

UNION ELECTRIC COMPANY GAS SERVICE

Applying to MISSOURI SERVICE AREA

VIII. Billing Practices

*A. Monthly Billing Periods

Company will render bills over twelve (12) monthly billing periods in a year, with each bill based upon the service used between regularly scheduled meter readings. While Company's work schedules provide for the orderly reading of all meters over intervals of approximately 30 days, holidays, weekends, inclement weather and other operating constraints may cause the billing interval to vary during various portions of the year. Likewise, a customer exercising Section VIII.I. Preferred Due Date Selection may result in either a longer or shorter period between meter readings for the first bill after the election. (This section reflects a variance from Rules 20 CSR 4240-13.015(1)(C) and 20 CSR 4240-13.020(6) granted by Commission in Case GE-2019-0386.)

B. Inaccessible Meters

Where a meter is inaccessible to the meter reader during scheduled working hours on repeated occasions, such that a customer must arrange for meter reading by appointment to avoid discontinuance of service, the customer may at his own expense have Company relocate the meter to an accessible location, if feasible.

C. Estimated Bills for Full Billing Periods

Monthly bills may be rendered to the Company's natural gas customers based upon estimated gas usage (which may include the use of readings furnished by the customer), where conditions reasonably beyond the control of the Company prevented it from obtaining actual meter readings. These conditions include extreme weather, operating and other emergencies, labor agreements, work stoppages, and the Company's inability to gain access to the meter. The Company will provide a copy of customer's estimate, upon request. All estimates are subject to the provisions of Section VII.G. Billing Adjustments, of these Rules and Regulations, and will be determined as follows:

a. Single-Month Estimated Bills

A single billing month's estimated natural gas usage will be determined on the basis of the customer's prior month's usage, adjusted by a factor reflecting the difference in weather between the prior and current monthly billing periods. This

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ISSUED BY Mark C. Birk Chairman & President St. Louis, Missouri
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* adjustment factor will be based upon the ratio of the current month to the prior month's natural gas usage of similarly situated customers for which the Company has obtained actual meter readings. For purposes of this application, similarly situated customers are those customers within the same rate class, located within the same weather reporting area (e.g., Columbia or Cape Girardeau, MO airport recording stations) and that have meter reading dates approximately the same as the customer whose bill is being estimated.

b. Multiple-Month Estimated Bills

When it is necessary to estimate any customer's natural gas usage for periods of two or more billing months, such estimated usage will be developed by an analysis of the gas usage at the customer's premises from prior periods, the number of days in the prior and current billing periods, and the current and historic weather data from the National Weather Service climatology reporting site within which the customer's premises is located. The analysis will include a determination of the customer's non-heating (Base) usage and heating sensitive (Seasonal) usage, based upon the following concepts:

CCF = A unit of gas measurement equal to one hundred cubic feet

HDD = $65 - [(Daily\ High\ Temperature - Daily\ Low\ Temperature) / 2]$

Note: Daily HDD values cannot be less than zero.

Estimated Non-Heating (Base) Usage CCF:

(Prior Year June-September Usage/Prior Year June-September Days) * Days In Current Month

Note: June-September Estimated Usage shall be limited to the lower of customer's Base Usage or Customer's actual usage during the same billing period in the prior year.

Estimated Heating Sensitive (Seasonal) Usage CCF:

(Usage In Prior Year Month - Base Usage) * Current Year Month HDD/Prior Year Month HDD

Note: Estimated Seasonal Usage will be zero for any month with a HDD total below 100.

Total Estimated Usage CCF = Base Usage CCF + Seasonal Usage CCF

* Indicates Reissue

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* c. Other Bill Estimation Methods

Where the aforementioned methods of estimating natural gas usage cannot be utilized or may not be appropriate for either residential or non-residential customers, other reasonable methods may be employed to estimate the gas usage at the customer's premises. These methods may utilize the metered gas usage at the premises from earlier months, customer supplied meter readings, comparable customer gas usage, or other available gas consumption information.

* d. Billing Estimates for Re-Billing Purposes

In instances associated with a non-registering meter, the Company shall estimate the customer's monthly gas usage in accordance with the provisions of paragraphs (a)-(c) of this Section C, as applicable, for purposes of rebilling the customer.

D. Estimated Initial and Final Bills

The Company will normally be granted access to customer's premises for purposes of obtaining initial and final meter readings and the associated connection and disconnection of gas service. However, where such access cannot be obtained, or other conditions beyond the control of Company prevent obtaining an actual meter reading, estimated initial and final bills may be rendered by Company. When obtained, meter readings will be adjusted to customer's service responsibility date. However, customer will be responsible for all gas utilized until access is provided to Company for obtaining actual meter readings and the disconnection of gas service. No final bill will be rendered where the amount of the bill for gas usage is less than \$1.00, except for those accounts where a customer deposit is being refunded to customer.

E. Budget Billing Plan

Customers who are billed under the Residential Service Classification or General Service Classification with postcard billing and, at the Company's option, certain eleemosynary customers may elect to be billed and pay for all service under Company's Budget Billing Plan provided customer shall have satisfied Company's credit requirements. The provisions of the Budget Billing Plan are as follows:

* Indicates Change

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VIII. *Billing Practices (Cont'd.)

1. Upon enrollment in the Budget Billing Plan by customer, the average monthly bill amount will initially be equal to one-twelfth of the estimated annual billing to the customer with a one hundred dollar (\$100) minimum average monthly bill applicable to customers with less than twelve (12) months of billing history for the current account.
2. Company will re-evaluate the estimated annual billing to an actual use basis on the sixth month following the customer's enrollment in the program or anniversary date for existing Budget Bill customers. Thereafter, during the May and November bill cycles, the Company will re-evaluate the estimated annual bill and adjust the Budget Billing Plan amount where such adjustment will result in a change of at least three (\$3.00) per month.
3. Budget Bill settlement will occur annually during either the Company's May or November bill cycles with the initial settlement occurring more than six (6) but less than twelve (12) months after the customer's enrollment in the program or the anniversary date for existing Budget Bill customers. Any under or over collection balance existing at the settlement month will be rolled over and spread equally across all monthly bills in the next Budget Billing Plan year, unless customer requests the balance to be fully included on the settlement month's bill.
4. Customers that were enrolled in the Budget Billing Plan prior to the effective date of this tariff will be converted to the new program on their next anniversary date.

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VIII. Billing Practices (Cont'd.)

5. Company may terminate this Budget Billing Plan to any customer who shall fail to make payment hereunder by the delinquent date, and, upon such termination and thereafter, such customer shall be billed in accordance with the terms of Company's standard monthly billing practice. Any billing adjustments required at the date of such termination shall be included in the next bill rendered to customer.
6. Customer may, at any time, elect to terminate the application of this Budget Billing Plan by requesting such termination and thereafter paying when due any amounts, including billing adjustments, which may be necessary in order to settle the account hereunder.
7. Final bills, whenever rendered, will include such amounts as may be necessary to settle the account based on actual usage as of the date of final meter reading unless, beginning with the August 2015 billing cycle, the balance is transferred to customer's new account.

* F. Late Payment Charge

Any portion of any bill, other than deposit arrears, remaining unpaid after the delinquent date indicated thereon will have a late payment charge of 1 percent of the gross unpaid amount added thereto, the sum of which will be shown as "arrears" on the next bill. Any portion of such "arrears" remaining unpaid after the delinquent date on any subsequent bill will also have a late payment charge of 1 percent added thereto. When a customer's payment is received by mail not more than two business days after the delinquent date it shall be deemed a timely payment. If the bill does not show a designated "delinquent date," for purposes of this paragraph the "due date" shall be deemed to be the delinquent date. The specific late payment charge and delinquent dates referred to above will be subject to variation for State of Missouri and

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VIII. Billing Practices (Cont'd.)

U.S. Government accounts, where required by law or other regulation. Failure to pay any late payment charge shall be grounds for disconnection of service in accordance with these Rules and Regulations.

The late payment charge will not be applied to amounts being collected through any and all deferred payment arrangements and settlement agreements between a residential customer and the Company where the residential customer continues to meet its obligations under the deferred payment agreement. Any missed payment pursuant to these arrangements and agreements will be subject to the late payment charge only on the amount of the missed payment.

G. Abnormal Operations

Where a customer's usage is abnormally affected during temporary periods of construction, alteration, preliminary or experimental operations, fire, or acts of God, Company may, upon prior agreement with customer, adjust or modify its billing or other charges otherwise applicable during the current or succeeding months in consideration of the particular circumstances in each such case.

* H. Partial Payments

If a partial payment is made on a billing including only current charges, the Company shall first credit the payment to the balance outstanding for utility charges before crediting a deposit. If a partial payment is made on a billing which includes a previous balance, the Company will credit the payment first to previous utility charges, then to previous deposit requirements before applying any payment to current charges. No portion of any payment will be applied to special charges until all utility charges are paid in full and all required deposits have been made. (This section reflects a variance from Rule 4 CSR 240-13.020(11) granted by the Commission in Case No. EO-98-263.)

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VIII. Billing Practices (Cont'd.)

* I. Preferred Due Date Selection

Customers receiving service under the Residential Service Rate or the General Service Rate may select the date their bill will become due provided their service is equipped with an advanced meter reading device. If the customer's preferred date is not available, they will be given the option of selecting a different due date or retaining their existing due date.

Customer's selected due date will become effective no later than the second bill issued after customer's selection and cannot be implemented for bills already issued.

The first bill issued following implementation of a due date selected by customer may result in a bill period that is either longer or shorter than normal and may also be prorated.

Customer may not make a due date selection more frequently than once every 12 months except by Company approval.

(This section reflects a variance from Rules 20 CSR 4240-13.015(1)(C) and 20 CSR 4240-13.020(6) granted by Commission in Case GE-2019-0386.)

IX. Resale of Service

Except as specifically provided for in customer's contract for service or in rate schedules, customer shall not resell the service purchased from Company to any other customer, company or person, and customer shall not deliver the service purchased from Company to any connection wherein said service is to be used off of customer's premises or by persons over whom that customer has no control.

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