

UNION ELECTRIC COMPANY GAS SERVICE

Applying to _____ MISSOURI SERVICE AREA

VII. Measurement of Service

A. Specifications

Company will designate the meter location point and the amount of unobstructed space necessary for its installation, maintenance and reading of the meter. Normally, meters will be installed adjacent to the building foundation nearest Company's main and at a location accessible and convenient for meter reading and testing.

B. Number of Meters

Company will normally install one meter to measure service to a customer. However, Company at its option may install more than one meter in parallel to achieve increased capacity for specific installations. In such instances, the cumulated consumption through such meters will be considered as taken through a single meter.

C. Multiple Occupancy Buildings

Where building or premises are occupied by more than one customer, Company will set as many meters as there are separate applications for service. Customer's piping at multiple meter installations shall be plainly marked by permanent means designating the part of building or premises being supplied.

D. Company Property Restrictions

All meters, regulators, service pipes and other equipment installed by Company at its own expense are the property of Company, and under no conditions shall any party other than Company disconnect any meters, connect to a meter, or disturb any piping or connections between the meter and Company's distribution system after the meter has been set. All connections or disconnections of meter for any purpose will be made by Company.

E. Customer Liability

If the Company's meters, regulators, service pipe or other appliances are damaged or destroyed due to negligence

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ISSUED BY William E. Cornelius Chairman St. Louis, Missouri
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or misuse by customer or by any member of customer's family, or by an officer, agent, or employee of customer, then the costs of the necessary repairs or replacements shall be paid by customer.

*F. Meter Testing

Company's meters shall be tested for accuracy in accordance with the method for sample testing of in-service gas meters authorized by the Commission in Case No. GO-98-25 and amended by Case No. GE-2017-0164 in which the Commission granted the company a variance from the requirements of 4 CSR 240-10.030(19) related to the removal, testing and inspection of gas meters. If a customer requests a meter test within 12 months of any previous testing of such meter, the indicated charge on Sheet No. 19 will be assessed for meters found to have an average meter error of 2 percent or less.

G. Billing Adjustments

1. Residential - For all residential billing errors, the Company will determine from all related and available information the probable period during which the error condition existed and shall make billing adjustments for the estimated period involved as follows:
 - a. In the event of an overcharge, an adjustment shall be made for the entire period that the overcharge can be shown to have existed not to exceed sixty (60) consecutive monthly billing periods calculated from the date of discovery, inquiry or actual notification of the Company whichever comes first;
 - b. In the event of an undercharge, an adjustment shall be made for the entire period that the undercharge can be shown to have existed not to exceed twelve (12) monthly billing periods calculated from the date of discovery inquiry or actual notification of the Company, whichever was first and the Company will offer a repayment period of double the period covered by the adjusted bill though the customer may elect a shorter repayment period;
 - c. Where, upon test, an error in measurement is found to be within the limits prescribed by Commission rules, no billing adjustment will be made;

*Indicates Change

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- *d. When evidence of tampering or obstruction is found, or there are misrepresentations of the use of service by the customer, the Company will calculate the billing adjustment period in accordance with the applicable statute of limitations for the prosecution of such claim after determining the probable period during which such condition existed from all related and available information; and
2. Non-Residential - For all non-residential billing errors, the Company will determine from all related and available information the probable period during which the error condition existed and shall make billing adjustments for the estimated period involved as follows:
- a. No billing adjustment will be made where the dollar amount of the adjustment is less than \$15.00. No interest shall be paid or collected on any billing adjustment provided for herein.
- b. Where upon test an average meter error is found to be greater than 2 percent, a billing adjustment will be made to compensate customer where the meter reads fast, and to compensate Company where the meter reads slow. However, any such billing adjustment will be applicable only for the probable period during which the meter error existed and shall be limited to the twenty-four (24) billing periods preceding the one in which the error was determined plus the elapsed period in the current billing period during which the test was made. No adjustment will be made for meters found to have an average meter error of 2 percent or less.
- c. Where a non-registering meter is found, Company will determine from all related and available facts the probable period during which such inaccuracy existed and render adjusted bills for the period involved, provided, however, that such period shall not exceed the preceding six (6) billing periods plus the elapsed time in the current billing period during which such inaccuracy was determined.

*Indicates Reissue

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ISSUED BY Michael Moehn President St. Louis, Missouri
Name of Officer Title Address

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- * d. Bills rendered which are based on incorrect registrations due to improper meter connections, the application of an improper meter constant, improper application of any rate schedule not selected by customer, or similar reasons, shall be subject to adjustment for the current and twenty-four (24) prior billing periods, as can be substantiated by Company records.
- * e. Whenever a gas meter is registering gas because of a leak in the meter, or in the union connection on the outlet side of the meter, or the connection between Company and customer piping, whichever is applicable, an estimate based upon the period of inaccuracy referred to above will be made of the registration which has been produced by the leakage and a corresponding credit will be allowed to customer. No credits shall be made because of the leakage or waste of gas from customer's piping and appliances beyond the applicable union or piping connection points described above.
- * f. "Average meter error" shall be determined in accordance with provisions set forth in rules of the Missouri Public Service Commission.
- * g. No corrections to metering data for meter error shall extend beyond the in-service date of the meter discovered to be in error, nor shall any correction be required to extend beyond the date upon which the current customer first occupied the premises at which the error is discovered.

H. Minimum Billing Adjustment

No billing adjustment will be made where the amount of the adjustment is less than \$1.00.

I. Meter Relocations at Customer Request

Company will, upon request, relocate customer's meter following the payment by customer of the meter relocation charges indicated on Sheet No. 19, Miscellaneous Charges and any additional cost associated with disconnecting and removing the existing service pipe, as applicable.

*Indicates Change

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ISSUED BY T. R. Voss President & CEO St. Louis, Missouri
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VII. Measurement of Service (Cont'd.)

* J. Remote Meter Reading Opt-Out

Customers receiving Residential Service have the option of refusing the installation of remotely read metering or requesting the removal of previously installed remotely read metering. In such instances, non-standard metering equipment will be installed that requires a manual meter read. Customers requesting non-standard metering service after April 1, 2017 will be charged a one-time setup charge and a monthly recurring Non-Standard Meter Charge. Charges are listed on Sheet No. 63, Miscellaneous Charges. Charges shall not be applicable to customers who have not been offered remote metering equipment by the Company due to geographic or similar considerations.

To the extent that a customer denies access to property through verbal denial or threats of violence, or fails to establish a suitable time for access or allow access, customer will be notified, in writing, that failure to provide access to install remotely read metering equipment will result in customer being considered an opt-out customer not sooner than 30 days after Company's notice. Company's notification will include charges that will be added to the customer's bill as listed on Sheet No. 63, miscellaneous charges and provide information for the customer to understand the financial impact of opt-out status. Prior to deeming a residential customer to have accepted opt-out status, Company shall follow the notice procedures found in 20 CSR 4240-13.035(1)(C), with the exception of 20 CSR 4240-13.035(1)(C)2.B.

*Indicates Addition.

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ISSUED BY Mark C. Birk Chairman & President St. Louis, Missouri
Name of Officer Title Address