

STATE OF MISSOURI, PUBLIC SERVICE COMMISSION

P.S.C. MO. No.	2	2nd <u>1st</u>	Revised	Sheet No.	R-8
Canceling P.S.C. MO. No.	2	<u>1st</u>	Original <u>Revised</u>	Sheet No.	R-8

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