

Atmos Energy Corporation

FOR – All Areas

Name of Issuing Corporation

Community, Town or City

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) Bill: A written demand for payment for service and the taxes and franchise fee related to it.
- (2) Billing Period: A normal usage period of not less than twenty-six (26) nor more than thirty-five (35) days, except for initial, corrected or final bills. Pursuant to the variances granted in Case No. GE-2026-0066 on July *, 2026, from Commission Rules 20 CSR 4240-13.015(1)(C) and 13.020(1) and (6), bills issued in connection with the establishment, modification, or realignment of collective or joint billing arrangements may result in a billing period shorter or longer than twenty-six (26) to thirty-five (35) days in the following scenarios:
- a. the addition/removal of an account to/from an existing collective or joint summary bill;
 - b. the creation of a new collective or joint summary bill;
 - c. when a landlord requests service be put in (or taken out of) their name on a "child" account;
 - d. when a landlord sets up a new owner allocation/default on new properties, but the locations are currently in the names of tenants, these will need to be aligned to the landlord parent account;
 - e. when a long or short bill, issued pursuant to a variance, must be corrected and reversed; and
 - f. Liberty offers a landlord revert or default option that automatically puts service in the landlord's name when a tenant moves out. If service was not in the landlord's name at the time of conversion/alignment activities, that account may not be aligned. Liberty will monitor and align these accounts once the default transfers back into the landlord's name. This includes the scenario where a tenant moves in before a landlord alignment is complete, which may result in a tenant receiving two short/long bills.
- Additionally, residential customers who opt out of AMI/AMR metering and elect to self-read are exempt from these requirements for a one-time cycle change following their election (per meter, per location).
- (3) Class of Service: The term "Class of Service" pertains to the end use of the gas as well as the nature of the service. The associated terms are defined as follows:
- a. Residential: Service provided for domestic purposes.
 - b. Commercial: Service where the primary use of natural gas is in connection with the sale of goods or services including institutions and local, state and federal

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agencies, but excluding the generation of electric power and including transportation of gas by the Company.

c. Industrial: Service to Customers primarily engaged in a process which creates or changes raw or unfinished materials into another form or product including the generation of electric power and transportation of gas by the Company.

d. Firm: Service which normally anticipates no interruptions.

e. Interruptible: Service that may be curtailed in whole or in part on short notice.

f. Non-Residential: All classes other than Residential.

(4) Cold Weather Maintenance of Service definitions as follow:

a. Energy Crisis Intervention Program (ECIP) means the federal ECIP administered by the Missouri Division of Family Services under section 660.100, RSMo;

b. Heat-related utility service means any gas or electric service that is necessary to the proper function and operation of a Customer's heating equipment;

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- c. Low Income Home Energy Assistance Program (LIHEAP) means the federal LIHEAP administered by the Missouri Division of Family Services under section 660.110, RSMo;
- d. Registered elderly handicapped Customer means one who is sixty (60) years old and above, or is handicapped to the extent that Customer is unable to leave the premises without assistance and who files with the Company a form approved by the Commission attesting to the fact that Customer meets these qualifications and which also lists an agency or person the Company shall contact as required in the Company's Cold Weather Program; and
- e. Utilicare means the state program of energy assistance established by section 660.122, RSMo.
- (5) Commission: The Missouri Public Service Commission.
- (6) Company: Atmos Energy Corporation, including its employees and agents.
- (7) 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, with the following further designations: "Mcf" is 1,000 cubic feet of gas; "Ccf" is 100 cubic feet of gas; as used herein, "Therm" means the 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.
- (8) Customer: A person or legal entity responsible for payment for service except one denoted as a guarantor.
- (9) Cycle Billing: A system that results in the rendition of bills to various Customers on different days of the month.
- (10) Delinquent Charge: A charge remaining unpaid by a residential Customer at least twenty-one (21) days and by a non-residential Customer at least fourteen (14) days from the rendition of the bill by the Company.
- (11) Delinquent Date: The date stated on a bill after which the Company may assess an approved late payment charge in accordance with a tariff on file with the Commission.

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- (12) Deposit: A money advance to the Company for the purpose of securing payment of delinquent charges that might accrue to the Customer who made the advance.
- (13) Discontinuance of Service: A cessation of service not requested by a Customer.
- (14) Due Date: The date stated on a bill when the charge is considered due and payable.
- (15) Estimated Bill: A charge for service that is not based on an actual reading of the meter or other registering device by an authorized Company representative.
- (16) Extension Agreement: A verbal agreement between the Company and the Customer extending payment for fifteen (15) days or less.
- (17) Guarantee: A written promise from a third party to assume liability up to a specified amount for delinquent charges that might accrue to a particular Customer.
- (18) In Dispute: Any matter regarding a charge or service that is the subject of an unresolved inquiry.
- (19) Late Payment Charge: An assessment on a delinquent charge in accordance with a tariff on file with the Commission and in addition to the delinquent charge.
- (20) Notice: Any written communication from the Company to the Customer. Notice shall be deemed to have been given when addressed to the Customer at his last address on record with the Company and deposited in the United States Mail Service with proper postage paid.
- (21) Overhead Costs: Includes (1) labor clearings consisting of transportation, operating construction equipment, stores (inventory handling), local supervision, and clerical and corporate administration; (2) non-labor costs 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.
- (22) 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.

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- 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.
- (23) Preferred Payment Date: The date stated on a bill which shall be at least twenty-one (21) days from the rendition of the bill or which shall be the preferred date selected by the Customer after which the Company may assess an approved late payment charge in accordance with a tariff on file with the Commission.
- (24) Purchased Gas Adjustment Clause: The adjustment procedure approved by the Commission to recognize variations in the cost of purchased gas.
- (25) Rendition of a Bill: The mailing or hand delivery of a bill by the Company to a Customer.
- (26) Service Line: A line that transports gas from a common source of supply to a Customer to and including the service regulator and/or the service line valve and/or the meter, up to the point of delivery. Service line installations and/or service line replacements made after 12/15/89 must be installed, owned, operated and maintained by the Company regardless of the meter location. Installation of Customer-owned service lines will not be permitted.
- (27) Tariff: A schedule or rates, services and rules approved by the Commission.
- (28) Termination of Service: A cessation of service requested by a Customer.
- (29) Utility Charges: The rates for utility service and other charges authorized by the Commission as an integral part of utility service.

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