

UNION ELECTRIC COMPANY GAS SERVICE

Applying to MISSOURI SERVICE AREA

XI. Disconnection and Reconnection of Service

A. Reasons For Denial or Disconnection of Service

Company shall have the right to deny service, or after written notice, to disconnect service supplied to a gas customer for any of the following violations of its rules or practices:

1. Nonpayment of an undisputed delinquent account.
- *2. For failure by non-residential customer to pay when due bills for service supplied to such customer within twelve months immediately preceding the date of such notice of customer's current location or at any other location of customer at which similar service is now or has been supplied;
3. Failure to make and maintain a deposit or acceptable guarantee in accordance with the rules and regulations of Company and those of the Commission.
4. Failure to comply with the terms and conditions of a settlement agreement with the Company regarding a dispute or payment of service charges.
5. Refusal after reasonable notice to permit inspection, maintenance, replacement, or meter reading of utility equipment. If the Company has reasonable belief that health or safety is at risk, notice at the time inspection is attempted is reasonable.
6. Misrepresentation of identity for the purpose of obtaining service.
7. Unauthorized interference, diversion or use of the service situated or delivered on or about the customer's premises.
8. Violation of any rule and regulation of the Company on file with and approved by the Commission or of any such regulatory authority which adversely affects the safety of the customer or other persons or the integrity of the Company's delivery system.
9. As provided by state or federal law.

*Company will inform the prospective customer of the refusal of service in writing and maintain a record of the notice.

*Indicates Addition

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

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XI. Disconnection and Reconnection of Service (Cont'd.)

B. Notice of Intent to Disconnect Service

*Notice of intent to disconnect service will state the name and address of the customer (and the service address if it is different), the reason for which service will be disconnected, the cost for reconnection if any, the date on or after which such disconnection may be effected, how a customer may avoid being disconnected, the possibility of a payment agreement and a telephone number the customer may call.

- * 1. Said notice will be sent to the customer by first class mail not less than ten (10) days prior to the date of the proposed disconnection or delivered to customer not less than 96 hours prior to such date.
2. Single metered multi-dwelling unit residential buildings - At least ten (10) days prior to disconnection of service for nonpayment of a bill or deposit at a multi-dwelling unit residential building at which usage is measured by a single meter, notices of the Company's intent to disconnect will be conspicuously posted in public areas of the building. Such notices will not be required, however, if the Company is not aware that said structure is a single metered multi-dwelling unit residential building or in individual situations where the safety of the Company's employees or agents may be a consideration. If the gas service is heat related, said notice will inform the occupants of their right, under state law, to initiate a receivership procedure.
3. Individually metered multi-dwelling unit residential buildings - At least ten (10) days prior to disconnection of service for nonpayment of a bill or deposit at (a) a multi-dwelling unit residential building where each unit is individually metered, but a single customer is responsible for payment for service in all units in the building, or at (b) a residence in which the occupant using the Company's service is not the Company's customer, the occupant(s) shall be given written notice of the Company's intent to disconnect service, provided however, that such notice will not be required unless one (1) occupant has advised the Company or the Company is otherwise aware that he is not the customer. The notice will outline the procedure by which the occupant may apply in his or her name for service of the same character received through that meter. If the gas service for (a) is heat related, said notice will inform the occupants of their right, under state law, to initiate a receivership procedure.

*Indicates Change

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C. Residential Customer Contact and Notice of Disconnection

At least 24 hours preceding disconnection of service, the Company will make reasonable efforts to contact a residential customer to advise of the pending action and what steps must be taken to avoid disconnection. Immediately preceding the disconnection of service, the Company employee or agent designated to perform such function will, except in individual situations where the safety of the employee or agent may be a consideration, make a reasonable effort to contact and identify himself to the customer or responsible person at the premises to announce his purpose. When service is disconnected, the Company employee or agent will leave a notice at the premises in a manner conspicuous to the customer that service has been disconnected and the Company address and telephone number where the customer may arrange to have service restored.

*D. Disconnection Hours

Company will disconnect gas service between the hours of 8:00 a.m. and 4:00 p.m. on the date specified on the notice of disconnection or within thirty (30) calendar days after that.

E. Delay of Disconnection for Medical Reasons

The Company will postpone the disconnection of service to a residential customer for a time not in excess of 21 days if the Company is advised the disconnection will aggravate an existent medical emergency of the customer, a member of his family or other permanent resident of the premises. The Company may require a customer to provide satisfactory evidence that a medical emergency exists.

F. Avoidance of Disconnection of Service

Disconnection of gas service will not be performed if, on or before the date specified in the notice of intent to disconnect, the customer shall:

*Indicates Change

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ISSUED BY Michael Moehn President & CEO St. Louis, Missouri
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1. Make good the default by paying such bills for service at a Company office, or by making arrangements satisfactory to Company therefore, or by making or restoring such deposit at a Company office, or by giving Company representatives such access, or by curing such violation of rules and regulations, as the case may be; and
2. Pay at a Company office the expenses incurred by Company in detecting and confirming unauthorized usage or diversion of gas service. Such expenses will include, but not be limited to all unmetered service as estimated by Company, special equipment necessary to detect the violation (such as check meter), equipment necessary to prevent future violations, labor and materials necessary to test, change, move or install new meters or other equipment and the cost of any rebilling, as applicable.

G. Disconnection of Service Without Prior Notice

Company shall have the right to interrupt service without prior notice for reasons of maintenance, health, safety or state of emergency, (including unauthorized interference, diversion or use of service), or in cases where Company is directed to disconnect service by a governmental agency or officer. In such cases Company will make a reasonable effort to inform customer of the reasons for disconnection of service.

*Indicates Change

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XI. Disconnection and Reconnection of Service (Cont'd.)

H. Reconnection of Service

In the event Company disconnects service, in addition to customer's continuing liability for all indebtedness then owed by customer to Company for service supplied at customer's current location and for similar service supplied at any other location of customer, customer shall also be liable for and shall also pay Company for the expenses incurred by Company in detecting and confirming unauthorized usage or diversion of gas service. In the event any such disconnected customer, or anyone acting for him, thereafter desires to receive service from Company by reconnection at the same location or by connection at any other location, the payment to Company of the aforesaid liabilities and the payment to Company of each of the following items, as applicable, or the making of arrangements satisfactory to Company therefore, shall be conditions precedent to such reconnection or connection:

1. The charge for reconnection service indicated on Sheet No. 19, Miscellaneous Charges, for each connection point. The additional charge for reconnection of electric service by the same Company personnel at the same location on the same service trip will be limited to one-half ($\frac{1}{2}$) the electric reconnection charge.
2. Any deposit which may be required by Company under its applicable rules and regulations; and,
3. The cost of facilities or changes Company deems necessary or appropriate in order to prevent, insofar as possible, any future unauthorized usage or diversion by customer, as well as the cost of rebilling, as applicable. The cost of facilities referred to will include, but not be limited to, equipment used in the detection and confirmation of the violation (such as a check meter) and all labor and materials necessary to test, change, move or install new meters or other equipment, resulting from customer's violation of Company's rules and regulations.

DATE OF ISSUE December 2, 1988DATE EFFECTIVE January 1, 1989ISSUED BY William E. Cornelius
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