall not accrue on any deposit after the date on which a reasonable effort has been made to return it to the Customer. Records shall be kept of efforts to return a deposit. This rule shall not preclude the Company from crediting interest upon each service account during one (1) billing cycle annually;
 - c. Upon discontinuance or termination of service, other than for a change of service address, it shall be credited, with accrued interest, to the utility charges stated on 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;
 - d. 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 charge shall be satisfactory if made within ten (10) days of resolution or withdrawal of the dispute. Company may withhold refund of a deposit pending the resolution of a dispute with respect to charges secured by the deposit;
 - e. Deposits from non-residential Customers may be retained by the Company as a guarantee of payment of final bills;
 - f. Company shall maintain records which show the name of each Customer who has posted a deposit, the current address of the Customer, the date and amount of deposit, the date and amount of interest paid, and information to determine the earliest possible refund date;
 - g. Each Customer posting a deposit shall receive, in writing, at the time of tender of deposit or with the first bill, a receipt as evidence of deposit, unless 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:

STATE OF MISSOURI, PUBLIC SERVICE COMMISSION

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THE EMPIRE DISTRICT GAS COMPANY
JOPLIN, MO 64802

FOR: All Territory

RULES AND REGULATIONS GAS

2.04 Deposits and Guarantees of Payment (Continued)

- (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. Pursuant to the variance granted in Case No. GE-2026-0066, interest shall be either credited to the service account of the customer on a ~~billing period~~ annual basis (when each bill is issued) or paid upon the return of the deposit, whichever occurs first. Interest shall not accrue on any deposit after the date Company has made a reasonable effort to return such deposit to the customer. This Rule shall not preclude Company from crediting interest upon each service account during one (1) billing cycle annually.
- (3) Upon discontinuance or termination of service other than for a change of service address, the deposit shall be credited, with accrued interest, to the utility charges on the final bill. The balance, if any, shall be returned to the customer within twenty-one (21) days of the rendition of the final bill.
- (4) Upon satisfactory payment of all undisputed gas charges during the last twelve (12) 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. Company may withhold refund of a deposit pending the resolution of a dispute with respect to charges secured by the deposit. Security deposits from nonresidential customers may be retained by the Company as a guarantee of final bill. Only new customers taking service after the effective date of April 1, 2010 shall be subject to the requirement.
- (5) Company shall maintain records, which show the name of each customer who has posted a deposit, the current address of the customer, the date and amount of deposit, the date and amount of interest paid, and information to determine the earliest possible refund date.
- (6) 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 of deposit, unless 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 customer, date of payment, amount of payment, identifiable name, signature, and title of Company employee receiving payment, and statement of the terms and conditions governing the payment, retention, and return of deposits.

ISSUED BY: Kelly S. Walters, Vice President

STATE OF MISSOURI, PUBLIC SERVICE COMMISSION

P.S.C. MO. No. 22Original Sheet No. R 10.3

Canceling P.S.C. MO No. _____

Liberty Utilities (Missouri Water) LLC (Water)

d/b/a Liberty Utilities or LibertyAll Missouri Areas

Name of Issuing Corporation

Community, Town or City

Rules and Regulations Governing Rendering of Water Service

Rule 10 BILLS FOR SERVICE continued

- J. The Company may require a security deposit or other guarantee of payment as a condition of continued service if:
1. The water service of the Customer has been discontinued for non-payment of a delinquent account not in dispute; or
 2. The utility service to the unit has been diverted or interfered with in an unauthorized manner; or
 3. The Customer has failed to pay undisputed bills before the delinquency date for five (5) billing periods out of twelve (12) consecutive monthly billing periods. The Company may not require a deposit from a customer if such customer has consistently made a payment for each month during the twelve (12) consecutive months, provided that each payment is made by the delinquent date; and each payment made is at least seventy five dollars (\$75), or twenty five percent (25%) of the total outstanding balance, provided that the outstanding balance is three hundred dollars (\$300) or less, or to any customer making payments under a payment plan previously arranged with the Company.
 4. A customer other than residential has failed to pay an undisputed bill before the delinquency date for two billing periods out of six consecutive billing periods.
- K. The amount of a security deposit shall not exceed utility charges applicable to one (1) billing period plus thirty (30) days, computed on estimated or actual annual usage.
- L. Pursuant to the variance granted in WE-2026-0067, Interest shall be payable annually to the service account of the Customer on a billing period basis (when each bill is issued) on all deposits, but shall not accrue after the utility has made reasonable effort to return the deposit. Interest will be paid at a per annum rate equal to the prime bank lending rate, as published in the *Wall Street Journal* for the last business day of the preceding calendar year, plus one (1) percentage point. Interest may be credited to the Customer's account.
- M. Upon discontinuance or termination of service other than for change of service address, the deposit, with accrued interest, will be credited to the final bill and the balance, if any, will be returned to the customer within twenty-one (21) days of the rendition of the final bill.
- N. After a Customer has paid proper and undisputed utility bills by the due dates, for a period not to exceed one (1) year, credit shall be established or reestablished, and the deposit and any interest due shall be refunded. For purposes of this rule, payment is satisfactory if made prior to the date upon which the bill becomes delinquent. Payment of a disputed charge shall be satisfactory if made within ten (10) days of resolution or withdrawal of the dispute. The utility may withhold full refund of the deposit pending resolution of a disputed matter.

DATE OF ISSUE: January 30, 2025DATE EFFECTIVE: March 01, 2025

ISSUED BY: Charlotte Emery, Sr. Director Rate and Regulatory Affairs, Joplin, MO

STATE OF MISSOURI, PUBLIC SERVICE COMMISSION

P.S.C. MO. No. 23Original Sheet No. R 10.3

Canceling P.S.C. MO No. _____

Liberty Utilities (Missouri Water) LLC (Sewer)

d/b/a Liberty Utilities or Liberty

All Missouri Areas

Name of Issuing Corporation

Community, Town or City

Rules and Regulations Governing Rendering of Sewer Service

Rule 10 – Bills for Service (Continued)

3. If the applicant has insufficient credit history with the Company, the applicant shall be deemed to have established an acceptable credit rating if the Customer meets any of the following criteria:
- a. Owns or is purchasing a home.
 - b. Is and has been regularly employed on a full-time basis for at least one (1) year.
 - c. Has a regular source of income.
 - d. Can provide adequate credit references from a commercial credit source.
- K. Unless sewer charges are billed in advance, the Company may require a security deposit or other acceptable written guarantee of payment as a condition of continued or re-establishing of service if:
1. The water service of the Customer has been discontinued for non-payment of a delinquent account not in dispute.
 2. The Customer has interfered with; diverted; or, in an unauthorized manner, used utility service delivered to the Customer's premises.
 3. The Customer has failed to pay undisputed bills before the delinquency date for five (5) billing periods out of twelve (12) consecutive monthly billing periods. 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 written discontinuance notice.
- L. The amount of a security deposit shall not exceed utility charges applicable to one (1) billing period plus thirty (30) days, computed on estimated or actual annual usage.
- M. Pursuant to the variance granted in WE-2026-0067, interest shall be payable to the service account of the Customer on a billing period basis (when each bill is issued) annually on all deposits, but shall not accrue after the utility has made reasonable effort to return the deposit. Interest will be paid at a per annum rate equal to the prime bank lending rate, as published in the Wall Street Journal for the last business day of the preceding calendar year, plus one (1) percentage point. Interest may be credited to the Customer's account.
- N. After a Customer has paid proper and undisputed utility bills by the due dates, for a period not to exceed one (1) year, credit shall be established or re-established, and the deposit and any

DATE OF ISSUE: January 30, 2025DATE EFFECTIVE: March 01, 2025ISSUED BY: Charlotte Emery, Sr. Director Rate and Regulatory Affairs, Joplin, MO

STATE OF MISSOURI, PUBLIC SERVICE COMMISSION

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Original Sheet No. R 10.3

Canceling P.S.C. MO No. _____

Liberty Utilities (Missouri Water) LLC (Sewer)

d/b/a Liberty Utilities or Liberty

All Missouri Areas

Name of Issuing Corporation

Community, Town or City

Rules and Regulations Governing Rendering of Sewer Service

interest due shall be refunded. The utility may withhold full refund of the deposit pending resolution of a disputed matter.

Atmos Energy Corporation

FOR – All Areas

Name of Issuing Corporation

Community, Town or City

CUSTOMER CREDIT AND DEPOSITS (continued)

- (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 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 preceding twelve months, send a written notice explaining the Company's right to require a deposit or include such explanation with each written discontinuance notice.
- (d) The Company may require from any non-residential Customer, at any time, a cash deposit or, at the Company's option, a personal guarantee of a responsible person.

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, one-sixth (1/6) of the estimated annual bill. The amount of any deposit or guarantee for non-residential Customers shall not exceed an estimated bill covering one (1) billing period plus thirty (30) days.
- (b) A deposit shall bear interest at a rate as set forth on Sheet No. 21. Pursuant to the variance granted in Case No. GE-2026-0066, interest ~~which~~ shall be either credited ~~annually~~ to the account of the Customer on a billing period basis (when each bill is issued) or paid upon the return of the deposit, whichever occurs first. Interest shall not accrue on any deposit after the date on which a reasonable effort has been made to return it to the Customer. Records shall be kept of efforts to return a deposit. This rule shall not preclude the Company from crediting interest upon each service account during one (1) billing cycle annually.
- (c) For residential Customers, upon satisfactory payment of all undisputed utility charges during the last twelve (12) billing months, it shall be promptly 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

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month day yearDATE EFFECTIVE: April 1, 2007
month day yearISSUED BY: Patricia Childers
name of officerVice President-Rates and Regulatory Affairs
titleFranklin, TN
address

FORM NO. 13

P.S.C. MO. No. 2

Cancelling P.S.C. MO. No. 1

Original SHEET No. 86

Original SHEET NO.

Atmos Energy Corporation

Name of Issuing Corporation

FOR – All Areas

Community, Town or City

CUSTOMER CREDIT AND DEPOSITS (continued)

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.

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name of officerVice President-Rates and Regulatory Affairs
titleFranklin, TN
address