RULES AND REGULATIONS

SPIRE MISSOURI INC.

STANDARD RULES AND REGULATIONS

APPLYING TO MISSOURI SERVICE AREAS:

SPIRE MISSOURI WEST OPERATING UNIT

All areas and communities served in Andrew, Barry, Barton, Buchanan, Carroll, Cass, Cedar, Christian, Clay, Clinton, Cooper, Dade, DeKalb, Greene, Henry, Howard, Jackson, Jasper, Johnson, Lafayette, Lawrence, McDonald, Moniteau, Newton, Pettis, Platte, Ray, Saline, Stone, and Vernon Counties.

DATE OF ISSUE: November 23, 2021 DATE EFFECTIVE: December 23, 2021

ISSUED BY: Scott A. Weitzel, Managing Director, Regulatory & Legislative Affairs
Spire Missouri Inc., St. Louis, MO. 63101

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SPIRE MISSOURI EAST OPERATING UNIT

City of St. Louis and St. Louis County, Missouri and All Areas and Communities Served in St. Charles County, Missouri. The portion of the Company's service area in St. Charles County south of U.S. Highway 61 and Interstate Highway No. 70 excludes the following areas, all of which are specifically defined in the Stipulation and Agreement in Case Nos. GA-99-107 and GA-99-236, Consolidated: part of Township 47 North, Range 1 East, part of Township 47 North, Range 2 East, part of Township 46 North, Range 1 East, and part of Township 46 North, Range 2 East. The portion of the Company's service area in St. Charles County north of U.S. Highway 61 and Interstate Highway No. 70 includes all unincorporated areas, certain incorporated areas and certain portions within the City of Wentzville along the main that serves the General Motors Assembly Plant site as more specifically set forth in the Commission's May 4, 1999 Order in the aforementioned cases.

All Areas and Communities Served in Butler, Iron, Jefferson, Madison, St. Francois, and Ste. Genevieve Counties, Missouri plus the Franklin County District. The Franklin County District Service Area Generally Consists of Eastern Franklin County and Northeast Crawford County and is Set Out in Detail in the Revised Metes and Bounds Description Filed by the Company on December 4, 1992 in its Application To Relinquish Certificate of Convenience and Necessity. The Franklin County District also includes the City of Sullivan, Oak Grove Village and certain unincorporated areas of Crawford County, Missouri.

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1. Definitions

Bill. - A written demand for payment for service and the taxes and franchise fees related to it. Such bill may be in electronic form if agreed to by the customer and the Company.

Billing Period. - A normal usage period of no less than 26 nor more than 35 days, except for initial, corrected or final bills. Any billing period of less than 26 days or greater than 35 days shall be prorated.

Commission. - The Public Service Commission of the State of Missouri.

Company. - The word "Company" as used herein means Spire Missouri Inc. and its Missouri operating units, Spire Missouri East and Spire Missouri West, acting through its duly authorized officers, employees, or other agents within the scope of their regular duties. “Company” shall be used for any provision of these Standard Rules and Regulations that applies to both operating units and the names Spire Missouri East or Spire East, and Spire Missouri West or Spire West, shall be used for any provision that applies specifically to that operating unit.

Complaint. - An informal or formal complaint under 20 CSR 4240-2.070.

Customer. - A person or other legal entity responsible for payment for gas service at any single specified location except one denoted as a guarantor.

Credit Rating. - A score, grade, or value received from a nationally known commercial credit source that uses data from a credit history model developed for the purpose of grading or ranking credit report data.

Customer Extension. - Any branch from, or continuation of, existing facilities to the point of delivery to the customer, including increases of capacity of any of the Company's facilities, or the changing of any facilities to meet customer's requirements and including all mains, service pipe, pressure regulators, and meters.

Customer’s Installation. - All piping, fixtures, valves, appliances, and apparatus of any kind or nature on the customer's side of the point of delivery, useful in connection with the customer's ability to take gas service.

Cycle Billing. - A system which results in the rendition of bills to various customers on different days of a month.

Delinquent Charge. - A charge remaining unpaid by a customer after the delinquent date.

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1. Definitions (continued)

Delinquent Date. - The date stated on a bill, which shall be at least twenty-one (21) days for a residential customer, and at least fifteen (15) days for a non-residential customer, from the rendition of the bill by the Company, or the extended payment date, if applicable, unless otherwise stated in the specific tariff sheet(s) under which gas service is provided.

Deposit. - A money advance to the Company for the purpose of securing payment of delinquent charges which might accrue to the customer who made the advance.

Discontinuance of Service or Discontinuance. - A cessation of service not requested by a customer.

Due Date. - The date stated on a bill when the charge is considered due and payable.

E-bill. - A bill delivered electronically to the customer, or to a web site selected by the customer, that can be viewed on a computer screen.

Estimated Bill. - A charge for utility service which is not based on an actual reading of the meter or other registering device by an authorized Company representative.

Extended Payment Date Program. - The plan offered at the Company's option in which the delinquent date for the charges stated on a bill for an enrolled residential customer shall occur seven calendar days after the delinquent date for non-enrolled residential customers, provided that such extended date shall not be less than two work days prior to the next scheduled billing date. Such extended date shall not apply if the customer's bill includes a notice of discontinuance of service. Enrollment requires written application including certification that the customer or the spouse of the customer is a Social Security benefit recipient and including authorization for the Company to verify that Social Security benefits are received.

Extension Agreement. - A verbal agreement between the Company and the customer extending payment for fifteen (15) days or less.

Gas Main. - The term "Main" shall mean a gas pipe, owned, operated, and maintained by the Company but does not include "gas service pipes."

Gas Meter. - The meter, or meters, together with any required auxiliary devices installed to measure the quantity of gas delivered to any individual customer at a single point of delivery.

Gas Regulator. - The regulator, or regulators, if required, together with any auxiliary devices, installed to reduce or regulate the pressure of gas.

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RULES AND REGULATIONS

1. Definitions (continued)

Gas Service. - The availability of gas at delivery characteristics, irrespective of whether any gas is actually used.

Gas Service Facilities. - The facilities joining the gas main to the point of delivery. The facilities include:

(a) Gas Service Pipe
(b) Gas Meter
(c) Gas Regulator

Gas Service Pipe. - The piping including valves and fittings joining the gas main to the inlet of the gas meter, but exclusive of gas regulators.

Guarantee. - A written promise from a third party to assume liability up to a specified amount for delinquent charges which might accrue to a particular customer.

House Piping or Fuel Line. - All piping, fixtures, valves, appliances and apparatus of any kind installed downstream from the outlet of Company's meter or Company owned piping, whichever is further downstream.

In Dispute. - Any matter regarding a charge or service which is the subject of an unresolved inquiry.

Late Payment Charge. - An assessment on a delinquent charge in accordance with a utility tariff on file with the Commission and in addition to the delinquent charge.

Master Meter. - A Company-owned meter providing service to a customer-owned distribution network.

Meter. – See "Gas Meter."

Point of Delivery. - The point at which the Company's piping extending from the outlet of the gas meter is joined to the piping forming part of the customer's installation. The point of delivery shall be located within three feet of the meter outlet.

Purchased Gas Adjustment Clause. - The adjustment procedure approved by the Commission to recognize variations in the cost of purchased gas.

Rendition of a Bill. - The mailing, hand delivery or electronic posting or delivery of a bill by the Company to a customer. The Company shall be required to render a bill through only one of the foregoing methods.

Residential Customer. - A customer who purchases gas service for domestic use, including gas service provided to a single-family dwelling or to a single meter serving a multiple family dwelling consisting of four (4) or fewer single family dwelling units, regardless of whether the customer is the ultimate consumer of the gas service. In addition, a customer who purchases gas service for such a dwelling while the dwelling is vacant shall be classified as a Residential Customer. This definition is intended to satisfy the provisions of Section 144.030.2(23 RSMo, by establishing and maintaining a system and rate classification of "residential" to cause sales to residential customers under any of the Company's rate schedules to be considered as sales made for domestic use and thus exempt from sales tax.

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1. Definitions (continued)

Residential Service. - The provision of or use of a utility service to/by a residential customer.

Seasonally Billed Customer. - A residential customer billed on a seasonal basis in accordance with a utility tariff on file with the Commission.

Service Line – Customer Owned. - That portion of the service line, which is owned by the customer, extending from customer's property line or customer's side of the drainage ditch or curb line to the inlet of Company's meter.

Settlement Agreement. - An agreement between a customer and the Company which resolves any matter in dispute between the parties or provides for the payment of undisputed charges over a period longer than the customer's normal billing period.

Termination of Service or Termination. - A cessation of service requested by a customer.

Utility Charges. The rates for utility service and other charges authorized by the Commission as an integral part of utility service.

Yard Line. - The term "yard line" is used in conjunction with outside meter settings to designate the underground piping installed from the outlet of the Company's meter to the building wall. In the event multiple buildings are being served, building shall mean that building nearest to the connection to the service line.

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2. General

Company shall furnish service under its Rate Schedules and these Standard Rules and Regulations as authorized by the Commission. Copies of these as filed are available at the offices of the Company and on the Company's website (SpireEnergy.com).

These Standard Rules and Regulations shall govern except as modified by special terms and conditions of the individual rates or written contracts. Because Commission jurisdiction constitutes a legislative recognition that the public interest in proper regulation of public utilities transcends municipal or county lines, and that a centralized control must be entrusted to an agency whose continually developing expertise will assure uniformly safe, proper and adequate service by the Company, no regulations or ordinances of local governments shall be permitted to impose any requirements on the Company's provision of natural gas service (excepting local permit requirements for excavation and restoration of public rights-of-way, and except in specific instances where the providing of such service will itself cause a substantial and direct threat of injury to persons or property), which are different from or in addition to such Standard Rules and Regulations and the Commission's regulations, unless such requirements are approved by the Commission for uniform application throughout the Company's service area.

Certain classes of customers may qualify for service under more than one rate schedule. The availability of rates and the conditions under which they are applicable are set forth in the rate schedules of the Company.

Unless otherwise specifically provided in any rate applicable or in a contract between the customer and the utility, the term of any agreement shall commence on the day the customers' installation is connected to the Company's service for the purpose of taking gas and shall continue thereafter until cancelled by either party.

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3. Applications

An application for service will be required of each customer. Such application shall contain the information necessary to determine the type of service required by the customer, the condition under which service will be rendered, and such credit information as the Company may require. The customer will elect which of the applicable rates is best suited to his requirements. Upon request, the Company will assist the customer in making such election. Company does not guarantee that customer will be served under the most favorable rate at all times and will not be held responsible to notify customers of the most advantageous rate. No refund will be made representing the differences in charge under different rates applicable to the same class of service. The Company may require that the application or contract for service be in writing.

4. Rate Changes

The customer shall agree to notify the Company promptly in writing of any material changes in his installation or load condition. Upon such notification, the Company will assist in determining if a change in rate schedules is appropriate or required. Not more than one optional change in rate schedules will be made within any twelve-month period unless the customer experienced a substantial change in the equipment in which the gas is used.

5. Deposits

Residential

A. The Company may require a deposit or other guarantee as a condition of new residential service if:

(1) The customer has outstanding with a utility providing the same type of service, an unpaid bill which accrued within the last five (5) years and, at the time of the request for service, remains unpaid and not in dispute;

(2) The customer has in an unauthorized manner interfered with or diverted the service of a utility providing the same service situated on or about or delivered to the customer's premises within the last five (5) years;

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5. Deposits (continued)

Residential (continued)

(3) The customer's Equifax Advanced Energy Risk Score (EAER Score) is 724 or below. Those customers without an EAER Score will not be assessed a deposit under this subsection. Such credit scoring criteria is being implemented on an experimental basis;

or

(4) The customer fails to provide proof of identity upon request. Proof of identity is to include official picture identification or other verifiable documentation of identity, and correct social security number.

B. The Company may require a deposit or guarantee as a condition of continuing or re-establishing residential service if –

(1) The service of the customer has been discontinued by the Company for nonpayment of a delinquent account not in dispute;

(2) In an unauthorized manner, the customer interfered with or diverted the service of the Company situated on or about or delivered to the customer's premises; or

(3) Except as provided in Section 393.152 RSMo and Commission Rule 20 CSR 4240-13.030(2)(C), the customer has failed to pay an undisputed bill on or before the delinquent date for five (5) billing periods out of twelve (12) consecutive monthly billing periods. Prior to requiring a customer to post a deposit under this subsection, the utility shall send the customer a written notice explaining the utility's right to require a deposit or include such explanation with each written discontinuance notice.

C. Deposits for gas service assessed under the provisions of subsection (B)(1) or (3) of this rule during the months of November, December and January may be paid, if the customer is unable to pay the entire deposit, by installments over a six (6)-month period.

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RULES AND REGULATIONS

5. Deposits (continued)

Residential (continued)

D. A deposit shall be subject to the following terms:

(1) It shall not exceed four (4) times the average bill for utility charges actually incurred or estimated to be incurred by the customer during the most proximate twelve (12)- month period at the service location or, in the case of a new customer, who is assessed a deposit under subsection (A)(3) of this rule, one sixth (1/6) of the estimated annual bill for utility charges at the requested service location;

(2) It shall bear interest at the rate specified below which shall be credited annually upon the account of the customer or paid upon the return of the deposit, whichever occurs first. Interest shall not accrue on any deposit after the date on which a reasonable effort has been made to return it to the customer. Records shall be kept of efforts to return a deposit.

(3) Upon discontinuance or termination other than for a change of service address, it shall be credited, with accrued interest, to the utility charges stated on the final bill and the balance, if any, shall be returned to the customer within twenty-one (21) days of the rendition of the final bill. Such application of deposit and accrued interest to the payment of unpaid bills shall not affect the Company's legal right to collect remaining unpaid balances;

(4) Upon satisfactory payment of all undisputed utility charges during the last twelve (12) billing 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. The Company may withhold refund of a deposit pending the resolution of a dispute with respect to charges secured by the deposit;

(5) 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 the Company shows the

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RULES AND REGULATIONS

5. Deposits (continued)

Residential (continued)

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

1. Name of customer;
2. Date of payment;
3. Amount of payment;
4. Identifiable name, signature and title of the Company employee receiving payment; and
5. Statement of the terms and conditions governing the payment, retention and return of deposits;

(6) The Company shall provide means where a person entitled to a return of a deposit is not deprived of the deposit refund even though s/he may be unable to produce the original receipt for the deposit; provided, s/he can produce adequate identification to ensure that s/he is the customer entitled to refund of the deposit;

(7) No deposit or guarantee or additional deposit or guarantee shall be required by the Company because of race, sex, creed, national origin, marital status, age, number of dependents, source of income, disability or geographical area of residence; and

(8) A customer required to make a deposit under subsection (B) (1) or (3) of this rule may pay the deposit in installments unless the Company can show a likelihood that the customer does not intend to pay for the service.

E. In lieu of a deposit, the Company may accept a written guarantee. The limit of the guarantee shall not exceed the amount of a cash deposit.

F. A guarantor shall be released upon satisfactory payment of all undisputed utility charges during the last twelve (12) billing months. 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.

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RULES AND REGULATIONS

5. Deposits (continued)

Non-Residential

The Company may require a deposit or suitable guarantee from any non-residential customer to assure prompt payment of bills as they mature, not to exceed an estimated amount equivalent to four (4) times the average bill for the service location. Interest shall be paid on such deposits at the rate specified below.

Deposits and accrued interest, or release of guarantee, shall be refunded after the customer has established a satisfactory payment record for a period of 12 consecutive months or upon termination or discontinuance of service. As of the date of termination or discontinuance of service, the deposit and accrued interest shall be applied to the final bill and the balance, if any, returned promptly to the customer. Company shall have a reasonable period of time in which to read its meters, compute the final bill and to ascertain that the obligations of the customer have been fully performed. Such application of deposit and accrued interest to the payment of unpaid bills shall not affect Company's legal right to collect remaining unpaid balances. In no event shall interest accrue on any deposit after the date the Company has made a reasonable effort to return such deposit to the customer.

Interest Rate

Interest on deposits shall be paid at a per annum rate equal to the prime bank lending rate plus one percentage point as published in The Wall Street Journal for the last business day of the preceding calendar year, compounded annually. For commercial and industrial customers, the rate of interest of the cash deposit shall be only 3% per annum if the Company keeps the cash deposit in a separate and distinct trust fund and deposited as such in some bank or trust company and not used by the Company in the conduct of its business.

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RULES AND REGULATIONS

6. Rendering and Payment of Bills

A. General

(1) The Company shall normally render a bill for each billing period to every customer in accordance with its tariff. Where a bill is rendered that includes a billing period of less than twenty-six (26) days or more than thirty-five (35) days, the fixed monthly charge shall be calculated by dividing the number of days in the customer's billing period by thirty (30) days, multiplied by the applicable fixed monthly charge. Bills are payable on or before the due date stated thereon. Failure to receive a bill will not entitle the customer to any discount or to the omission of any charge for nonpayment within the time specified. The word "month" as used herein and in the rates is hereby defined to be the elapsed time of approximately thirty days.

(2) Each bill rendered by the Company shall be computed on the actual usage during the billing period except as follows:

(a) The Company may render a bill based on estimated usage as provided in 20 CSR 4240-13.020(2)(A), including but not limited to: (i) when extreme weather conditions, emergencies, labor agreement or work stoppages prevent actual meter readings; and (ii) when the Company is unable to obtain access to the customer's premises for the purpose of reading the meter or when the customer makes reading the meter unnecessarily difficult. If the Company is unable to obtain an actual meter reading for the reasons stated under 20 CSR 4240-13.020(2)(A)(1-3), where practicable, it shall undertake reasonable alternatives to obtain a customer reading of the meter, such as mailing or leaving postpaid, pre-addressed postcards upon which the customer may note the reading unless the customer requests otherwise.

(b) The Company shall not render a bill based on estimated usage for more than three (3) consecutive billing periods, except under conditions described in 20 CSR 4240-13.020 2(A)1-2(A)4.

(c) Under no circumstances shall the Company render a bill based on estimated usage as a customer's initial or final bill for service unless conditions beyond the control of the Company prevent an actual meter reading.

(d) When the Company renders an estimated bill in accordance with these rules, it shall:

(i). Maintain accurate records of the reasons for the estimate and the effort made to secure an actual reading;

(ii). Clearly and conspicuously note on the bill that it is based on estimated usage; and

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6. Rendering and Payment of Bills (continued)

A. General (continued)

(iii). Use customer-supplied readings, whenever viable, to determine usage.

(e) When the Company underestimates a residential customer's usage, the customer shall be given the opportunity, if requested, to make payments in installment.

(3) If the Company is unable to obtain an actual meter reading for three (3) consecutive billing periods, the Company shall advise the customer by first class mail or personal delivery that the bills being rendered are estimated, that estimation may not reflect the actual usage and that the customer may read and report gas usage to the Company on a regular basis. The procedure by which this reading and reporting may be initiated shall be explained. The Company shall attempt to secure an actual meter reading from customers reporting their own usage at least annually. These attempts shall include personal contact with the customer to advise the customer of the regular meter reading day. The Company shall offer appointments for meter readings on Saturday or prior to 9:00 p.m. on weekdays. Discontinuance of the service of a customer who is reading and reporting usage on a regular basis because of inability to secure an actual meter reading shall not be required.

(4) If a customer fails to report usage to the Company, the Company shall obtain a meter reading at least annually. The Company shall notify the customer that if usage is not reported regularly by the customer and if the customer fails, after written request, to grant access to the meter, then service may be discontinued pursuant to 20 CSR 4240-13.050.

(5) Notwithstanding section (2) of this rule, the Company may bill its customers in accordance with equal payment billing programs at the election of the utility customer, provided the equal payment billing program has been previously approved by the Commission.

(6) The Company may bill its customers on a cyclical basis if the individual customer receives each billing on or about the same day of each billing period. If the Company changes a meter reading route or schedule which results in a change of nine (9) days or more of a billing cycle, notice shall be given to the affected customer at least fifteen (15) days prior to the date the customer receives a bill based on the new cycle.

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6. Rendering and Payment of Bills (continued)

A. General (continued)

(7) A monthly-billed residential customer shall have at least twenty-one (21) days from the rendition of the bill to pay the utility charges unless the customer is enrolled in the extended payment date program. If the due date or delinquent date falls upon a Sunday, legal holiday, or any other day when the offices of the Company regularly used for the payment of customer bills are not open to the general public, the due date or delinquent date shall be extended through the next business day. The date of payment for remittance by mail or for remittances originated electronically is the date on which the Company receives the remittance. The Company shall not base an assessment of a deposit or delinquent charge, or a discontinuance of service, on a payment that was made to a payment agent on or before the due date or delinquent date.

(8) The Company shall not assess an additional charge upon a customer by reason of the customer's failure to pay any balance due and owing prior to the delinquent date unless this additional charge has been approved by the Commission as a part of the Company's rate tariffs.

(9) Every bill for residential utility service shall clearly state –

(a) The beginning and ending meter readings of the billing period and the dates of these readings;

(b) The date when the bill will be considered due and the date when it will be delinquent, if different;

(c) Any previous balance which states the balance due for utility charges separate from charges for services not subject to Commission jurisdiction;

(d) The amount due for the most recent billing period for gas usage stated separately from the amount due for the same period for a deposit and the amount due for the same period for service not subject to Commission jurisdiction;

(e) The amount due for other authorized charges;

(f) The total amount due;

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6. Rendering and Payment of Bills (continued)

A. General (continued)

(g) The telephone number the customer may call from the customer's service location without incurring toll charges and the address of the Company where the customer may initiate an inquiry or complaint regarding the bill as rendered or the service provided. Charges for measured local service are not toll charges for purposes of this rule;

(h) License, occupation, gross receipts, franchise and sales taxes; and

(i) Purchased gas adjustment cost in total or cents per unit basis.

(10) The Company shall render a separate billing for service provided at each address unless otherwise requested by the customer and agreed to by the Company.

(11) During the billing period prior to any tariffed seasonal rate change, the Company shall notify each affected residential customer, on the bill, on a notice accompanying the bill or a website link referenced by an e-bill, of the direction of the upcoming seasonal rate change and the months during which the forthcoming seasonal rate will be effect.

B. Modification of Questionable Meter Readings.

Any modification of a questionable actual meter reading or device reading requires supervisory approval and is subject to the following requirements:

If an actual reading is obtained after three or more consecutive estimates, the actual reading must be used unless the Company in good faith believes that the reading is not accurate.

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6. Rendering and Payment of Bills (continued)

B. Modification of Questionable Meter Readings. (continued)

A second modification within a twelve-month period cannot be made without attempting to obtain a confirming or correcting reading by means of a special meter reading attempt, or a request of the customer to schedule an inspection of meter or reading device. If a reading (or inspection) is not obtained, supervisory approval must be obtained to make a modification. A notice is to be attached to the bill informing the customer that the bill is estimated and does not reflect an actual meter reading.

A third modification within a twelve-month period cannot be made. In cases which would otherwise indicate a third modification, the meter and/or reading device should be scheduled for prompt replacement. Billing is to be suspended for up to fifteen (15) days due to such replacement. If the equipment cannot be replaced within such fifteen (15) days, a letter is to be mailed, indicating that further bills will be estimated until the equipment is replaced. A maximum of two (2) additional estimated bills are allowed before replacement.

C. Partial Payments.

The Company may include charges for special services and unregulated goods or services purchased by the customer together with utility charges on the same bill if the charges for special services and unregulated goods or services are designated clearly and separately from utility charges. If partial payment is made, the Company shall first credit all payments to the balance outstanding for gas charges before crediting a deposit. Partial payments will be applied to utility items until fully paid before any amount will be applied to special and/or unregulated items.

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7. Automated Meter Reading Opt-Out

Customers receiving Residential Gas Service may refuse the installation of standard metering equipment (remotely read ultrasonic metering equipment) or request the removal of previously installed standard metering equipment. In such instances, non-standard metering equipment (diaphragm metering equipment that requires a manual meter read) will be installed. Opt-out customers will be assessed a one-time set up charge for the installation of the non-standard metering equipment unless they meet the exception described in this paragraph and will be assessed a monthly manual meter read charge as set forth in the Company's tariff Sheet 19. If the customer requests to opt-out prior to installation of the standard metering equipment, the one-time set up charge will not apply, and the non-standard metering equipment will remain in place. If the customer requests the removal of previously installed standard metering equipment there will be a one-time set up charge to the customer.

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8. Resale

The gas supplied to a customer will be for the use of the customer only and shall not be re-metered or sub-metered for resale to another or others, except for gas supplied for use as a vehicular fuel.

9. Meter Tests.

Meters are the property of the Company and shall be subject to testing in accordance with the statistical sampling authorized by the Commission in Case No. GO-91-353 for Spire West and in Case No. GO-95-320 for Spire East in which the Commission granted a variance from the requirements of 20 CSR 4240-10.030(19) relating to the removal, testing and inspection of gas meters.

The Company, at any time, upon the written or verbal request of a customer, will test the meter of such customer, provided only one such test shall be made free of charge within a twelve-month period, and the customer shall pay the cost of any additional tests within this period unless meter is shown to be inaccurate in excess of 2%. The customer may, if he notifies the Company, be present at such tests. In the event the registration is proved, by this test by the Company under standard methods, to be inaccurate in excess of 2%, bills will be adjusted by an amount to compensate for the excess or deficiency for a period equal to one-half of the time elapsed since the previous meter test, but not to exceed the applicable time period set forth in B(1) below. No part of a minimum charge will be refunded.

In the event of the stoppage or the failure of any meter to register, the customer shall be billed for such period on an estimated consumption based upon his use of gas in a similar period of like use.

10. Billing Adjustments.

(1) For all billing errors, the Company will determine from all related and available information the probable period during which such condition existed and shall make billing adjustments for the period estimated to be involved as follows (except for as provided in (2), (3) and (4) of this rule) for:

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10. Billing Adjustments. (continued)

Residential Customers:

In the event of an overcharge: An adjustment shall be made for the entire period that the overcharge existed not to exceed sixty consecutive billing periods, calculated from the date of discovery, inquiry or actual notification of the Company, whichever was first.

In the event of an undercharge: An adjustment shall be made for the entire period that the undercharge existed not to exceed twelve consecutive billing periods, calculated from the date of discovery, inquiry or actual notification of the Company, whichever was first.

Customers Other Than Residential:

In the event of an overcharge: An adjustment shall be made for the entire period that the overcharge existed not to exceed sixty consecutive billing periods, calculated from the date of discovery, inquiry or actual notification of the Company, whichever was first.

In the event of an undercharge: An adjustment shall be made for the entire period that the undercharge existed not to exceed sixty consecutive billing periods, calculated from the date of discovery, inquiry or actual notification of the Company, whichever was first.

(2) No billing adjustment will be made where the full amount of the adjustment is less than $1.00.

(3) Where, upon test, a meter error is found to be 2% or less, no billing adjustment will be made.

(4) When evidence of tampering is found, or 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.

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10. Billing Adjustments. (continued)

(5) When the customer has been undercharged, except as provided in (D) of this Rule, and a billing adjustment is made, the customer may elect to pay the amount of the adjustment in equal installments over a period of at least double the period for which the billing adjustment was applicable.

11. Piping and Equipment.

All pipe and equipment beyond the Company's meter and accessories thereto, necessary to utilize service furnished by the Company, shall be installed by and belong to the customer, or owner, and must be maintained at all times in safe operating conditions and at his expense. The customer, or owner, shall bring his piping to a point for connection to Company's meter or meters at a location satisfactory to the Company which provides easy access to the meter or meters. Any change of location of service line or meter requested by the customer shall be done by the Company according to the charges set forth on Spire Missouri Sheet 19.

Relocation charges may be waived by the Company under the following circumstances:

A. Upon determination by the Company that relocation of Company-owned facilities is necessitated by a pre-existing condition, not attributable to the customer, such that safe and normal operation of the Company's facilities is obstructed if the discovered condition is left uncorrected.

B. Upon confirmation that relocation of Company-owned facilities is to be performed concurrent with an increase in the customer's annual gas consumption, and that the estimated revenue resulting from such increased consumption covers the cost of the relocated facilities, including a sufficient return on the investment in such facilities.

If, upon determination by the Company that relocation of Company owned-facilities is necessitated by previous action attributable to the customer, such that safe and normal operation of the Company's facility is obstructed, and the customer fails to agree to corrective measures at the customer's expense, the customer shall be subject to provisions contained in this tariff under Rules 12, 13, and 19 on Sheets R-9, R-10 and R-15.

Upon written request of the customer, or owner, the Company will at its convenience make repairs to, replacements of, or clear obstructions in lines of the customer, or owner, and may charge the customer, or owner, for such labor and material as is necessary to place his lines in good operating condition.

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12. Customer's Liability

The customer will be held responsible for breaking seals, tampering or interfering with the Company's meter or meters or other equipment of the Company installed on the customer's premises, and no one except employees of the Company shall be allowed to make any repairs or adjustments to any meter or regulator belonging to the Company.

Properly authorized employees and agents of the Company shall have the right to enter the premises of the customer, or owner, at all reasonable hours and at any time in the case of an emergency, for the purpose of making such inspection of the customer's installation as may be necessary for the proper application of the Company's rates, rules and regulations; for installing, removing, testing or replacing its apparatus or property; for reading meters and for the removal of the Company's property in event of termination for any reason of service to the customer.

Notwithstanding the foregoing, the Company shall not discontinue service to a customer, pursuant to Paragraph (A)(5) of Rule 14, solely by reason of a refusal of that customer to grant access to the Company when the sole purpose of such access is to discontinue service to another customer. In addition, the Company shall not discontinue or threaten to discontinue service to a non-delinquent customer due solely to the delinquency of another customer.

The Company shall obtain an actual inside meter reading from locations having inside meters on an annual basis. The Company will have a right to disconnect the customer if access is denied to the Company at reasonable times pursuant to Paragraph (A)(5) of Rule 14.

The Company may install on the meter a remote reading attachment, the readings from which shall constitute actual meter readings.

Customer shall in person or by telephone immediately notify Company of any escape of gas in or about customer's premises.

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13. Tampering Prohibited

No person shall willfully destroy, injure, molest, tamper with, or introduce foreign substances into any of the Company's mains, services, meters, valves, regulators, or any other equipment of the Company, either directly or indirectly through a customer's installation, or otherwise. Neither shall any person willfully create any unsafe condition in or about any of the Company's said facilities and equipment, or willfully create any false indicia of any unsafe condition in any thereof.

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RULES AND REGULATIONS

14. Discontinuance of Service

A. Service may be discontinued for any of the following reasons:

(1) Nonpayment of an undisputed delinquent charge;

(2) Failure to post a required deposit or guarantee;

(3) Unauthorized interference, diversion or use of the Company service situated or delivered on or about the customer's premises;

(4) Failure to comply with terms of a settlement agreement;

(5) Refusal or failure after reasonable notice to permit installation, inspection, maintenance, replacement or meter reading of Company equipment. If the Company has a reasonable belief that health or safety is at risk, notice at the time inspection is attempted is reasonable;

(6) Misrepresentation of identity in obtaining utility service;

(7) Violation of any other rules of the Company approved by the Commission which adversely affects the safety of the customer or other persons or the integrity of the Company's system; or

(8) As provided by state or federal law.

B. None of the following shall constitute sufficient cause for the Company to discontinue services:

(1) The failure of a customer to pay for merchandise, appliances or services not subject to Commission jurisdiction as an integral part of the Company service provided by the Company;

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RULES AND REGULATIONS

14. Discontinuance of Service (continued)

(2) The failure of the customer to pay for service received at a separate metering point, residence or location. In the event of discontinuance or termination of service at a separate residential metering point, residence or location in accordance with these rules, the Company may transfer and bill any unpaid balance to any other residential service account of the customer and may discontinue service after twenty-one (21) days after rendition of the combined bill, for nonpayment, in accordance with this rule. In the event of discontinuance or termination of service at a separate non-residential metering point or location in accordance with these rules, the Company may transfer and bill any unpaid balance to any other non-residential service account of the customer and may discontinue service after twenty-one (21) days after rendition of the combined bill, for nonpayment, in accordance with this rule;

(3) The failure of a residential customer to pay for a different class of service received at the same or different location. The placing of more than one (1) meter at the same location for the purpose of billing the usage of specific devices under optional rate schedules or provisions is not construed as a different class of service for the purpose of this rule;

(4) The failure to pay the bill of another customer, unless the customer whose service is sought to be discontinued received substantial benefit and use of the service;

(5) The failure of a previous owner or occupant of the premises to pay an unpaid or delinquent bill except where the previous occupant remains an occupant or user; or

(6) The failure to pay a bill correcting a previous underbilling, whenever the residential customer claims an inability to pay the corrected amount, unless the Company has offered the residential customer a payment arrangement equal to twice the period of underbilling.

C. On the date specified on the notice of discontinuance or within thirty (30) days after that, and subject to the requirements of these rules, the Company may discontinue service to a residential customer between the hours of 8:00 a.m. and 4:00 p.m. Service shall not be discontinued to a residential customer on a day when Company personnel are not available to reconnect the customer's service, or on a day immediately preceding such a day. After the thirty (30) day effective period of the notice, all notice procedures required by this rule shall again be followed before the Company may discontinue service to a residential customer.

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14. Discontinuance of Service (continued)

D. The notice of discontinuance shall contain the following information:

(1) The name and address of the customer and the address, if different, where service is rendered;

(2) A statement of the reason for the proposed discontinuance of service and the cost for reconnection;

(3) The date on or after which service will be discontinued unless appropriate action is taken;

(4) How a customer may avoid the discontinuance;

(5) The possibility of a settlement agreement if the claim is for a charge not in dispute and the customer is unable to pay the charge in full at one (1) time; and

(6) A telephone number the customer may call from the service location without incurring toll charges and the address of the Company prominently displayed where the customer may make an inquiry. Charges for measured local service are not toll charges for purposes of this rule.

E. The Company shall not discontinue residential service pursuant to section (1) unless written notice is sent to the customer at least ten (10) days prior to the date of the proposed discontinuance. The Company may serve notice by first class mail, which will be complete upon mailing. The Company may deliver such notice electronically if the customer has opted for e-bill delivery. Service of electronic notice is complete upon delivery of the notice to the site where the e-bill is posted. As an alternative, the Company may deliver a written notice in hand to the customer at least ninety-six (96) hours prior to discontinuance. The Company shall maintain an accurate record of the date of mailing or delivery. A notice of discontinuance of service shall not be issued as to that portion of a bill which is determined to be an amount in dispute pursuant to sections 4 CSR 240-13.045(5) or (6) that is currently the subject of a dispute pending with the Company or complaint before the Commission, nor shall such a notice be issued as to any bill or portion of a bill which is the subject of a settlement agreement except after breach of a settlement agreement, unless the Company inadvertently issues the notice, in which case the Company shall take necessary steps to withdraw or cancel this notice.

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14. Discontinuance of Service (continued)

F. Notice shall be provided as follows:

(1) At least ten (10) days prior to discontinuance 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 discontinue shall be conspicuously posted in public areas of the building; provided, however, that these notices shall not be required if the Company is not aware that the structure is a single-metered multi-dwelling unit residential building. The notices shall include the date on or after which discontinuance may occur and advise of tenant rights pursuant to section 441.650 RSMo. The Company shall not be required to provide notice in individual situations where safety of employees is a consideration.

(2) At least ten (10) days prior to discontinuance of service for nonpayment of a bill or deposit at a multi-dwelling unit residential building where each unit is individually metered and for which a single customer is responsible for payment for service to all units in the building or at a residence in which the occupant using Company service is not the Company's customer, the Company shall give the occupant(s) written notice of the Company's intent to discontinue service; provided, however, that this notice shall not be required unless one (1) occupant has advised the Company or the Company is otherwise aware that s/he is not the customer, and

(3) In the case of a multi-dwelling unit residential building where each unit is individually metered or in the case of a single family residence, the notice provided to the occupant of the unit about to be discontinued shall outline the procedure by which the occupant may apply in his/her name for service of the same character presently received through that meter.

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14. Discontinuance of Service (continued)

G. The Company will mail, to all residential customers whose account is in jeopardy of termination on the disconnection date, a notice mailed so that normal postal delivery will be made to the customer from 48 to 96 hours preceding potential discontinuance of service. This notice will contain the name and address of the customer and the address if different, where service is rendered, a statement of the reason for the proposed discontinuance of service, the amount due, the date on or after which service will be discontinued unless the customer takes appropriate action, a statement that if the customer is unable to pay the amount due in full he may contact the Company and request payment arrangement terms and the telephone number and address of the company where the customer may make inquiry.

H. Immediately preceding the discontinuance of service, the employee of the Company designated to perform this function, except where the safety of the employee is endangered, shall make a reasonable effort to contact and identify him/herself to the customer or a responsible person then upon the premises and shall announce the purpose of his/her presence. When service is discontinued, the employee shall leave a notice upon the premises in a manner conspicuous to the customer that service has been discontinued and the address and telephone number of the Company where the customer may arrange to have service restored.

I. Notwithstanding any other provision of this rule, the Company shall postpone a discontinuance for a time not in excess of twenty-one (21) days if the discontinuance will aggravate an existing medical emergency of the customer, a member of his/her family or other permanent resident of the premises where service is rendered. Any person who alleges a medical emergency, if requested, shall provide the Company with reasonable evidence of the necessity.

J. Notwithstanding any other provision of this rule, the Company may discontinue residential service temporarily for reasons of maintenance, health, safety or a state of emergency.

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14. Discontinuance of Service (continued)

K. The Company may discontinue its service to the customer without notice for any one of the following reasons:

(1) Because of a dangerous condition on the customer's premises in piping or gas consuming devices or for violation of any rules of the Company on file with and approved by the Commission which adversely affects the safety of the customer or other persons, or the integrity of the Company's delivery system.

(2) Because of fraudulent use of the service or tampering with Company's equipment including unauthorized interference, diversion or use of service or equipment.

(3) On the request of the customer, subject to any existing agreement between the customer and the Company as to unexpired term of service.

15. Reconnection of Service.

A. If the service shall have been discontinued for any of the reasons set forth in these rules and regulations the following conditions shall be complied with and a reconnection charge shall be paid before restoration of service:

(1) The violation of the rules and regulations must be corrected.

(2) Full payment or satisfactory arrangements for the payment of all bills for service at present or previous locations then due must be made.

(3) A satisfactory guarantee of payment of all future bills shall be furnished.

(4) Any dangerous condition must be corrected.

(5) All bills for service due, including estimated amount due Company by reasons of fraudulent use or tampering must be paid.

At all times, a reasonable effort shall be made to restore service upon the day restoration is requested, and in any event, restoration shall be made not later than the next working day following the day requested by the customer.

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15. Reconnection of Service. (continued)

B. When reconnection of service is requested by the same customer on the same premises within twelve (12) months after service has been discontinued at the request of such customer, a reconnection charge shall be made.

16. Company Inspection of Customer Premises.

A. Where service has been discontinued by shutting off the gas supply and service is requested by a new customer, before such service is reestablished, the Company shall make an inspection of the premises to determine that they are in a gas safe condition. Such new customer shall make access to the premises available to the Company so that such inspection may be made.

B. In any case where the Company discovers that a dangerous condition exists with regard to customer's appliances, equipment or piping, it may without notice, shut off the service and immediately notify customer. Service shall not be resumed until such dangerous condition has been eliminated.

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17. Temporary Service.
Temporary service will be supplied under the applicable rate provided the customer pays all installation and removal costs for the required customer extension.

18. Auxiliary Service.
The Company reserves the right to refuse auxiliary or break down service.

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19. Extension of Distribution Facilities.

A. General.

The Company will install gas distribution main extensions in permanently established public streets, roads, and highways along the shortest practical route, as determined by the Company. Extensions of mains into or across private property will be made by the Company at its option, provided, that the right-of-way agreement and other conditions are satisfactory to the Company.

The Company will install service pipe along the shortest and most practical route that will avoid future construction on applicant's property and permit a safe and satisfactory service pipe installation. Installation of service pipe across private property other than the property of the customer will be made only in those cases where the customer has secured and furnished the Company a right-of-way, for such service pipe, satisfactory to the Company.

The customer shall provide a meter location on his property that is satisfactory to the Company. Any and all piping, appliances, equipment or facilities installed by the customer downstream of the Company's point of delivery shall be the customer's expense, shall be the sole responsibility of the customer, shall conform with all applicable laws, rules and regulations of the applicable governmental authorities. The customer shall be responsible for obtaining any permits or approvals necessary to install such customer owned appliances or equipment.

The customer shall protect the portions of the customer extension installed within his premises and shall, unless otherwise authorized by the Company, permit no one but the Company's employees or its authorized agents to handle same. In the event of loss or damage to such property of the Company arising out of carelessness, negligence, or misuse by the customer or his authorized agent the cost of making good such loss or repairing such damages shall be borne by the customer. Customer shall permit access to the Company's employees, or other authorized agents, for the purpose of inspecting, modifying, maintaining, or operating the Company's facilities at all times.

B. Sizing of the Customer Extension.

The Company will install only certain standard sizes of mains, service pipes, meters, and regulators in conjunction with the extension of its distribution facilities. The Company reserves the right, as economic or other conditions warrant, to change or modify its standards in this regard. Estimates of the cost of customer extensions will be based on the minimum standard size facilities which will adequately distribute the gas load to be served.

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19. Extension of Distribution Facilities (continued).

C. Estimated Cost of Customer Extension.

Upon receipt of application from a prospective customer, the Company will prepare an estimate, with an administratively reasonable level of detail, of the cost of installing the customer extension necessary to provide the requested service. This estimate will control the amount of deposit which may be required of the prospective customer.

The estimate, with an administratively reasonable level of detail, will include all direct, indirect, and overhead costs. Overhead construction costs include administrative and general salaries and expenses, charges for injuries and damages, pensions, and other fringe benefits. Overheads transferred to construction are determined based on the percentage that construction payroll bears to total payroll and are distributed to construction work orders on a percentage allocation basis.

D. Free Extensions.

The Company will furnish, at its own expense, such meters, regulators, and accessories as may be necessary to measure the consumption of gas by the customer, or prospective customer. The Company will also furnish, at its own expense, that portion of the service pipe which lies in the public street or right-of-way, and which extends from the gas main to the customer's, or prospective customer's, property line.

The design and extent of any extension of the Company's facilities will be determined solely by the Company, applying sound principles of economics and engineering. Within this context, the Company will invest in distribution main and in that portion of the service pipe which extends from the property line to the meter the total amount determined, as follows:

For a prospective customer whose annual consumption is less than 6,000 CCF, the Company will install at no cost to the customer up to 175 feet of main and 75 feet of service line. In no case, however, shall the Company be obligated to invest more than $1,000 per customer in the aggregate for both the main extension and service extension.

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RULES AND REGULATIONS

19. Extension of Distribution Facilities (continued).

D. Free Extensions. (continued)

The number of prospective customers shall be that number established by the Company based on, but not limited to, the information supplied by the customer(s), a legal description of the area, maps, and the Company's experience in similar developments.

For a prospective customer whose annual consumption exceeds 6,000 CCF, the amount of main and service the Company will install at no cost to the customer will be determined by the Company from an analysis of the character of service requested, the estimated annual revenue to be derived from the customer, the estimated annual cost of providing gas service and the estimated annual return to be derived from such investment.

E. Main and Service Pipe Extensions Beyond the Free Allowance.

Extension of distribution facilities, in excess of that provided by the free allowance as determined under Section D, will be made by the Company, provided the applicant requiring such extension deposits, as a contribution-in-aid-of- construction, the Company's estimated cost of such excess or requests that such excess amount be financed by the Company. If the customer requests financing, the Company shall determine the charge necessary to recover the excess investment over a fifteen (15) year period, unless a shorter period is requested by the customer. Such charge shall be designed to recover over that fifteen (15) year period all estimated property taxes, depreciation and carrying costs for the excess investment at a rate equal to the Company’s overall cost of capital and shall be based on the number of customers who are expected to take service off of the new facilities in the next five (5) years. Such charge shall be added to the fixed monthly charge of all customers receiving natural gas service off of the new facilities, provided that the charge shall be reduced during, or eliminated prior, to the expiration of the fifteen (15) year period if the number of customers or volumes exceed those initially anticipated when calculating the charge.

In any instance where financing of facilities is provided, the Company shall take steps to ensure that any customer who is or will be subject to the financing charge is notified of the amount, duration and other terms of the charge at the time the customer purchases a property from a developer or applies for service. The Company shall also post on its website an explanation of how the financing arrangements authorized by this Section are applied and are charged.

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19. Extension of Distribution Facilities (continued).

E. Main and Service Pipe Extensions Beyond the Free Allowance. (continued)

The Company shall maintain records of all financing arrangements provided under this provision showing for each facility extension and financing arrangement to ensure that customers who are not part of the extension will not bear any costs for the extension in excess of the free allowance: (1) the calculation of the free allowance and excess amount to be financed; (2) the calculation of the per customer financing charge; (3) all amounts collected from customers as a result of application of the charge; and (4) the date on which the excess amount was fully collected and the charge removed from customer bills. The investment in excess of the free allowance and related costs shall not be included in general rates as part of the Company's cost of service, and in the event the excess amount cannot be fully collected over the fifteen (15) year period specified in this section, any uncollected amount shall be absorbed by the Company. To the extent that any uncollected amount is absorbed by the Company, the Company shall book such amounts separately and shall not seek rate recovery.

F. Refund on Contributions for Main Extensions.

Only in those cases where the total number of prospective customers is uncertain, and no financing arrangement is entered into under Section E the Company may require a deposit for the Company's estimated investment cost in excess of that provided by the free allowance. If the number of customers connected within four years of the completion of the extension exceeds the number of customers estimated to be connected at the time the deposit was derived, all or a portion of such deposit will be refunded to the original contributor(s) in proportion to the amount of the original contribution(s). The refund(s) to be made will be determined by a survey of the additional customers connected to the extension. Such survey will be made within one year of the attachment of such customers. However, this Section F shall not apply to any contributions-in-aid-of-construction made pursuant to Section E, with respect to which no refunds will be made.

There shall be no refunds based on the attachments of customers to facilities which are main extensions of the customer extension for which contribution was originally made.

G. Refund Not to Exceed Original Contribution.

In no event shall refund made to the applicant exceed the original contribution.

H. Title to the Customer Extension.

All parts and portions thereof, regardless of any contribution made by the customer, shall be and remain in the Company.

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20. Limitations Upon Company's Obligation To Supply Gas Service.

In order to preserve the Company's ability to serve adequately the requirements of its existing customers and to provide for the orderly and equitable attachment of new loads during periods of possible insufficient supply, the Company will allocate its available natural gas supplies according to the manner and priorities hereinafter set out:

Category One

The Company shall continue to provide all natural gas service to be used by:

A. Residential and small commercial or industrial customers under the terms of the Company's General Service Rate, or by

B. Resale customers to provide service for uses as described under A and B above.

Category Two

As sufficient pipeline gas supplies are available over and above those required to serve Category One uses, the Company will provide new or additional gas service requested for use under its Large Volume Service Rate or any individual large user contract. Such additional pipeline supplies will be allocated to the applicants within this Category Two in the order of priority as set forth below:

First Priority: All applicants where the maximum daily new requirement does not exceed 100 Mcf.

Second Priority: All applications where the maximum daily new requirement exceeds 100 Mcf and at least 50% of such requirement results from new or additional construction.

Third Priority: All applications in existing construction resulting from conversion of coal fired equipment or new processing use and such requirements are not included within either the First or Second Priority.

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20. Limitations Upon Company's Obligation To Supply Gas Service (continued).

Fourth Priority: All other applicants including applications in existing construction resulting from conversion of oil fired equipment.

Within each of the priority groups set out above, preference will be given to applications in the order of maximum daily new requirement, from smallest to largest as follows:

Maximum Daily Requirement (Mcf per Day)		
0	-	100
101	-	200
201	-	400
401	-	1,000
1,001	-	2,000
Over	-	2,000

Applicants will be attached within each priority and each daily requirement group on a "first come - first served" basis.

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20. Limitations Upon Company's Obligation To Supply Gas Service (continued).

20.1 Applications

A. Whenever there is insufficient gas available to serve an applicant for gas service, the Company shall keep all such applications on file in chronological order by date of application within each priority and daily requirement group set out above. When the gas supply available permits applicants to become eligible for gas service in accordance with the system of priorities set out herein, the Company shall notify said applicants in writing of their eligibility. Such notice shall state the date upon which gas service will be available.

B. The Company shall, at its sole judgment and based upon all pertinent information available, make determinations of the quantity of gas service which can be provided from time to time. Whenever there are unfulfilled applications for gas service, such determinations shall be made with sufficient frequency to recognize any substantial change in the Company's gas supply and demand balance.

20.2 Notice of Acceptance

A. Any applicant who receives a notice of eligibility for gas service shall notify the Company in writing, within thirty (30) days after the notice of eligibility, of his intention to accept gas service. In the event such notice of acceptance is not so received by the Company then applicant's eligibility shall be void and transferred to another applicant in accordance with the priorities setout herein.

B. Any applicant who becomes eligible for gas service shall present to the Company, within ninety (90) days of the notice of eligibility sufficient evidence that the necessary equipment has or is being installed or that applicant has otherwise committed to the purchase and installation of such equipment. In the event such evidence is not so presented to the Company, then applicant's eligibility shall be void and transferred to another applicant in accordance with the priorities set out herein.

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20. Limitations Upon Company's Obligation To Supply Gas Service (continued).

20.3 Existing Commitments

Notwithstanding the provisions hereinabove set out, gas service will be supplied to any customer who has received specific approval for such service from the Company prior to the effective date hereof provided that the customer submits satisfactory evidence that prior to the effective date hereof: (a) an expense has been incurred specifically for the design, purchase or installation of gas equipment, or (b) that gas equipment has been ordered prior to said date, or (c) that detailed engineering plans for the use of gas equipment has been prepared prior to said date.

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21. Emergency Curtailment Plan

In the event the Company is unable to meet total natural gas requirements due to extreme weather conditions, reduction in supply, or other system operating conditions, or a combination thereof, the Company shall temporarily curtail natural gas loads to the extent necessary to maintain service required to protect basic human needs. This reduction shall be accomplished through the following steps which are designed to protect industry, commercial enterprise, and basic human needs to the extent possible during such periods of supply deficiency.

The Company reserves the right to deviate from the prescribed steps on a system-wide basis in the event that it becomes necessary to protect isolated areas from a supply deficiency. This deviation shall be limited to the extent required to protect basic human needs within such areas.

21.1 Curtailment Steps

Step 1. All service to transportation customers is to be interrupted.

Step 2. All sales service to firm sales customers with alternate fuel capabilities is to be curtailed to the extent of such alternate fuels.

Step 3. Before implementing further curtailment steps, the Company shall request voluntary load reduction of all customers.

Step 4. Curtail all schools using natural gas for heating to the lowest temperature levels consistent with building protection and suspend operations of all industrial customers with firm contracts with gas usage to be reduced to minimum volumes essential only for dormant plant and product protection. Such curtailment shall not be applicable to essential food processors and applications or uses required for the maintenance of essential public services.

Step 5. Curtail remaining commercial and industrial customers to minimum building protection volumes. Such curtailment shall not be applicable to hospitals, nursing homes, apartments, and other human needs applications

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21. Emergency Curtailment Plan (continued).

21.2 Emergency Exemption

Emergency exemptions may be requested by customers for 24 – 48 hour periods to complete work in process. Granting of these exceptions will be based on the severity of supply deficiency with primary regard for human need.

21.3 Relief from Liability

The Company shall be relieved of all liabilities, penalties, charges, payments, and claims of whatever kind, contractual or otherwise, resulting from or arising out of the Company's failure to deliver all or any portion of the volumes of gas desired by any particular customer or group of customers to the extent that such failure results from the implementation of the Emergency Curtailment Plan herein prescribed or from any other orders or directives of duly constituted authorities, including, but not limited to, all regulatory agencies having jurisdiction in the premises.

21.4 Precedence

To the extent that this rule, or any provision(s) hereof, conflict with any other provision(s) of the Company’s filed tariff, Rules and Regulations, or contracts, this rule shall take precedence.

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22. Meter Reading Non-Access Charge

If the Company has been unable to gain access for meter reading purposes for nine months or more, and if the customer thereafter fails to provide access for meter reading within twenty-one (21) days after written request is mailed via first class mail, a Charge for Non-Access may be made. Notification of such charge must be included prominently in the request for access. Such charge must be included as a separate line on the customer's bill, and a notice explaining the charge must be included with the bill. In the event a customer provides access within twenty-one (21) days after a bill including the charge is rendered, such charge will be reversed. A maximum of three non-access charges may be assessed in any twelve-month period. This charge will be waived if the customer does not control access to the meter.

23. Collection Trip Charge

When the Company makes a service trip for the purpose of disconnection of service because of non-payment, and customer pays Company's personnel, at customer's premises, to prevent said disconnect, an additional charge (a trip charge) will be billed to the customer for the recovery of the expense of Company personnel traveling to customer's premises.

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24. Insulation Financing Program

The Insulation Financing Program is a program whereby Spire Missouri, subject to certain restrictions, will grant loans to eligible residential customers for the purpose of making certain home energy conservation improvements, some of which must entail, where feasible, a specified increase in the customer's ceiling insulation. The major provisions of the program are as follows:

A. The maximum loan per dwelling unit is $5,000.

A customer can obtain a loan for energy conservation improvements, some of which must include attic, floor, wall and duct insulation; duct sealing, attic ventilation; caulking and weather-stripping; storm doors or storm windows and which may include an energy audit performed by a certified energy auditor. Except for the energy audit, when the customer applies for a loan, it shall be conditioned upon the insulation in the attic/ceiling being less than R-38 and part of the loan funds being used to increase the insulation level to at least an R-38 level. A minimum of R-38 ceiling insulation shall be required before other measures will be financed unless it is demonstrated that such R-38 level is not feasible.

In all cases where the total amount of the contract including the financing cost is $1000 or more, a Uniform Commercial Code Financing Statement (UCC-1) must be prepared and submitted with the appropriate sales contract. The UCC-1 will be filed for a lien on the property until the loan is repaid in full.

B. A residential customer must meet the following requirements to be eligible:

(1) The applicant must be a residential customer of Spire East or Spire West or a landlord renting to residential customers.

(2) The applicant must own or be purchasing the residential structure for which the loan is requested, and the installation is to be made. Unless the applicant is a landlord renting the structure, the applicant must reside in the structure. The residence cannot contain more than four (4) dwelling units; that is, be larger than a four-family building.

(3) Except where the landlord is renting the structure, gas service at the residential structure must be in the applicant's name.

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24. Insulation Financing Program (continued)

B. A residential customer must meet the following requirements to be eligible: (continued)

(4) The applicant must meet the following credit requirements:

(a) The applicant's gas account must have no more than thirty (30) days arrears.

(b) Within the past twelve (12) months the applicant must not have:
(i) had service disconnected for non-payment; or
(ii) submitted an unhonored check; or
(iii) received more than four (4) delinquent notices.

(c) If the applicant has been a customer for less than twelve (12) months, a commercial credit report must show open credit and the timely meeting of payments in order to be considered as having a satisfactory credit rating.

C. The interest rate on loans made on and after October 31, 1994 is 3% per annum.

D. The repayment period is five (5) years unless a shorter period is agreed upon by Company and customers. The customer shall make monthly loan payments as part of his or her monthly gas bill if the customer is actively receiving service from the Company.

E. The maximum amount of loans to be outstanding at any one time, regardless of applicable interest rate, is $4,000,000.

The Company does not assume any responsibility for the prices bid or the prices charged by contractors participating in this program. Nor will the Company in any way warrant, guarantee or imply any energy savings as a result of participation in this residential insulation financing program.

Loan applications must be submitted to the Company by an authorized contractor and must be accompanied by a sales agreement form specifying work to be done. (Applications are not accepted directly from customers.) Applications are processed on a first-come, first-served basis as funds are available. Customers should direct any questions regarding the status of their loan application to their contractor.

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25. Disputes

A. A customer shall advise the Company that all or part of a charge is in dispute by written notice, in person or by a telephone message directed to the Company during normal business hours. A dispute must be registered with the Company at least twenty-four (24) hours prior to the date of proposed discontinuance for a customer to avoid discontinuance of service as provided by these rules.

B. When a customer or applicant advises the Company that all or part of a charge is in dispute, the Company shall record the date, time and place the contact is made; investigate the contact promptly and thoroughly; and attempt to resolve the dispute in a manner satisfactory to both parties.

C. Failure of a customer to participate with the Company in efforts to resolve an inquiry which has the effect of placing charges in dispute shall constitute a waiver of the customer's right to continuance of service and the utility, not less than five (5) days after provision of the notification required by Section I of this rule, may proceed to discontinue service unless the customer files an informal complaint with the Commission within the five (5)-day period.

D. Customers presenting frivolous disputes shall have no right to continued service. The Company, before proceeding to discontinue the service of a customer presenting a dispute it deems frivolous, shall advise the consumer services department of the Commission of the circumstances. The consumer services department shall attempt to contact the customer by telephone and ascertain the basis of the dispute. If telephone contact cannot be made, the consumer services department shall send the customer a notice by first class mail stating that service may be discontinued by the Company unless the customer contacts the consumer services department within twenty-four (24) hours. If it appears to the consumer services department that the dispute is frivolous or if contact with the customer cannot be made within seventy-two (72) hours following the Company's report, the Company shall be advised that it may proceed to discontinue service. If it appears that the dispute is not frivolous, service shall not be discontinued until ten (10) days after the notice required by 4 CSR 240-13.050(5) has been sent to the customer by the Company. The customer shall retain the right to make an informal complaint to the Commission.

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25. Disputes (continued)

E. If a customer disputes a charge, s/he shall pay to the Company an amount equal to that part of the charge not in dispute. The amount not in dispute shall be mutually determined by the parties. The parties shall consider the customer's prior consumption history, weather variations, the nature of the dispute and any other pertinent factors in determining the amount not in dispute.

F. If the parties are unable to mutually determine the amount not in dispute, the customer shall pay to the Company the lesser of an amount not to exceed fifty percent (50%) of the charge in dispute or an amount based on usage during a like period under similar conditions which shall represent the amount not in dispute.

G. Failure of the customer to pay to the Company the amount not in dispute within four (4) working days from the date that the dispute is registered or by the delinquent date of the disputed bill, whichever is later, shall constitute a waiver of the customer's right to continuance of service and the Company may then proceed to discontinue service as provided in this rule.

H. If the dispute is ultimately resolved in favor of the customer in whole or in part, any excess monies paid by the customer shall be refunded promptly.

I. If the Company does not resolve the dispute to the satisfaction of the customer, the Company representatives shall notify the customer that each party has a right to make an informal complaint to the Commission, and of the address and telephone number where the customer may file an informal complaint with the Commission. If a customer files an informal complaint with the Commission prior to advising the Company that all or a portion a bill is in dispute, the Commission shall notify the customer of the payment required by sections (E) or (F) of this rule.

J. The Company is not required to comply with these rules prior to the discontinuance of service where the complaint or dispute involving the same customer, facts and question as those involved in a prior informal or formal complaint resolved in favor of the Company.

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26. Settlement Agreement and Extension Agreement

A. When the Company and a customer arrive at a mutually satisfactory settlement of any dispute or the customer does not dispute liability to the Company but claims inability to pay the outstanding bill in full, the Company and the customer may enter into a settlement agreement. A settlement agreement which extends beyond ninety (90) days shall be in writing and mailed or otherwise delivered to the customer.

B. Every settlement agreement resulting from the customer's inability to pay the outstanding bill in full shall provide that service will not be discontinued if the customer pays the amount of the outstanding bill specified in the agreement and agrees to pay a reasonable portion of the remaining outstanding balance in installments until the bill is paid. For purposes of determining reasonableness, the parties shall consider the following: the size of the delinquent account, the customer's ability to pay, the customer's payment history, the time that the debt has been outstanding, the reasons why the debt has been outstanding, and any other relevant factors relating to the customer's service.

C. If a customer fails to comply with the terms and conditions of a settlement agreement, the Company may discontinue service after notifying the customer in writing by personal service or first class mail in accordance with 20 CSR 4240-13.050--that the customer is in default of the settlement agreement; the nature of the default; that unless full payment of all balances due is made, the Company will discontinue service; and the date upon or after which service will be discontinued.

D. The Company may enter into an extension agreement upon the request of a customer who claims an inability to pay the bill in full.

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RULES AND REGULATIONS

27. Cold Weather Maintenance of Service:

Provision of Residential Heat-Related Utility Service During Cold Weather

A. The following definitions shall apply in this rule:

(1) Energy Crisis Intervention Program. The federal ECIP administered by the Missouri Family Support Division under section 660.100 RSMo.

(2) Heat-related Utility Service. Any gas or electric service that is necessary to the proper function and operation of a customer's heating equipment.

(3) Low Income Home Energy Assistance Program (LIHEAP). The federal LIHEAP administered by the Missouri Family Support Division under section 660.110, RSMo.

(4) Registered Elderly or Disabled Customer. A customer where at least one member of the customer's household has filed with the utility a form approved by the utility attesting to the fact that such household member is sixty-five (65) years old and above, or is disabled to the extent that s/he has filed with the Company a medical form submitted by a medical physician attesting that such customer's household must have natural gas or electric service provided in the home to maintain life or health or has a formal award letter issued from the federal government of disability benefits. In order to retain his/her status as a registered elderly or disabled customer, each such customer must renew his/her registration with the utility annually. Such registration should take place by October 1st of each year following his/her initial registration.

(5) Low Income Customer. One whose household income is equal to or less than 150% of the federal poverty guidelines, and who has, within the past twelve months, submitted a signed affidavit attesting to that fact with the Company or been deemed eligible for LIHEAP assistance by a social service agency. The Company may periodically audit the incomes of low-income customers. If, as a result of an audit, a low-income customer is found to have materially misrepresented his/her income at the time the affidavit was signed, that customer's service may be discontinued per the provisions of this rule that apply to non low- income customers and payment of all amounts due as well as a deposit may be required before service is reconnected.

(6) Utilicare. The state program of energy assistance established by section 660.122, RSMo.

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27. Cold Weather Maintenance of Service (continued):

B. This rule takes precedence over other rules on provision of heat-related residential utility service from November 1 through March 31.

C. Notice Requirements. From November 1 through March 31, prior to discontinuance of service due to nonpayment, the Company shall –

(1) Notify the customer at least ten (10) days prior to the date of the proposed discontinuance and, in the case of a registered elderly or disabled customer, notify the additional party listed on the customer's registration form of the Company's intent to discontinue service. The Company may deliver such notice to the customer by first class mail or may post or deliver such notice electronically if the customer has opted for e-bill delivery. The contact with the registered individual shall include initially two (2) or more telephone call attempts with the mailing of the notice.

(2) Make further attempts to contact the customer within ninety-six (96) hours preceding discontinuance of service either by a second written notice as in subsection C (1), sent by first class mail; or a door hanger, or at least two (2) telephone call attempts to the customer.

(3) Attempt to contact the customer at the time of the discontinuance of service in the manner specified by 20 CSR 4240-13.050(9).

(4) Make a personal contact on the premises with a registered elderly or disabled customer or some member of the family above the age of fifteen (15) years, at the time of the discontinuance of service.

(5) Ensure that all of the notices and contacts required in this section shall describe the terms for provisions of service under this rule, including the method of calculating the required payments, the availability of financial assistance from the Missouri Family Support Division and social service or charitable organizations that have notified the Company that they provide that assistance and the identify of those organizations.

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27. Cold Weather Maintenance of Service (continued):

D. The Company shall not make oral representations of service termination for non- payment when termination would occur on a known no-cut day as governed by the temperature moratorium.

E. Weather Provisions. Discontinuance of gas and electric service to all residential users including all residential tenants of apartment buildings for nonpayment of bills where gas or electricity is used as the source of space heating or to control or operate the only space heating equipment at the residence is prohibited--

(1) On any day when the National Weather Service local forecast between 6:00 a.m. and 9:00 a.m., for the following twenty-four (24) hours, predicts that the temperature will drop below thirty-two degrees Fahrenheit (32° F); and

(2) On any day when Company personnel will not be available to reconnect utility service during the immediately succeeding day(s) (Period of Unavailability) and the National Weather Service local forecast between 6:00 a.m. to 9:00 a.m. predicts that the temperature during the Period of Unavailability will drop below thirty-two degrees (Fahrenheit 32° F).

(3) From November 1 through March 31, for any low income registered elderly or low income registered disabled customer (as defined in this rule), provided that such customer has entered into a cold weather rule payment plan, made the initial payment required by Section (10) of this rule and has made and continues to make payments during the effective period of this rule that are at a minimum the lesser of 50% of either the customer's actual bill for usage in that billing period or levelized payment amount agreed to in the cold weather rule payment plan. Such reductions in payment amounts may be recovered by adjusting the customer's subsequent levelized payment amounts for the months following March 31.

(4) Nothing in this section shall prohibit the Company from establishing a higher temperature threshold below which it will not discontinue utility service.

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27. Cold Weather Maintenance of Service (continued):

F. Discontinuance of Service. From November 1 through March 31, the Company may not discontinue heat-related residential utility service due to nonpayment of a delinquent bill or account provided--

(1) The customer contacts the Company and states his/her inability to pay in full;

(2) The Company receives an initial payment, and the customer enters into a payment agreement both of which are in compliance with section J of this rule;

(3) The customer complies with the Company's requests for information regarding the customer's monthly or annual income; and

(4) There is no other lawful reason for discontinuance of utility service.

G. Whenever a customer, with a cold weather rule payment agreement, moves to another residence within the Company's service area, the Company shall permit the customer to receive service at the new address if the customer pays in full the amounts that should have been paid pursuant to the agreement up to the date service at the new address is requested, as well as, amounts not included in a payment agreement that have become past due. No other change to the terms of service to the customer by virtue of the change in the customer's residence with the exception of an upward or downward adjustment to payments necessary to reflect any changes in expected usage between the old and new residence may be made.

H. Deposit Provisions. The Company shall not assess a new deposit or bill deposits that were previously assessed during or after the period of this rule to those customers who enter into a payment agreement and make timely payments in accordance with this rule.

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27. Cold Weather Maintenance of Service (continued):

I. Reconnection Provisions. If the Company has discontinued heat-related utility service to a residential customer due to nonpayment of a delinquent account, the Company, from November 1 through March 31, shall reconnect service to that customer without requiring a deposit; provided:

(1) The customer contacts the Company, requests the Company to reconnect service, meets the requirements of section 1(E) of this rule and states an inability to pay in full;

(2) The Company receives an initial payment, and the customer enters into a payment agreement both of which are in compliance with section J of this rule;

(3) The customer complies with the requests of the Company for information regarding the customer's monthly or annual income.

(4) None of the amount owed is an amount due as a result of unauthorized interference, diversion or use of the Company's service, and the customer has not engaged in such activity since last receiving service; and

(5) There is no other lawful reason for continued refusal to provide utility service.

J. Payment Agreements. The payment agreement for service under this rule shall comply with the following:

(1) A pledge of an amount equal to any payment required by this section by the agency which administers LIHEAP, Utilicare or ECIP, or a combination of these, shall be deemed to be the payment required. The Company shall confirm in writing the terms of any payment agreement under this rule, unless the extension granted the customer does not exceed two (2) weeks.

(2) Payment Calculations.

(a) The Company shall first offer a twelve (12)-month budget plan which is designed to cover the total of all pre-existing arrears, current bills and the Company's estimate of the ensuing bills.

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27. Cold Weather Maintenance of Service (continued):

J. Payment Agreements (continued)

(b) If the customer states an inability to pay the budget plan amount, the Company and the customer may, upon mutual agreement, enter into a payment agreement which allows payment of pre-existing arrears over a reasonable period in excess of twelve (12) months. In determining a reasonable period of time, the Company and the customer shall consider the amount of the arrears, the time over which it developed, the reasons why it developed, the customer's payment history and the customer's ability to pay.

(c) A Company shall permit a customer to enter into a payment agreement to cover the current bill plus arrearages in fewer than twelve (12) months if requested by the customer.

(d) The Company may revise the required payment in accordance with its budget or levelized payment plan.

(e) If a customer defaults on a cold weather rule payment agreement but has not yet had service discontinued by the Company, the Company shall permit such customer to be reinstated on the payment agreement if the customer pays in full the amounts that should have been paid pursuant to the agreement up to the date service is requested, as well as, amounts not included in a payment agreement that have become past due.

(3) Initial Payments.

(a) For a customer who has not defaulted on a payment plan under the cold weather rule, the initial payment shall be no more than twelve percent (12%) of the annual amount of the twelve (12) month budget plan calculated in subsection J(a) of this rule unless the Company and the customer agree to a different amount.

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27. Cold Weather Maintenance of Service (continued):

J. Payment Agreements (continued)

(b) Subject to the provisions of Section N(1) below, for a customer who has defaulted on a payment plan under the cold weather rule, the initial payment shall be an amount equal to eighty percent (80%) of the customer's balance, unless the Company and customer agree to a different amount, provided that customers who have repeatedly defaulted on payment plan agreements, with at least one of those defaults occurring after the effective date of this tariff, may be required to pay the total of all delinquent installments.

K. If the Company refuses to provide service pursuant to this rule and the reason for refusal of service involves unauthorized interference, diversion or use of the Company's service situated or delivered on or about the customer's premises, the Company shall maintain records concerning the refusal of service which, at a minimum, shall include: the name and address of the person denied reconnection, the names of all Company personnel involved in any part of the determination that refusal of service was appropriate, the facts surrounding the reason for the refusal and any other relevant information.

L. The Commission shall recognize, and permit recovery of reasonable operating expenses incurred by the Company because of this rule.

M. The Company may apply for a variance from this rule by filing an application for variance with the Commission pursuant to the Commission's rules of procedure.

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27. Cold Weather Maintenance of Service (continued):

N. The provisions of sections (A) through (M) of this rule continue to apply except where inconsistent with the terms of this section.

(1) From November 1 through March 31, notwithstanding paragraph (J)(3)(b) of this rule to the contrary, the Company shall restore service upon initial payment of the lesser of fifty percent (50%) or $500 of the preexisting arrears, with the deferred balance to be paid as provided in subsection (J) (2). Any reconnection fee, trip fee, collection fee or other fee related to reconnection, disconnection or collection shall also be deferred. Between November 1 and March 31, any customer threatened with disconnection may retain service by entering into a payment plan as described in this section. Any payment plan entered into under this section shall remain in effect (as long as its terms are adhered to) for the term of the payment plan, which shall be twelve months in duration, unless the customer requests a shorter period, or the Company agrees to a longer period. However, the Company shall not be required to offer reconnection or retention of service under this subsection more than once every two years for any customer or to any customer who has defaulted on a payment plan under this section three or more times.

(2) Any customer who is not disconnected or in receipt of a disconnect notice shall, at the customer's request, be permitted to enroll immediately in the Company's Budget Billing Plan. Any current bill or existing arrearage at the time of enrollment shall be dealt with consistent with Section J(2)(a) through (2)(d) of this rule, provided that the customer agrees to make the initial payment prescribed in Section J(3)(a) or Section N(1) as applicable.

(3) If a customer enters into a cold weather rule payment plan under this section:

(a) Late payment charges shall not be assessed except with respect to failure to make timely payments under the payment plan; and

(b) The Company shall not charge customers interest on the account balance for any deferral period.

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RULES AND REGULATIONS

27. Cold Weather Maintenance of Service (continued):

N. The provisions of sections (A) through (M) of this rule continue to apply except where inconsistent with the terms of this section. (continued)

(4) Any customer who enters into a cold weather rule payment agreement under this section and fully complies with the terms of the payment plan shall be treated, going forward, as not having defaulted on any cold weather rule payment agreement.

(5) The Company shall describe the provisions of Section N in any notices or contacts with customers. In telephone contacts with customers expressing difficulty paying their gas bills, the Company shall inform those customers of their options under Section N.

(6-7) The Company shall be permitted to recover the costs of complying with this section pursuant to the terms now and hereinafter set forth in subsections (14) (F) and (14) (G) of the Commission's Cold Weather Maintenance of Service Rule, 4 CSR 240-13.055.

O. Beginning April 1, 2005 and except as otherwise provided in Section N above, the Company may limit the availability of payment agreements under this rule to low-income customers as defined in this rule, provided that any customer who is on an existing payment agreement may continue to make payments in accordance with that agreement until the end of its term, and provided further that the Company may continue to offer alternative payment arrangements to customers who do not qualify for agreements under this rule.

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28. Promotional Practices

A. EnergyWise Dealer Program

(1) General Description and Purpose

The EnergyWise Dealer Program is a program by which the Company will make financing available to credit-qualified, current and future, residential and commercial customers of the Company, who own a structure to which natural gas is provided by the Company in the customer's name, for the purchase and installation of certain energy efficiency and conservation improvements, including high efficiency natural gas heating equipment and, if desired by the customer, a high efficiency air conditioner or certain other energy-efficient appliances, related equipment and an energy audit. The purpose of the program is to encourage the use of such energy efficient or environmentally friendly appliances or conservation measures. Purchases can be made from and installation can be performed by any Company-authorized heating and cooling contractor doing business in the Company's service area and participating in the program.

(2) Available Options

Financing, at terms and interest rates not exceeding interest rates allowed by Missouri law, nor less than interest rates generally prevailing in the applicable retail markets for such equipment and services, is available for the purchase and installation of the following equipment:

(a) A high efficiency natural gas heating system with an Annual Fuel Utilization Efficiency ("AFUE") of 92% or greater,

(b) A high efficiency natural gas space heating boiler with an AFUE of 90% or greater.

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28. Promotional Practices (continued)

A. EnergyWise Dealer Program (continued)

(c) An appliance that meets the requirements of (a) or (b) coupled with (i) a gas air conditioner; (ii) a high efficiency electric air conditioner with a Seasonal Energy Efficiency Ratio ("SEER') of 14 or more or (iii) an additional energy efficient natural gas appliance. If the required SEER level is increased for the Company's service area, then the SEER requirement in this subsection shall be increased 1 point above the new level.

(d) A high efficiency natural gas water heater with an Energy Factor (EF) of .67 or greater or have a Uniform Energy Factor (UEF) of .64 or greater; or a Thermal efficiency (TE) of .90 or greater, provided that the EF shall be at least .82 or greater or have a Uniform Energy Factor (UEF) of at least .80 or greater for tankless water heaters;

(e) (5) Natural gas integrated space and water heating tank system with an AFUE of 90% or greater; or an integrated space and water heating tankless system with an EF of .82 or greater or have a Uniform Energy Factor (UEF) of .80 or greater;

(f) An energy audit performed by a certified energy auditor provided if any of (a) – (e) above are purchased and installed.

(3). Other Terms and Conditions

The maximum amount financed under this program will be $15,000 per heating system or other qualifying appliance with a limit of four systems per customer.

So long as the customer has active natural gas service, the customers will be billed monthly on their regular gas bill for a loan term not to exceed seven (7) years. Loans will be made on a first-come, first-served basis.

(4). Description of Advertising or Publicity

The Company expects to publicize the EnergyWise Dealer Program through cooperative advertising, its own public information advertising campaigns, and personal contact and general meetings with heating and cooling contractors.

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29. Budget Billing Plan

The Company will permit residential and small commercial and industrial customers, served under any of the General Service, Seasonal Service or General L.P. Gas Service rate schedules and with no more than thirty days of arrears, to enroll in a Budget Billing Plan ("Budget") at any time during the year. Subject to the foregoing, the Company reserves the right to deny a Budget to a customer who has repeatedly failed to comply with a Budget or has violated other rules of the Company approved by the Commission.

Under the Budget, an account is billed levelized monthly amounts, approximately equal to one-twelfth of the customer's projected annual bill, plus or minus an amount reflecting any beginning utility account balance. A customer's Budget amount is based on the recent twelve months of historical annual usage at the location where the customer receives gas service as adjusted for weather conditions, changes in gas rates, or other factors, such as, but not limited to, customer load changes. W here a customer does not have a twelve (12)-month consumption history at such location, the Company may choose to utilize either the usage history of the former occupant or other available information or factors, such as, but not limited to, system averages.

In order to avoid large swings in the Budget amount, the Company will review such amounts periodically and may adjust an amount if it falls outside of parameters set by the Company. Initially such parameter will be set at a 20% variance; however, the Company reserves the right to change such parameter as needed and will notify the Commission Staff and the Office of the Public Counsel whenever such parameter is changed. Unless otherwise adjusted, a customer’s Budget amount will generally remain in effect for twelve months, at which time it will be reviewed and adjusted for the foregoing factors for the upcoming twelve (12)-month period, including the roll-in of any outstanding utility account balance.

A customer may terminate a Budget at any time upon request to the Company. The Company may terminate a customer’s Budget after giving notice if the customer has been delinquent for two (2) consecutive billing periods. Upon termination, any Budget balance shall be applied to the customer's subsequent bill.

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30. Usage Estimating Procedure:

Whenever it is necessary to estimate a particular customer's monthly consumption, such consumption shall be estimated by determining the actual usage at the customer's location in a prior comparable period and then adjusting such usage to reflect weather differences. Where actual usage data at the customer's location is not available for a comparable period, the estimation will be performed by determining actual usage at the customer's location in the previous billing period, and then adjusting such usage to reflect weather differences. Where actual usage data at the customer's location is not available for the previous billing period, the estimation will be performed by determining the relationship of actual usage at the customer's location to the average usage of comparable customers as determined by the Company in a prior period, and applying that relationship to the average usage of comparable customers in the estimation period. Specifically, usage for a customer's billing period for this last alternative will be based on the following formula:

(A / B) x C x No. of days in current billing period; Where:

A= customer's actual use per day in a prior billing period;
B= the average use per customer per day for comparable customers using ending meter reading dates closest to that of the prior billing period for the account being estimated;
C= the average use per customer per day for comparable customers using ending meter reading dates closest to that of the current billing period for the account being estimated

Where actual usage data at the customer's location is not available, the customer's use will be based on average usage for comparable customers.

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31. Excess Flow Valves:

EXCESS FLOW VALVES (EFV): To comply with United States Department of Transportation Regulation 49 CFR Part 192.383, the Company will install an EFV for certain new or replaced eligible gas service lines*, at no cost to the customer. These include:

- Single family residences
- Multi-family residences, and
- Small commercial entities consuming natural gas volumes not exceeding 1,000 Standard Cubic Feet per Hour

In addition, a customer may request an EFV be installed on an existing service line at their own expense, based upon suitable payment arrangements agreed to by the Company. If the service line is eligible* for EFV installation, the Company will install the EFV on a mutually agreed date at a cost as set forth in tariff on Spire Missouri t Sheet No. 18

32. Gas Service Initiation:

Spire Missouri shall charge customers for the initiation of gas service at the rates set forth in their respective rate schedules, but such charge shall not apply to owners of rental property where the owner agrees through written application to the Company to establish service in his/her name during periods of vacancy of rental unit(s).

Charges for the reconnection of service after discontinuance of service by the Company or the customer are provided in the Company's rate tariff Sheet No. 19, Miscellaneous Charges Sheet.

*Eligibility to install an EFV device will depend upon operating conditions in effect for the service, such as the inlet pressure, which may not allow the EFV to operate effectively.

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33. Off-System Sales

A. Definitions:

Off-system marketing Sales (OS-Sales) are herein defined as any Company sale of gas, or gas bundled with pipeline transportation, made to parties at locations off the Company's distribution system. Subject to any waivers or approved modifications, OS-Sales made to an affiliate of the Company shall be accounted for in accordance with the Company's Cost Allocation Manual or, if and when applicable, the Commission's affiliate transaction rules.

Off-system Sale Revenues (OS-Revenues) are the actual revenues received by the Company from an OS-Sale.

Cost of Gas Supply (CGS) is the commodity cost related to the purchase of gas supply, exclusive of transportation costs.

Off-system Cost of Gas Supply (OS-CGS) is the CGS related to the purchase of gas supply for a proposed OS-Sale. In determining the OS-CGS, the costs of gas supplies: (1) which have been procured on behalf of the Company's on-system customers for a period greater than one month; and (2) which have a commodity price at the time of the OS-Sale that has been altered from an indexed price as a result of a hedge in a physical gas supply contract, shall not be considered. Nor shall the Company use such gas supplies for OS-Sales, unless the Company determines, and provides sufficient information to verify, that selling such gas supplies is not detrimental to its customers. Subject to the foregoing exclusion of certain gas supplies, the OS-CGS is equal to the highest CGS from the CGS-Schedule (as defined below) associated with the quantity of actual OS-Sales for the pipeline on which the sale is made, unless a lower CGS is documented and supported in accordance with the provisions of Section 3 of this rule. The total OS-CGS to be booked as a cost to the OS-Sales Accounts shall be equal to the sum of the multiplication of the gas cost of each individual transaction by the associated quantities actually sold as shown on the CGS-Schedule.

Off-system Cost of Transportation (OS-COT) is the incremental cost of transportation related to the delivery of the gas supply for an OS-Sale to the point of delivery. The OS-COT shall include all commodity related transportation costs, including fuel, associated with the OS-Sale. The OS-COT shall not include non-commodity related LDC system supply transportation costs.

Off-system Net Revenue (OS-Net-Revenue) is equal to OS-Revenues minus OS-CGS and OS-COT.

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33. Off-System Sales (continued)

B. Accounting:

The Company shall maintain separate revenue and expense accounts to record its OS-Sales transactions, which accounts shall be audited and subject to modification by the Commission at the same time the Company's other gas costs for system supply purposes are reviewed pursuant to the ACA process. Each OS-Sales transaction shall be accounted for and analyzed separately.

C. Record Keeping:

For the first day of each month and for each day where a subsequent change in the cost of gas supplies or in the cost of delivery thereafter occurs, the Company shall construct and retain a CGS-Schedule. This CGS-Schedule shall provide contract volumes, scheduled volumes, available volumes, unit commodity cost of gas, and unit transportation costs associated with the delivery of gas to the Company's city gate for all of the Company's gas supply contracts. The CGS-Schedule will also provide information relating to any OS-Sales. This information will include the location of sale, volume sold, sales price, total revenue from the sale, the unit commodity cost of gas used for the sale, unit transportation costs to point of sale, any other costs or cost reductions associated with the sale (e.g. avoided penalty costs) and the total costs associated with the sale.

To the extent that the CGS-Schedule costs associated with the OS-Sales are different than the costs accrued for each transaction, the Company will prepare and retain a complete explanation and related records regarding such difference. If the CGS associated with the volumes of gas distributed to the Company's system sales customers is at a higher cost than the OS-CGS for the OS-Sale, the Company shall document all reasons for each such occurrence and shall retain the documentation explaining such costing.

In the event the OS-CGS assigned to the OS-Sale is less than the highest price, as described herein, nothing in this tariff shall preclude the review of such transaction or impair a party's right to propose an adjustment in connection with such transaction in the relevant ACA proceeding.

D. Limitation on Sales:

The Company's OS-Sales shall be made on an as-available basis.

The Company shall make no individual OS-Sale where a negative margin results, unless the Company determines and documents that such a transaction is not detrimental to the Company's customers.

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34. Weatherization Program

Description and Availability:

This Weatherization Program is designed to provide energy education and weatherization assistance to limited - income residential customers to assist customers in reducing their energy consumption and thus reducing their natural gas utility bill. The Company shall provide $950,000 annually in assistance for the benefit of eligible low-income customers who use natural gas for space heating in the Company's Spire East service territory and $750,000 annually in assistance for the benefit of eligible low- income customers who use natural gas for space heating in the Company's Spire West service territory.

Terms and Conditions:

A. Each year the Company shall make the appropriate funds available to the either the state agency responsible for distributing low-income weatherization funds for redistribution to local community agencies that perform such work in the Company's service territory or to such local community agencies directly. Such agencies shall in turn provide the funds to weatherize the homes of eligible low-income customers of the Company who use natural gas for space heating.

B. Company funds provided to community action agencies under this tariff are not subject to the weatherization guidelines of the United States Department of Energy and may be utilized by agencies towards the weatherization of properties that present hazardous or health concerns and regardless of date-last weatherized considerations as long as they satisfy Company-established guidelines.

C. Program funds cannot be used for administrative costs, except those incurred by the local community agencies that are directly related to qualifying and assisting customers and identifying measures under this program. The amount of reimbursable administration costs per participating household shall not exceed fifteen percent (15%) of the total expenditures for each participating household.

D. The Company shall cooperate with the applicable state or local agency in providing necessary information in connection with their evaluation of homes weatherized under this program.

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34a. Red Tag Repair Program

The Red Tag Repair Program is an experimental program for customers to receive funding towards minor repairs or replacements of their gas appliances and piping in order to obtain or retain gas service. The Program has two components: (i) Heating Only for Lower Income, and (ii) Avoid Red Tags.

Heating Only for Lower Income provides payment assistance to eligible residential customers of the Company, with a household income equal to or less than 185% of the Federal Poverty Level, who require repairs or replacement of natural-gas appliances and/or piping that have been red- tagged. If the customer is renting the premises, approval of the landlord will be required. Customers receiving natural gas service to operable permanent space heating equipment, i.e. furnaces and boilers ("PSHE"), do not qualify; this program is designed to assist only those lower income customers who would otherwise be eligible to commence or maintain service, but whose facilities are "red-tagged," that is, whose service will be or is disconnected at the meter or to the PSHE, and are without space heating, due to unsafe PSHE, unsafe piping or unsafe non-space heating appliance where there is no shut off valve to the non-space heating appliance.

Terms and Conditions: The Company will provide up to $100,000 annually for its Spire East operating unit and $100,000 annually for its Spire West operating unit to credit customers or reimburse qualified social service agencies within its service territory that can provide or arrange to provide and pay for such emergency service work consistent with the terms set forth herein and at an administrative cost not to exceed 10% of the funds provided. No customer shall receive assistance greater than $1,000.00 under this Program, with no more than $700 going towards a PSHE and no more than $450 going toward each other gas appliance or piping. Energy efficiency being preferred, where a furnace qualifies for replacement under the health and safety provisions of the federal Low-Income Weatherization Assistance Program, the furnace will be replaced with a 90% or higher efficiency unit, when feasible. In cases where a PSHE is being replaced at cost to the customer, prior to installation the customer shall be offered an opportunity to use red tag funding toward the purchase and installation of a 90% or higher energy efficient furnace. If the customer declines, then the customer shall be informed that they may use any licensed or qualified repair service provider or appliance seller that is willing to accept payment according to the terms of the program. The Spire East and Spire West Energy Efficiency Collaborative shall determine what data shall be gathered and reported to evaluate this program.

Avoid Red Tags permits Spire East and Spire West field service representatives (FSR) who are already on-site to spend a nominal amount of time to perform minor repairs of the customer's gas appliances and piping when doing so would result in the customer gaining or keeping use of service rather than having the piping or appliance "red-tagged" as unsafe. If an FSR determines that any gas appliance should be "red-tagged" as unsafe or out of compliance with applicable codes, but the FSR believes that the problem can be repaired in no more than 15 minutes using parts that cost $20 or less, the FSR may, with the customer's consent, attempt to affect such repairs in conjunction with utility service at no cost to the customer. At any time that the FSR determines that the repair will fall outside of these parameters, the FSR shall cease the repair effort and proceed in accordance with the Company's safety practices and the Utility Promotional Practices

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35. Conservation and Energy Efficiency Programs

A. Residential High Efficiency Rebate Program:

The Company's Residential High Efficiency Rebate Program provides rebates to residential owners and customers for the installation of high efficiency heating systems, water heating systems, and thermostats as described below:

Equipment	Rated	Rebate
Gas furnace	Greater than or equal to 92% but less than 96% AFUE[1]	$200
Gas furnace	Greater than or equal to 96% AFUE[1]	$300
Gas boiler	Greater than or equal to 90% AFUE[1]	$300
Combined Space Heating/Water Heating (w/ tank)	High efficiency boiler w/sidearm tank, AFUE[1] >= 90%	$450
Combined Space Heating/Water Heating (tankless) boiler	Tankless boiler/water heater combination unit, AFUE[1] >= 90%	$450
Electronic programmable setback thermostat	Four pre-programmed settings for 7-day, 5+2 day, or 5-1-1 day models	$25 or 50% of the equipment cost, whichever is lower
Gas storage water heater greater than or equal to 20 gallons and less than or equal to 55 gallons	Greater than or equal to .64 UEF[2] or higher	$200
Gas storage water heater greater than 55 gallons and less than or equal to 100 gal	Greater than or equal to.76 UEF[2] or higher	$350
Gas instantaneous water heater less than 2 gallon	Greater than or equal to.80 UEF[2] or higher	$300

[1]Annual Fuel Utilization Efficiency

[2]Uniform Energy Factor

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35. Conservation and Energy Efficiency Programs (continued)

A. Residential High Efficiency Rebate Program: (continued)

Owners of, or customers living in, an individually metered dwelling unit, are eligible to participate in this program and must apply for rebates through the Company or through participating heating, ventilating and air conditioning ("HVAC") and plumbing contractors.

Rebate Limit: Individual dwelling units, as determined by account number, whether owner-occupied or rental property, are eligible for a maximum of two heating system rebates (furnace or boiler), two water heater rebates, or two combination unit rebates, and two thermostat rebates, under this program.

Owners of multiple individually metered dwelling units are allowed to receive rebates for all qualifying natural gas energy efficiency equipment without limitation, subject to program funding availability.

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35. Conservation and Energy Efficiency Programs (continued)

B. Commercial and Industrial (C/I) Rebate Program:

The C/I Rebate program was established to provide commercial and industrial customers incentives through prescriptive (standard) rebates, as set forth below, and custom rebates, for the implementation of natural gas energy efficiency measures, including part or all of the cost of an energy audit that identifies a measure that subsequently results in a rebate through this program.

Customers implementing certain measures as described below will receive prescriptive rebates. All other rebates under this program will receive financial incentives which are customized or individually determined using the Total Resource Cost Test latest edition of the California Standard Practice Manual for Economic Analysis of Demand-Side Programs and Projects.

Non-Profit Customers, defined as a government agency, public school district, or a customer that demonstrates it qualifies as a 501(c)(3) charity or as a benevolent corporation as defined by RSMo 352.010, may qualify for specific rebates as detailed below.

Prescriptive Rebates: Following is a list of the prescriptive rebates available for equipment and services under the C/I Rebate program:

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35. Conservation and Energy Efficiency Programs (continued)

Equipment or Service	Rated	Rebate
Gas furnace	Greater than or equal to 92% but less than 94% AFUE[1]	$200
Gas furnace	Greater than or equal to 94% AFUE[1]	$250
Electronic programmable setback thermostat	Four pre-programmed settings for 7 day, 5+2 day, or 5-1-1 day models	$40 or 50% of equipment cost, whichever is lower
Radiant Infrared Heater (Low-intensity heater, electronic ignition only)***	Rated greater than or equal to 20,000 BTU/hour and less than or equal to 250,000 BTU/hour	$300
Condensing Unit Heater	Greater than or equal to 90% TE [2]	$300
High Temperature Heating & Ventilating (HTHV)Direct-Fired Gas Heaters	Greater than or equal to 90% TE[2]	$500
Advanced Load Monitoring ("ALM") Boiler Control	ALM Retrofit to existing hot water space-heating boiler only	$2000
Hot Water Boiler Outdoor Temperature Reset ("OTR") Control	OTR Retrofit to existing hot water space-heating boiler only.	$200
Continuous modulating burner	Burner replacement considered efficiency improvement.	25% of equipment cost or $15,000 per burner, whichever is lower
Gas-fired boiler tune up Non-Profit Customers	Submit combustion test results performed before and after turn up. Eligible for tune up every two years.	75% of the cost up to $750 per boiler, whichever is lower
Gas-fired boiler tune up All other C/I customers	Submit combustion test results performed before and after turn up. Eligible for tune up every two years.	50% of the cost up to $500 per boiler, whichever is lower

[1]Annual Fuel Utilization Efficiency

[2] Thermal Efficiency

*** All outdoor radiant infrared heating applications such as outdoor patios and golf ranges are not eligible.

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35. Conservation and Energy Efficiency Programs (continued)

Equipment or Service	Rated	Rebate
Gas space heating hot water boiler less than 300 MBH input	Greater than or equal to 85% and less than 92% AFUE[1]	$2.50 per MBH
Gas space heating hot water boiler from 300 MBH to 2,500 MBH input	Greater than or equal to 85% and less than 92% TE[2]	
Gas space heating hot water boiler greater than 2,500 MBH to 5,000 MBH input	Greater than or equal to 85% and less than 92% CE[3]	
Gas space heating hot water boiler less than 300 MBH input	Greater than or equal to 92% AFUE[1]	$3.00 per MBH
Gas space heating hot water boiler from 300 MBH to 2,500 MBH input	Greater than or equal to 92% TE[2]	
Gas space heating hot water boiler greater than 2,500 MBH to 5,000 MBH input	Greater than or equal to 92% CE[3]	
Gas space heating steam boiler less than 300 MBH input	Greater than or equal to 82% AFUE[1]	$1.75 per MBH
Gas space heating steam boiler from 300 MBH to 5,000 MBH input	Greater than or equal to 82% TE[2]	
Space Heating steam trap replacement or rebuild	Steam trap replacement or rebuild of failed trap considered efficiency improvement	50% of the equipment cost for trap replacement or rebuild kit, up to $100 per steam trap
Process and/or industrial steam trap replacement or rebuild	Steam trap replacement or rebuild of failed trap considered efficiency improvement	50% of the equipment cost for trap replacement or rebuild kit, up to $200 per steam trap
Vent damper	Damper installation considered efficiency improvement	50% of equipment cost or $500 cap per boiler, whichever is lower
Primary air damper	Damper installation considered efficiency improvement.	50% of equipment cost or $500 cap per boiler, whichever is lower
Gas Instantaneous Water Heater < 2 gallon	Greater than or equal to 0.82 EF[4] or .80 UEF[5] or higher	$300
Condensing Storage Water Heater Greater than 75,000 and less than or equal to 500,000 BTU/hour input	Greater than or equal to 90% TE[2]	$450

[1]Annual Fuel Utilization Efficiency (AFUE)
[2]Thermal Efficiency (TE)
[3]Combustion Efficiency (CE)
[4]Energy Factor (EF)
[5]Uniform Energy Factor (UEF)
MBH is a thousand BTUs per hour

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35. Conservation and Energy Efficiency Programs (continued)

Equipment or Service	Rated	Rebate
Food service gas steamer	ENERGY STAR qualified	50% of the equipment cost or $475, whichever is lower
Food service gas fryer	ENERGY STAR qualified	50% of the equipment cost or $350, whichever is lower
Food service griddle Top and bottom surfaces of clamshell models must be gas	ENERGY STAR qualified	50% of the equipment cost or $400, whichever is lower
Food service gas convection gas oven	ENERGY STAR qualified	50% of the equipment cost or $200, whichever is lower
Combination Oven	ENERGY STAR qualified	50% of the equipment cost or $500, whichever is lower
Conveyor Oven	New natural gas conveyor oven with baking energy efficiency of greater than 42%, and an idle energy consumption rate less than 57,000 BTU/hour utilizing ASTM standard F1817	50% of the equipment cost or $300, whichever is lower
Rack Oven – single rack	New natural gas rack oven with baking efficiency greater than or equal to 50% utilizing ASTM standard 2093	50% of the equipment cost or $500, whichever is lower
Rack Oven – double rack	New natural gas rack oven with baking efficiency greater than or equal to 50% utilizing ASTM standard 2093	50% of the equipment cost or $1,000, whichever is lower

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35. Conservation and Energy Efficiency Programs (continued)

Equipment or Service	Rated	Rebate
Infrared Char broiler	Natural gas char broiler with infrared burners replacing or instead of a char broiler without infrared burners	50% of the equipment cost or $300, whichever is lower
Infrared Salamander Broiler	Natural gas salamander broiler with infrared burners replacing or instead of a char broiler without infrared burners	50% of the equipment cost or $200, whichever is lower
Infrared Rotisserie Oven	Natural gas rotisserie oven with infrared burners replacing or instead of a rotisserie over without infrared burners	50% of the equipment cost or $300, whichever is lower
Kitchen Demand Control Ventilation ("KDCV")	High efficiency KDCV must be a control system that varies the exhaust and/or make-up air flow rate(s) based on heat and smoke or vapors generated by cooking equipment. Temperature, timers, optical or other sensors may be used to sense ambient conditions and vary the speed of exhaust and/or make up air fans to meet ventilation requirements	$300
Kitchen low flow spray wash nozzle. Maximum of 2 nozzles.	*GPM rating of 1.6 or less	50% of equipment cost or $100 per nozzle, whichever is lower

*Gallons Per Minute

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35. Conservation and Energy Efficiency Programs (continued)

Custom Rebates: - The C/I Rebate program will provide custom rebates to C/I customers for the installation of any natural gas related energy efficiency improvement that does not qualify for a prescriptive rebate. All custom rebates will be individually determined and analyzed to ensure that they pass the Total Resource Cost Test. Any measure that is pre-qualified (evaluated prior to being installed), must produce a Total Resource Cost test result of 1.0 or higher.

Rebates are calculated as the lesser of the following:

- No rebate for measures with less than a two year payback
- A buy-down to a two year payback
- $6.63 per MCF saved during the first year

Audit: - The energy audit rebate will only be provided to a customer that qualifies for a prescriptive and/or custom rebate under this program. The audit rebate offer will be structured as follows:

- Non-Profit Customers will be eligible for a rebate of 75% of the audit cost, $600 per building under 25,000 sq. ft., or $750 for buildings 25,000 sq. ft and over, whichever is lower.
- All other C/I customers will be eligible for a rebate of 50% of the audit cost, $375 per building under 25,000 sq. ft., or $500 for buildings 25,000 sq. ft. and over, whichever is lower.
- For customers with more than one building per account, there is a limit of three audit rebates per customer per program year. Energy for each audited building must be estimated based on total utility metered use if sub-metered data is not available.
- No customer building shall qualify for a second audit rebate under this program.
- Audits must be performed by qualified professionals (Registered Professional Engineer, Registered Architect, Certified Energy Manager, or equivalent training, experience, and continuing education). Audit procedures and reports must reach the level of effort of a Level I - Walk-Through Analysis as described in the most recent edition of "Procedures for Commercial Building Energy Audits" published by the American Society of Heating, Refrigerating, and Air Conditioning Engineers.
- To be eligible for a rebate, the audit report must identify at least one energy efficiency measure which qualifies for a rebate under this program, the energy efficiency measure must be implemented, and the application for the audit rebate must be included in the application for the qualifying energy efficiency measure.

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35. Conservation and Energy Efficiency Programs (continued)

Rebate Limit: - During a program year, a commercial or industrial customer's total rebate is limited to $100,000 or the remaining uncommitted budget for the current program year, whichever is lower. Remaining uncommitted program budgets may be reallocated to other programs if not part of unexpired rebate pre-approvals committed for proposed customer projects. All measures that receive pre-approval must be implemented / installed within six (6) months of the date of pre-approval, and all invoice(s) and other required project documentation must be submitted within eight (8) months of the date of pre-approval.

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35. Conservation and Energy Efficiency Programs (continued)

C. Building Operator Certification Program

The purpose of the Building Operator Certification ("BOC") Program is to help the Company's commercial and industrial customers improve energy efficiency in the operation of their facilities. The Department of Economic Development-Division of Energy (DED/DE) provides the Level I and II BOC training series in Missouri under license from the Midwest Energy Efficiency Alliance ("MEEA") which administers BOC in the Midwest. BOC is a hands-on training and certification program covering building operation and maintenance for building operators and education for residents.

The Company will enter into an agreement with DED/DE to offer BOC training in the Company's service area, and will provide payments to DED/DE to be used for its expenses in preparing one or more training series in the Company's service area. Customers of the Company whose employee(s) complete a BOC course provided by DED/DE and receive certification may be eligible for the following rebates of tuition expenditures depending on their eligibility for rebates from other sources:

Customer Eligibility for Rebates from Other Sources	Amount of Rebate
Customer pays full tuition and is eligible for a rebate from its electric service provider for less than 25% of tuition expenditures	The difference between 50% of full tuition expenditures and the rebate offered by the electric service provider
Customer pays full tuition and is eligible for a rebate from its electric service provider for 25% to 35% of tuition expenditures	Equal to the rebate offered by the electric service provider
Customer pays full tuition and is eligible for a rebate from its electric service provider for more than 35% of tuition expenditures	The difference between 70% of full tuition expenditures and the rebate offered by the electric service provider
Customer is eligible for rebates from other sources besides its electric service provider	No rebate

Customers are not eligible for a rebate for any employee that has previously taken the BOC course, even if they were not an employee of the customer at the time.

Funding is limited. Eligible customers who submit timely rebate applications to the Company will be provided rebates while sufficient funding allows, on a first-come, first-served basis, determined by date of registration for the training series.

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35. Conservation and Energy Efficiency Programs (continued)

D. Energy Efficiency Programs

The Parties agree that the following terms and conditions shall govern the provision of energy efficiency programs by the Company after the effective date of the tariffs approved in Case Nos. GR-2017-0215 and GR-2017-0216:

EEC Membership & Process:

The Energy Efficiency Collaborative ("EEC") for the Company shall function as an advisory group. The Company shall be responsible for all final decisions regarding its natural gas energy efficiency programs. The Company may file with the Commission proposed revised tariff sheets concerning the funding and design of its Energy Efficiency programs if it believes circumstances warrant changes. Prior to filing any such proposed revised tariff sheers with the Commission, the Company shall circulate those sheets for review and comment by the EEC. All new and revised tariff sheets shall be filed in compliance with the Commission's promotional practices rules, unless otherwise approved by the Commission. Participation in the group shall not affect the participant's right to question the prudency of the planning and/or the implementation of energy efficiency programs or budget changes as required herein or, in future cases, if such matters have not previously been approved by the Commission.

The advisory members of the EEC shall include the Company, the Staff of the Missouri Public Service Commission, the Office of the Public Counsel, the Division of Energy, the National Housing Trust, Renew Missouri, Consumers Council of Missouri, and other members that may be designated from time to time by agreement of the members or by Order of the Commission. The EEC shall meet on a periodic basis to discuss and provide input on energy efficiency measures and programs that the Company is proposing to adopt, modify or eliminate and to discuss and provide input on energy efficiency programs and measures that members may offer for consideration. The Company shall also provide EEC members with the information regarding the ongoing performance of the various energy efficiency programs previously approved by the Commission.

The Energy Efficiency Collaborative which was converted to an advisory group in Case No. GR-2017-0215 [or GR-2017-0216] will provide oversight for the implementation of this Program.

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35. Conservation and Energy Efficiency Programs (continued)

E. Program Year:

The program year will begin on October 1 and end on September 30 of the following year, except for the first year of each new program, in which case the program year will begin with the Commission-approved effective date of the tariff sheets originally filed to implement such program.

F. Program Tracking and Reporting:

Within forty-five days of the end of each calendar quarter, the Company shall submit a status report to the EEC regarding the cost and participation of its conservation and energy efficiency programs including:

- The number of energy efficiency measures implemented, summarized by measure type, and customer type for each calendar quarter and cumulatively for the fiscal year or program year; (Measure Types: Residential - summarized for each type of prescriptive equipment or service. Commercial and Industrial - summarized for each type of prescriptive equipment or service, type of custom rebate, and for the audits.)

- Funds invested in each energy efficiency program for each calendar quarter and cumulatively for the fiscal year or program year; and

- Estimated savings for each energy efficiency program for each calendar quarter and cumulatively for the fiscal year or program year

G. Post-implementation Evaluation:

A detailed post-implementation evaluation of the initial two (2) years of each new program shall be completed within six (6) months of the end of each program's second year. Additionally, a detailed post-implementation evaluation of the Residential High Efficiency Rebate and Commercial and Industrial Rebate Programs will be completed at least once every three years with the first due on December 1, 2020. Where feasible, these reviews will include both process evaluations and cost effectiveness (impact) evaluations. Evaluations may be performed after less than two years of program implementation if the Company determines this is preferable. Further evaluation of existing programs may be performed as determined by the Company. Post-implementation evaluations will be submitted to the EEC upon completion. Cost Effectiveness of measures, programs and portfolio will be based on the California cost-effectiveness tests utilizing discount rates set at the utility's weighted average cost of capital ("WACC").

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35. Conservation and Energy Efficiency Programs (continued)

H. Program Cost

Unless otherwise specified in the tariff, the budget for each Program shall be calculated annually by the Company and shared with the EEC prior to implementation. The budget for each Program will provide for incentive payments, marketing costs, and the Company's administrative costs.

Program Funding:

Except as otherwise provided below, the Parties agree that there will be no increase in the Company's overall budget funding for the Program Year 2018. Beginning October 1, 2018, the Company shall fund energy efficiency programs, on an annual basis, toward the goal of .75% of the rolling average of the Company's gross operating revenues for the previous three years, provided that such target levels may be exceeded by up to 20%, but may not exceed the 20% buffer without Commission approval. Further the 2022 annual budget for the Multi-Family Low Income programs shall be $1,000,000, subject to a potential upward adjustment within the 20% budget variance allowance referenced above; however, any unspent funds from the FY21 Multifamily Low-Income program budget will additionally be made available in the following year for the startup of the Non-Co-Delivery Multi-Family Low-Income program. Any unspent funds after FY21 will be made available for the Multi-Family Low-Income Programs. Subject to any applicable prudence review, all program expenditures shall be deferred and treated as a regulatory asset. Subject to any applicable prudence review, such deferred expenditures shall be amortized in rates over a ten-year period and included in the Company's rate base at its overall cost of capital beginning with the effective date of rates in the next general rate case proceedings of the Company. The current balance of unamortized energy efficiency deferrals as of May 31, 2021, for Spire Missouri East is $23,151,574, and for Spire Missouri West is $21,080,317.

Each year, starting in the first year after the beginning of a Program Year, the Company will prepare a budget of program expenditures and will provide it to the EEC prior to its implementation. When the Company expects there will be an overall variance of 20% or more above or below the previous year's budget or otherwise deems such action appropriate, the Company will submit its annual budget to the Commission for approval. The new budget will be used for the ensuing 12 months unless the Company determines there is a need to make changes within a budget year.

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RULES AND REGULATIONS

35. Conservation and Energy Efficiency Programs (continued)

I. Multi-Family Low Income Program (the "Program")

Purpose: - The purpose of the Program is to deliver long-term natural gas savings and bill reductions to low income customers who occupy multifamily dwelling units within the Spire Missouri East service territory. This will be achieved through direct-install water consumption reduction and heat retention measures at no cost to participating customers The Program will also provide residents of the dwelling units with education on the use of the natural gas conservation measures. The Program will have an annual budget of $500,000.00.

Availability: - The Program is available to income qualified multifamily properties that contain natural gas space-heating and/or water-heating equipment and receive gas service from Spire Missouri East and electric service from Ameren Missouri. Multi-family dwelling units are defined as structures of three (3) or more attached unit complexes. For the purposes of this Program the term "income qualified" refers to:

(i) Participation in federal, state, or local subsidized housing program.
(ii) Proof of resident income levels at or below 80% of the area median income (AMI) or 200% of federal poverty level.
(iii) Fall within a census tract included on Ameren Missouri's list of eligible low-income census tracts.

Where a multi-family property does not meet one of the eligibility criteria listed above and has a combination of qualifying tenants and non-qualifying tenants, at least 50% of the tenants must be eligible for the entire property to qualify.

The direct-install measures will include smart thermostats, programmable setback thermostats, low-flow faucet aerators, low-flow showerheads, insulating water-heater pipe wrap, furnace clean & checks. The Program will also provide incentives to property owners for other eligible natural gas measures such as furnace or boiler upgrades, and water heating equipment upgrades for the multi-family property which could be as high as 100% of the installed cost of the measure. Custom measures are defined as less common energy efficiency measures, or the integration of a number of measures to achieve significant energy savings. All custom measures must receive a pre- approval commitment from the Program Administrator whether for tenants units, common areas, building shell, or whole building systems.

Program Description: - Spire will co-deliver the Program with Ameren Missouri to achieve synergies and help eligible customers receive energy savings and bill reductions from both energy sources. Spire will enter into an agreement with Ameren Missouri and a program administrator to develop, implement, and maintain all services associated with the Program. Measures installed pursuant to the Program are not eligible for incentives for similar measures contained in any of Spire's other energy efficiency programs. Measures or non-income qualified customers not covered under this tariff may be eligible for incentives under Spire's other energy efficiency programs.

Spire will work with the Ameren Missouri to produce a post-implementation evaluation in order to quantify the impact of the Program. The cost-effectiveness metrics and test will be added but shall not be used to exclude or diminish low-income program, but instead shall be used to improve program delivery and effectiveness.

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Conservation and Energy Efficiency Programs (continued)

I. Non-Co-Delivery Multi-Family Low Income Program (the "Program")

Purpose: - The purpose of the Program is to deliver long-term natural gas savings and bill reductions to low income customers who occupy multifamily dwelling units within the Spire Missouri East or Spire Missouri West service territories where current co-delivery programs with Ameren Missouri, or Evergy are not available. This will be achieved through direct-install water consumption reduction and heat retention measures at no cost to participating customers. Additional in-unit or common area measures may also be applied individually or in combination and may be eligible for incentives. The Program will also provide residents of the dwelling units with education on the use of the natural gas conservation measures.

Availability: - The Program is available to income qualified multifamily properties that contain natural gas space-heating and/or water-heating equipment and receive gas service from Spire Missouri East or Spire Missouri West. Multi-family dwelling units are defined as structures of three (3) or more attached unit complexes. For the purposes of this Program the term "income qualified" refers to:

(i) Participation in federal, state, or local subsidized housing program;
(ii) Proof of resident income levels at or below 80% of the area median income (AMI) or 200% of federal poverty level;
(iii) Fall within a census tract included on Company's list of eligible low-income census tracts.

Where a multi-family property does not meet one of the eligibility criteria listed above and has a combination of qualifying tenants and non-qualifying tenants, at least 50% of the tenants must be eligible for the entire property to qualify.

Measures and Incentives: - The direct-install measures will include smart thermostats, programmable setback thermostats, low-flow faucet aerators, low-flow showerheads, insulating water-heater pipe wrap, furnace clean & checks. The Program will provide incentives to property owners for other eligible natural gas prescriptive measures such as furnace or boiler upgrades, and water heating equipment upgrades for the multi-family property which could be as high as 100% of the installed cost of the measure. Custom measures are defined as non-prescriptive energy efficiency measures, or the integration of a number of measures, which may include prescriptive measures, to achieve significant energy savings. All custom measures must receive a pre-approval commitment from the Program Administrator whether for tenant units, common areas, building shell, or whole building systems.

Program Description: - The Company will enter into an agreement with a program 3rd party administrator (the Program Administrator) to develop, implement, and maintain all services associated with the Program. Measures installed pursuant to the Program are not eligible for incentives for similar measures contained in any of the Company's other energy efficiency programs. Measures for non-income qualified customers not covered under this tariff may be eligible for incentives under the Company's other energy efficiency programs.

The Company shall produce a post-implementation evaluation in order to quantify the impact of the Program. The cost-effectiveness metrics and test will be added but shall not be used to exclude or diminish the low-income program, but instead shall be used to improve program delivery and effectiveness.

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35. Conservation and Energy Efficiency Programs (continued)

J. Energy Efficiency Kits Program (the "Program")

Purpose: - The objective of the Program is to raise customer awareness of the benefits of "high efficiency" products (EnergyStar, etc.) and to educate residential customers about energy use in their homes by offering information, products, and services to residential customers to save energy cost effectively.

Availability: - The Program is available to Spire Missouri East Residential customers and may be offered through various channels, such as direct mail, secondary education schools, community-based organizations, and market-rate multifamily properties.

Program Description: - The Company will partner with Ameren Missouri and a program administrator to implement this Program. The program administrator will provide the necessary services to effectively implement the Program and to strive to attain the energy savings targets. The Program incorporates various program partners, products, incentive mechanisms and program delivery strategies.

The Company in partnership with the electric utility and program administrator will follow a multi-faceted approach to educate participants and effectuate installation of energy efficiency products and actions addressed in the Energy Efficiency Kits.

The Company will work with Ameren Missouri to produce a post-implementation evaluation in order to quantify the impact of the Program.

Measures and Incentives- Energy Efficiency Kits may include Low Flow Faucet Aerators, Low Flow Showerheads, Pipe Wrap, and Dirty Filter Alarms.

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35. Conservation and Energy Efficiency Programs (continued)

K. Spire West Specific Programs

Independence Power & Light (IPL) Pilot Weatherization Program

(1). Purpose
The IPL Pilot Weatherization Program ("Program") is an experimental co-delivery program between IPL and Spire West designed to provide weatherization improvement measures to create long-term (natural gas) bill reduction savings to low-income single family Spire West natural gas customers within the IPL service territory.

(2) Definitions:
Administrator: - Truman Heritage/Habitat for Humanity (THHFH) will administer the Program for IPL and Spire West pursuant to a written contract between THHFH and Spire Missouri Inc.

Participant: - Single family property owners who are Spire West natural gas customers with natural gas space-heating equipment and/or water heating equipment whose income does not exceed 50% of the average median income (AMI) for Jackson County, Missouri as published by the U.S. Department of Housing and Urban Development (HUD) and reside within the IPL service territory.

Program Term: - From the effective date of the tariff until IPL's termination of the Program or Spire West's withdrawal from the Program, whichever first occurs. .

(3) Availability:
Household selection into the Program the will be based on the need of the family, willingness to partner, income eligibility and homeowner signature on a Homeowner Agreement. Qualifying households will be served on a first come first served basis with "first come" being determined by the receipt of a completed qualifying Program application by THHFH. Mobile homes and rental properties are not eligible for this Program.

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35. Conservation and Energy Efficiency Programs (continued)

K. Spire West Specific Programs (continued)

Independence Power & Light (IPL) Pilot Weatherization Program (continued)

(4) Terms and Conditions:
The THHFH will conduct a "clip board" audit within the eligible homes with energy saving measures identified. The THHFH Construction Director shall then approve a detailed scope of work for each home consistent with a list of weatherization services which include HVAC repair/replacement with a 90%+ AFUE or greater, attic insulation – up to R-49, water heater replacement and other general sealing and weatherization measures, including weather-stripping, caulking, outlet/light switch gaskets, installation of other minor sealing materials where feasible, minor exterior home repair to reduce air infiltration, HVAC filter replacement for existing systems, low-flow faucet aerators and showerheads, and water heater insulation pipe wrap.

The cost of weatherization services provided for any single household cannot exceed $7,500 with the total allocated 50% - IPL and 50% - Spire West.

(5). Program Funding
A maximum of $100,000 From Spire West's Conservation and Energy Efficiency Program funding will be applied to this Program for Spire West's share of the funding.

(6) Program Evaluation
Spire will conduct an internal billing analysis of the pilot Program every 24 months to make a determination regarding the cost-effectiveness by comparing the energy savings of participants with a non-participant comparison group. The cost-effectiveness metrics and test will be added but shall not be used to exclude or diminish low-income programs, but instead shall be used to improve program delivery and effectiveness.

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35. Conservation and Energy Efficiency Programs (continued)

K. Spire West Specific Programs (continued)
Income Eligible Multi-Family Program

Purpose: - The purpose of the Income Eligible Multi-Family Direct Install Program ("Program") is to deliver long-term energy savings and bill reductions to income-eligible customers in multi-family home units and shared common areas within the Spire Missouri West service area. Multi-Family dwelling units are defined as structures of three (3) or more attached unit complexes.

Administrator: - ICF (indicated as "Program Administrator') will administer the program for Spire Missouri West (indicated as "The Company" and Evergy (Missouri West & Missouri Metro) pursuant to a written contract amendment. The Program Administrator will also direct the necessary services to provide the installation of Program-specified measures and is responsible for oversight of the contractor/consultants and will also be responsible for resolving any reported customer complaints.
Availability: - The Program is available to income qualified multi-family properties that contain natural gas space-heating and/or water-heating equipment and receive gas service from Spire Missouri West, meeting one of the following building eligibility requirements:

- Participation in an affordable housing program: Documented participation in a federal, state or local affordable housing program, including LIHTC, HUD, USDA, State HFA and local tax abatement for low income properties.
- Location in a low-income census tract: Location in a census tract identified as low-income, using HUD's annually published "Qualified Census Tracts" as a starting point.
- Rent roll documentation: Where at least 50% of the units have rents affordable to households at or below 80% of the area median income, as published annually by HUD.
- Tenant income information: Documented tenant income information demonstrating at least 50% of units are rented to households meeting one of these criteria: at or below 200% of the Federal poverty level or at or below 80% of the Area Median Income (AMI).
- Participation in the Weatherization Assistance Program: Documented information demonstrating the property is on the waiting list for, currently participating in, or has in the last 5 years participated in the Weatherization Assistance Program.

The direct-install measures will include low-flow faucet aerators, low-flow showerheads, insulating water-heater pipe wrap, and furnace clean & checks at no cost to the participant. The Program will provide incentives to property owners for eligible natural gas prescriptive measures such as furnace or boiler upgrades, and water heating equipment upgrades for the multi-family property which could be as high as 100% of the installed cost of the measure. Incentives are also available for Custom measures. Custom measures are defined as non-prescriptive energy efficiency measures, or the integration of several measures, which may include prescriptive measures, to achieve significant energy savings. All custom measures must receive a pre-approval commitment from Spire whether for tenant units, common areas, building shell, or whole building systems.

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35. Conservation and Energy Efficiency Programs (continued)

K. Spire West Specific Programs (continued)

Income Eligible Multi-Family Direct Install Program (continued)

Program Provisions: - The Company will co-deliver the Program with Evergy Missouri West and Evergy Missouri Metro so that eligible customers utilizing both services may receive energy savings and bill reductions from both energy sources.

The Company will work with Evergy Missouri West and Evergy Missouri Metro to produce a post-implementation evaluation to quantify the impact of the Program. The cost-effectiveness metrics and test will be added but shall not be used to exclude or diminish the low-income program, but instead shall be used to improve program delivery and effectiveness.

Program Cost: - The total budget for each year of the Program shall be calculated and filed annually by the Company as part of its annual budget filing for all energy efficiency program expenditures. This amount will provide for incentive payments, marketing costs, and Company Administrative costs. Payments will be provided until the budgeted funds for the total Program are expended.

Program Term: - From the effective date of the tariff to run concurrent with the Evergy Missouri West and Evergy Missouri Metro Programs.

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35. Conservation and Energy Efficiency Programs (continued)

K. Spire West Specific Programs (continued)

Home Comfort Efficiency Program

Purpose: - The Home Comfort Efficiency Program (indicated as "Program") is designed to encourage residential customers to implement whole house improvements by promoting home energy assessments, comprehensive retrofit services and high efficiency furnaces and water heating equipment.

Administrator: - ICF (indicated as "Program Administrator") will administer the program for Spire Missouri West (indicated as "Company") and Evergy Missouri Metro and Evergy Missouri West.
Availability: - The Program is available to single family property owners and individually-metered multifamily units in buildings with 4 or less units and also renters that receive written approval from the homeowner/landlord to participate. Participants must be Company natural gas customers with natural gas space-heating equipment and/or water heating equipment from the effective date of the tariff to run concurrent with the Evergy Missouri West and Evergy Missouri Metro. Qualifying customers will be eligible to receive the following:

Option 1 Insulation & Air Sealing: Customers that have completed a comprehensive energy audit by a Program authorized energy auditor are eligible to receive the installation of a free energy savings items and rebates.
Option 2 Energy Savings Kits or Kit Components: Energy Efficient direct install measures provided to residential customers by the Company to include discretionary energy assessments to targeted low income residents.
Option 3 High Efficiency Furnaces and Water Heating Equipment: Spire Missouri West will also offer incentives for qualifying high efficiency natural gas furnaces and water heating equipment measures. These measures will not be jointly delivered with Evergy (Missouri West & Missouri Metro).

Program Provisions: - The Company will co-deliver the Program with Evergy Missouri Metro and Evergy Missouri West so that eligible customers utilizing both services may receive energy savings and bill reductions from both energy sources. The Company will enter into a contract with Program Administrator to implement and maintain all services associated with the Program. This may include Contractor/Consultant recruiting, training and certification, management of the lead generation process, quality assurance, and other services contracted. The Program Administrator will also direct the necessary services to provide the installation of Program-specified measures noted and is responsible for oversight of the Contractor/Consultants and will also be responsible for resolving any reported customer complaints excluding Option 3 rebate incentives.

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35. Conservation and Energy Efficiency Programs (continued)

K. Spire West Specific Programs (continued)

Home Comfort Efficiency Program (continued)

Program Cost: - The total budget for each year of the Program shall be calculated and filed annually by the Company as part of its annual budget filing for all energy efficiency programs. This amount will provide for incentive payments, marketing costs, and Company Administrative costs. Payments will be provided until the budgeted funds for the total Program are expended.

Program Term: - From the effective date of the tariff to run concurrent with the Evergy Missouri West and Evergy Missouri Metro Programs.

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35. Conservation and Energy Efficiency Programs (continued)

L. Residential Single Family Low-Income Program

Purpose: - The purpose of the Program is to deliver long-term natural gas savings and bill reductions to low income customers who occupy single family dwelling units within the Spire Missouri East service territory. This will be achieved through a variety of channels to educate customers about energy use in their homes and offer information, products and services to residential customers to save energy wisely.

Availability: - The Program is available to income qualifying single family low-income customers receiving service under Spire Residential Rate residing in single family detached housing, duplexes, and mobile homes. Customers must have service with Spire Missouri East and Ameren Missouri to participate.

In order to qualify for participation, low income Participants must meet one of the following income eligibility requirements below:

(i) Participation in federal, state, or local subsidized housing program.

(ii) Proof of resident income levels at or below 80% of area median income (AMI) or 200% of federal poverty level.

(iii) Fall within a census tract included on Ameren Missouri's list of eligible low-income census tracts.

The direct-install measures for individual dwelling units will include programmable thermostats, learning thermostats, low-flow faucet aerators, low-flow showerheads, insulating water-heater pipe wrap, shower start, air sealing, ceiling insulation, furnace clean & checks. The Program will also provide incentives to property owners for other eligible natural gas measures such as furnace or boiler upgrades, and water heating equipment upgrades for the property which could be as high as 100% of the installed cost of the measure.

Program Description: - The Company will co-deliver the Program with Ameren Missouri to achieve synergies and to help eligible customers receive energy savings and bill reductions from both energy sources. The Company will enter into an agreement with Ameren Missouri and a program administrator to develop, implement, and maintain all services associated with the Program. Participants in selected low-income neighborhoods are limited to the one-time receipt of energy efficiency measures under this program. Measures installed pursuant to the Program are not eligible for incentives for similar measures contained in any of the Company's other energy efficiency programs. Measures or non-income qualified customers not covered under this tariff may be eligible for incentives under the Company's other energy efficiency programs.

The Company will work with Ameren Missouri to produce a post-implementation evaluation in order to quantify the impact of the Program. The cost-effectiveness metrics and test will be included as part of the evaluation but shall not be used to exclude or diminish the low-income program, but instead shall be used to improve program delivery and effectiveness.

Program Term: - From the effective date of the tariff to run concurrent with the Ameren Missouri Program.

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35. Conservation and Energy Efficiency Programs (continued)

M. Spire PAYS® On-Bill Financing Program

Purpose: - The objective of the Spire PAYS On-Bill Financing Program ("the Program") is to expand opportunities for customer adoption of cost-effective energy efficiency measures through on-bill financing.

Definitions: -

Analysis – Initial Program visit, walk through and report, and customer education.

Assessment - Detailed home performance data collection, analysis of qualifying upgrades, preparation and one-on-one presentation of Program offer.

Company: Spire Missouri Inc., its successors and assigns.

Efficiency Upgrade Agreement – Agreement signed by Participants (who own or rent the property) defining Participant benefits and obligations, including Service Charges and duration of payments.

Energy Efficiency Plan ("Plan") – Prepared by Program Administrator to identify recommended upgrades ("measures").

Estimated Life - The expected duration in years of the savings for each individual measure.

Owner Agreement - A separate required contract establishing the owner's obligations if Participant does not own the Property.

Participant: An owner or tenant of the Property who commits to the Program through execution of an Energy Efficiency Upgrade Agreement or Owners Agreement, as applicable.

Program Administrator – The entity retained by the Company to implement the Program.

Program Partner – A retailer, distributor, or other service provider that the Company or the Program Administrator has approved to provide specific program services through execution of a Company-approved service agreement.

Project – Scope of work determined by the Program based on Property characteristics, program data collection, and analysis.

Property – the premise in which Program upgrades/measures are installed.

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35. Conservation and Energy Efficiency Programs (continued)

M. Spire PAYS® On-Bill Financing Program (continued)

Property Notice – An encumbrance upon the Property filed in the county land records, outlining the benefits and obligations associated with the program measures. In jurisdictions in which the Program Administrator cannot file a Property Notice against the Property in the land records, and in any case where a subsequent tenant or owner is executing a rental agreement or sales agreement for the Property, a new Property Notice must be signed by the successor tenant or owner indicating their acceptance of the benefits and obligations of the upgrades at the Property before the sale or rental of the Property take place.

Owner Agreement - A separate required contract establishing the Owner's obligations if Participant does not own the Property.

Qualifying Project – Project scope of work meeting Program criteria

Service Charge – Monthly on-bill charge assigned to the Property recovering Program costs for upgrades/measures, fees, any required taxes, 3% interest charge, or costs for Participant-caused repairs as described in section 4.

Availability: -The Program is available to coincide with the approval of the Company's rate case (Case No. GR-2021-0108) to Residential Spire customers receiving service under the Company's Residential Service Tariff, provided the Property meets program qualifications.

In order to qualify as a Participant, customers must either (a) own the Property or (b) the Property owner must sign an Owner Agreement agreeing to not remove or damage the upgrades, to maintain them, and to provide a Property Notice of the benefits and obligations associated with the upgrades at the Property to the next owner or tenant prior to the sale or rental of the Property.

Projects that address upgrades to existing Properties deemed unlikely to be habitable or to serve their intended purpose for the duration of Company's cost recovery will not be approved unless repairs are made by the Property owner that will extend the life through the Company's cost recovery period. If a Property is a manufactured home, it must be built on a permanent foundation and fabricated after 1982 to be eligible.

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35. Conservation and Energy Efficiency Programs (continued)

M. Spire PAYS® On-Bill Financing Program (continued)

Program Description:

The Company will hire a Program Administrator to implement this Program. The Program Administrator will provide the necessary services to effectively implement the Program.

1. Participation: To become a Participant in the Program, a customer must: 1) request from the Program Administrator an analysis of qualifying upgrades, 2) agree to the terms of the Analysis fee as described in section 3, and 3) sign the Efficiency Upgrade Agreement and implement any Qualifying Project that does not require an upfront payment from the Participant as described in section 2(c).

a. The Participant must agree to have a Property Notice attached to the Property filed in the county land records through either i) Owners Agreement if the Participant is not the owner, or ii) as part of the Efficiency Upgrade Agreement if the Participant is the owner.
b. In jurisdictions in which the Company cannot file the Property Notice in the county land records, failure to obtain the signature of a successor tenant or owner of the Property, on a replacement Property Notice, will constitute the owner's acceptance of consequential damages and permission for a successor tenant or owner to break their lease or sales agreement without penalty.
c. The Participant authorizes the use of energy usage history by the Program Administrator in order to true up its energy analysis and determine qualifying recommendations.

2. Energy Efficiency Plans: The Company will have its Program Administrator or Program Partner perform an assessment and prepare a Plan identifying recommended upgrades/measures to improve energy efficiency and lower energy costs.

a. Incentive payment: The Company will offer incentives currently available for any eligible residential energy efficiency measure.
b. Net Savings: Recommended upgrades/measures shall be limited to those where the annual Service Charge, including program fees and applicable charges for capital, is no greater than 80% of the estimated annual savings to a Participant based on current retail rates for natural gas, and may include electric savings if the Program is co-delivered with an electric utility.
c. Copay Option: In order to qualify a Project that does not meet the criteria for a Qualifying Project, Participants may agree to pay the portion of a Project's cost that prevents it from qualifying for the Program as an up-front payment to the Program Partner or Program Administrator. Company will assume no responsibility for such up-front payments to the Program Partner or Program Administrator. Copayments will be applied after applying relevant incentive payments as defined in 2(a).

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35. Conservation and Energy Efficiency Programs (continued)

M. Spire PAYS® On-Bill Financing Program (continued)

3. Analysis fee: The Company will not recover Analysis fee costs from Participants through a Service Charge. Analysis fee costs will be treated as Program administrative costs.

4. Services Charge: The Company will recover the costs for its investments, including any fees as allowed in this tariff, through a monthly Service Charge assigned to the Property where upgrades are installed. Such Service Charge shall be paid by the Participant or a successor occupying the Property until all Company costs have been recovered. The Service Charge will also be set for a duration not to exceed the greater of i) the length of a full parts and labor warranty or ii)80 percent (80%) of the Estimated Life of the upgrades, and in no case longer than twelve years. The Service Charge and duration of payments will be included in the Efficiency Upgrade Agreement.

a. Cost Recovery: No sooner than 45 days after approval by the Company or its Program Administrator, the Participant shall be billed the monthly Service Charge as determined by the Program. The Company will bill and collect the Service Charge until cost recovery is complete except in cases discussed in this section 4. Prepayment of Service Charges will not be permitted.

b. Eligible Upgrades/Measures: All upgrades/measures must have Energy Star certification, if applicable.

c. Ownership of Upgrades/Measures: During the period of time when the Service Charge is billed to Participants at the Property where upgrades have been installed, the Company will retain ownership of the installed upgrades/measures. Upon completion of the cost recovery, ownership will be transferred to the owner of the Property.

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35. Conservation and Energy Efficiency Programs (continued)

M. Spire PAYS® On-Bill Financing Program (continued)

d. Maintenance of Upgrades/Measures: Participants and Property owners (if the Participant is not the Property owner) shall keep the installed upgrades in place, in working order, and maintained per manufacturer's instructions for the duration of the cost recovery. Participants shall report the failure of the installed upgrades to the Program Administrator or Company as soon as possible. If an upgrade fails, the Company is responsible for determining its cause and for making reasonable efforts to repair the upgrade/measure in a timely manner. If the Property owner, Participant, or occupants of the Property caused the damage to the installed upgrades/measures, they will reimburse the Company as described in this section 4.

e. Termination of Service Charge: Once the Company’s cost recovery is complete, Company will discontinue the Service Charge.

g. Vacancy: If a Property at which upgrades/measures have been installed becomes vacant for any reason and natural gas service is disconnected, the Service Charge will be suspended until a successor Participant takes occupancy. If a Property owner maintains natural gas service at the Property, the Property owner will be billed the Service Charge as part of any charges incurred while natural gas service is active.

h. Extension of Service Charge: If the monthly Service Charge is reduced or suspended for any reason, once repairs have been successfully completed or service reconnected, the number of total monthly payments shall be extended until the total collected through the Service Charge is equal to the Company’s cost for upgrades as described in this section 4, including costs associated with repairs, deferred payments, and missed payments as long as the Participant is still benefiting from the upgrades.

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35. Conservation and Energy Efficiency Programs (continued)

M. Spire PAYS® On-Bill Financing Program (continued)

i. Tied to the Property: Until cost recovery for upgrades at the Property is complete or the upgrades fail as described in section 4(l), the terms of this tariff shall be binding on the Property and any future Participant who receives service at the Property.

j. Disconnection for Non-Payment: As a charge paid in furtherance of an approved energy efficiency program, The Company may disconnect natural gas service to the Property where upgrades were installed for non-payment of the Service Charge under the same provisions as for any other natural gas service.

k. Confirm Savings Actually Exceeded Tariffed-Charge: Program Administrator will perform an annual analysis to evaluate weather- normalized 12-month post-upgrade Project cost savings and confirm that the Service Charge remains lower than estimated Project cost savings. In the event that analysis indicates that the Service Charge exceeds the estimated Project cost savings due to inaccurate saving estimates, the Service Charge may be reduced to the extent needed in order for the Participant to realize Project savings, but in no event shall the Service Charge be zero.

l. Repairs: Should, at any future time during the billing of the Service Charge, the Company determine that the installed upgrades/measures are no longer functioning as intended and that the occupant or Property owner, as applicable, did not damage or fail to maintain the installed upgrades, the Company shall reduce or suspend the Service Charge until such time as the Company and/or its Program Partner can repair the upgrades/measures. If the upgrades/measures cannot be repaired or replaced cost effectively, the Company will waive remaining Service Charges. If the Company determines, in its sole discretion, that the Participant, Property occupants or Property owner, as applicable, did damage or failed to maintain the upgrades/measures in place as described in section 4(d), it shall attempt to recover all costs associated with the installation, including any fees, incentives paid to lower Project costs, and legal fees. The Service Charge will continue until Company's cost recovery is complete as long as the upgrades/measures continue to function. Company will not guarantee perfect operation of installed upgrades/measures in every circumstance, and any suspension or waiver of unbilled Service Charges shall not entitle the Participant or Property owner to any refund or cancellation of previously billed Service Charges.

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36. Payment Partner Program

This Payment Partner Program (the "Program") is provided to eligible customers in Spire Missouri's service territory.

A. The Program may be jointly administered by Spire Missouri and selected Community Action Agencies and other similar social service agencies (CAA) in Spire Missouri's service territory. The Company, Staff of the Missouri Public Service Commission, the Office of the Public Counsel and the CAA will negotiate the compensation for the CAA, but the compensation shall be no greater than 10% of the Program's funds.

B. To be eligible for the Program, customers must have a household income at or below 300% of the federal poverty level (FPL), apply with the CAA for any energy assistance funds for which they might be eligible, and review and agree to implement cost-free, self-help energy conservation measures identified by the CAA. The CAA may use household registration from other assistance programs to determine eligibility for the Program. The CAA shall also make an effort to identify eligible participants who, because of their payment history or other factors, have a greater opportunity to succeed in the Program.

C. The Program shall be funded at a total annual level not to exceed $3,300,000 and shall include fixed monthly assistance and arrearage repayment. No more than 10% shall be set aside annually for each operating unit to pay for the administrative costs specified above. A portion of the administrative costs shall be utilized to contract with Community Action Agencies and other existing energy assistance agencies, as agreed to by Spire and the Collaborative. Such total funding level shall not be increased or decreased prior to the effective date of rates in the Company's next general rate case proceeding, provided that any amounts not spent in any annual period shall be rolled over and used to fund the Program in the next annual period. Upon termination of the Program, any unspent amounts shall be used to fund low-income energy assistance, low-income weatherization, or energy efficiency programs for customers who receive natural gas services from Spire Missouri.

D. Fixed Monthly Assistance. Eligible customers will receive a monthly bill credit to be determined by the collaborative and tiered for high energy burden and low-income customers with highest energy burdens year-round. The Collaborative will discuss and define the term "highest energy burden".

E. Arrearage Repayment. Any customer entering the Payment Partner Program who has an arrearage balance shall receive arrearage forgiveness credits of any amounts not covered by LIHEAP or other assistance programs. The Company will make referrals to LIHEAP, Dollar Help and other sources of funding to reduce the arrears balance.

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F. Resolution of disagreements. Any member of the collaborative may bring a contested issue with regard to the operation of the Payment partner Program to the Missouri Public Service Commission for the resolution.

G. While the customer is complying with the payment terms, he or she will not incur late payment charges on the outstanding arrearage balance amounts covered under the Program agreement; however, a customer will be allowed not more than two (2) consecutive late payments which may be either full or partial payments without incurring late fees or losing eligibility to remain in the Program, provided that the customer pays all amounts owed under the Program by the next applicable billing payment date.

If a customer fails to satisfy the requirements of the Payment Partner Program, the customer will be terminated from the Program, unless the Company is notified that there have been 'extenuating circumstances' that make termination inappropriate and the Company agrees that enrollment should be extended or reinstated.

H. The Payment Partner Program shall not affect any provisions of the Cold Weather Rule, including the initial payment requirements; provided, however, that the monthly amounts due after deducting all Bill Payment Assistance shall be substituted in place of the monthly budget plan payments due under the Cold Weather Rule in section J(2) of the Company's tariff under the Cold Weather Maintenance of Service.

I. Program tracking information will be collected by the Company and the CAA. The information to be collected, and the format and timing in which it will be provided, will be determined by the Parties participating in the process outlined in Section J and provided to all requesting parties in an electronic version.

J. A third-party study will be utilized to assess the Company's current limited-income programs. The third-party study will be initiated in 2021 and analyze primary and secondary data to make recommendations for programs moving forward.

K. Spire agrees to hold collaborative quarterly planning and implementation meetings regarding its limited income programs with interested stakeholders (such as Staff, OPC, Consumers Council, National Housing Trust, Renew MO, and Legal Services of Eastern Missouri, together with Spire, collectively "the Collaborative") to discuss program progress to date, forecasts on needs, and suggestions for improvement.

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Spire agrees to work with the Collaborative to develop a year-round affordability pilot program, which will include an arrears forgiveness component. This program will take into consideration recommendations from the third-party evaluation and best practices from existing successful programs. Special provisions necessary for customers being re-housed should be discussed and included. After pilot programs are determined and implemented, Spire will track data and share updates with the Collaborative group at each quarterly meeting. At the end of the program year, the data will be analyzed using the third-party analysis tool that has been developed and access to the tool and the analysis will be shared with the Collaborative group to determine necessary modifications to make the program more effective. Throughout the programs, a third-party will be selected to get direct feedback from customers and Community Action Agencies to determine successes and challenges in order to make modifications in the future.

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37. Spire Critical Needs Program

The Critical Needs Program (the "Program") is a three-year pilot program designed to promote and finance a community-based information resource network that will identify and direct customers with critical medical needs to resources that will help customers receive utility bill payment assistance.

Purpose
The Program will provide outreach and training to community stakeholders that will allow them to identify individuals that are in critical medical need for assistance and refer such individuals to available assistance resources.

Availability
This program is available to all residential customers, including those on space heating service, who for medical and/or income related circumstances need utility bill payment assistance.

Definitions
Critical medical need – A situation where loss of natural gas service may aggravate an existing serious illness or may prevent the use of life-support equipment. The designation of a customer or member of the household as having a critical medical need must be verified by a certified medical professional and such verification must be submitted to Company to be eligible for this program.

Funding
A total of $500,000 shall be allocated to the implementation of the Critical Needs Program. Any unspent funding allocated for the Critical Needs Program in a given program year shall be applied to bill and arrearage assistance programs.

Percentage of funding between Spire Missouri East and the Joplin region shall be 90% and 10% respectively.

Benefits
Residential customers that have a critical medical need or have a member of their household that has a critical medical need will not be eligible for disconnection for thirty (30) days. Eligible residential customers will also be enrolled in the Company's Budget Billing program or Payment Partner program, if eligible, as deemed appropriate by the Company.

Residential customers identified as having a critical medical need, or any member of such customers' household, may be eligible for extension to secure payment for utility service or make alternate payment arrangements.

Notice
From November 1 through March 31, for households where at least one member of the household is registered as having a critical medical need, verified by a certified medical professional and with the verification submitted to Company, Company must make additional contacts prior to discontinuance of service. At the time of discontinuance of service, a personal contact must be made at the household with an individual with a critical medical need. The personal contact must be with the customer or with a member of the household above the age of fifteen (15) years.

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RULES AND REGULATIONS

38. Economic Development Rider - EDR

A Purpose: The purpose of this Economic Development Rider is to encourage economic development in Missouri and efficient utilization of the existing company system and services.

B Availability:

(1). Service under this rider is available to: (1) customers or prospective customers who have or are expected to have usage exceeding 250,000 Ccf/year; or (2) customers who are already receiving natural gas service from the Company and are seeking expand their business in a manner that will result in expanded usage over current usage of at least 150,000 Ccf/year; or (3) customers who are already receiving natural gas service from the Company and are seeking to move to a new location within the Company's service territory that will result in expanded usage over current usage of at least 150,000 Ccf/year; or (4) retention customers who have had usage exceeding 250,000 Ccf/year in each of the preceding three (3) years, and who are expected to have usage exceeding 250,000 Ccf/year going forward pursuant to qualifying economic development incentive award.

(2). Limitations: Availability of this rider is further limited to customers (i) that do not primarily provide goods and services that can be directly accessed by the general public at such location and (ii) that are receiving qualifying incentives by state, regional, or local economic development agencies or governmental units to retain existing business activity, encourage the expansion of existing business activity, or attract new business activity. To qualify, such incentives must be of a monetary value equal to or greater than the value of the discount provided under this Rider or, alternatively, show the capital investment and number of jobs added. Such incentives must be received at the location and for the use for which the customer seeks this discount, and the actual award of the incentives must be contractually finalized before any discount shall be provided under this EDR. The customer must also sign an affidavit attesting to the fact that the discounts provided under the EDR were critical to the customer's decision to create, maintain or increase usage at such location.

C. Applicability Upon election of the customer or potential customer and acceptance by the Company, the provisions of this rider are applicable to all qualifying usage for the length of the contract which shall not exceed five (5) years. All sales or transportation volumes delivered to new customers shall be considered qualified volumes with respect to the incentive provisions of this rider. For existing customers, qualified volumes shall be the sales or transportation volumes delivered during each contract year in excess of the current usage volumes, provided customer's annual natural gas requirement in each contract year exceeds the current usage requirement by at least 150,000 Ccf/yr.

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38. Economic Development Rider – EDR (continued)

All requests for service under this rider shall be considered by the Company; however, in no event shall any provision of this rider apply to a customer's consumption for a period prior to the date the Company accepts the customer's application hereunder. If a qualifying customer's use of natural gas subsequently becomes insufficient to meet the requirements of this rider, the incentive provisions contained herein shall cease and the customer shall be served under the applicable rate schedule for such reduced requirements.

D. Incentive Provisions The contract for service hereunder shall begin on the date the Company approves the customer's application and shall continue for a period of five years. Customers receiving service under this rider shall be billed at the standard rates and charges for the applicable rate schedule as adjusted by the following incentive provisions:

(1). Rate Discount: With respect to the qualified volumes, the commodity or volumetric margin of the sales or transportation rate will be discounted by an average annual amount of 20%, provided that such discount shall not exceed 30% during any contract year. Within these parameters, the EDR contract shall specify the level of discounts as a percent of non-gas/non-ISRS charges that shall be provided for each contract year that, in the Company's discretion and based on the needs of the customer will be most effective in retaining, expanding, or attracting the customer. After the fifth contract year, this incentive provision shall cease.

(2). Local Service Facilities: The Company shall install additional facilities to serve the customer subject to the Company's economic analysis of the new or expanded load on an ongoing basis, as calculated at the standard rates and charges for the applicable rate schedule.

(3). Revenue Limitation: The total dollar amount of the incentives provided under this rider shall not exceed one percent (1%) of the Company's jurisdictional gross revenues during each calendar year; provided, however, the Company shall have the right at any time and for good cause shown to seek a modification of this limitation upon application to the Commission.

E. Term: Upon application by the Company and approval of the Commission, this EDR may be frozen with respect to new or expanded loads. Any customer receiving service under the EDR on the date it is frozen may continue to receive the benefits of the incentive provisions herein through the first five years of such customer's contract provided the customer continues to meet the requirements of this EDR.

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38. Economic Development Rider – EDR (continued)

F. Reporting: During the term of this rider the Company will prepare and submit an annual report to the Commission listing the names and locations of customers receiving service hereunder and a statement of incentives provided to each customer during the reporting period. The report will also describe the basis used to qualify each customer added to the Company's economic development program during the reporting period. The report will include an affidavit respecting each customer receiving service under the EDR in a given year, certifying that the Company has verified that the customer continued to meet applicable usage requirements throughout the subject year together with any customer or governmental verifications showing the customer is complying with any requirements or conditions necessary to receive qualifying incentives from the state, regional, local or other economic development agency or governmental unit.

G. Other: Prior to any determination of the Company's revenue requirement for rate making purposes before the Commission, test year revenues shall be adjusted to reflect the average annual discounted revenue to be in effect during the next three years following the effective date of new rates considering both the contracted for discount and the customer usage commitments over such period pursuant to the EDR contract, and provided further that the customer still qualifies for such discounts under the requirements set forth in the EDR.

H. Adjustments and Surcharges: The rates hereunder are subject to adjustment as provided in the following schedules: Infrastructure System Replacement Surcharge, Purchased Gas Adjustment/Actual Cost Adjustment Clause; Tax and License Rider

I. Regulations: Service under the EDR is subject to Rules and Regulations filed with the Commission

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39. Negotiated Gas Service Rider - NGSR

A. Purpose: This tariff is designed for two purposes. First, it permits the Company to meet specific competitive threats, which if not responded to would result in lost margin to the Company and its customers. By attempting to meet competition, the Company will seek to preserve or increase some contribution to the fixed costs all customers must pay for in rates. Second, the tariff can be used to serve and retain or attract load customers who require a service structure not found in the Company's standard tariffs.

B. Availability: Service under the NGSR is available to customers or prospective customers who have or are expected to have usage exceeding 250,000 Ccf/yr and that either have competitive alternatives for serving all or a portion of their natural gas load requirements or require a Negotiated Form of service not otherwise available.

C. Applicable: Upon election of the customer or potential customer and acceptance by the Company, the terms and conditions of this Negotiated Contract provision shall be applicable to all qualifying usage for the length of the Negotiated Contract which shall not exceed 10 years, unless a longer term is specifically authorized by the Commission. All sales or transportation volumes delivered to new or existing customers shall be considered qualified volumes with respect to the incentive provisions of this rider.

All requests for service under this provision will be considered by the Company where the customer has demonstrated to the Company that it has competitive energy alternatives and a negotiated rate is necessary. However, in no event shall any provision of this rider apply to a customer's consumption for a period prior to the date the Company accepts the customer's application hereunder. If a qualifying customer's use of natural gas subsequently becomes insufficient to meet the requirements of this rider or the, the incentive provisions contained herein shall cease and the customer will be served under the applicable rate schedule for such reduced requirements.

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39. Negotiated Gas Service Rider – NGSR (continued)

D. Negotiated Rate and Term Provisions. The contract for service hereunder shall begin on the date the Company accepts the customer's application and shall continue for a period not to exceed 10 years, unless a longer term is specifically approved by the Commission. Customers receiving service under this rider shall be billed at the negotiated level of rates and charges, which shall include an annual percentage adjustment equal to the increase in the CPI-U for the preceding year, provided that in no event shall such negotiated level of rates and charges be less than that required over the contract term to cover the cost of all incremental investments made by the Company to serve the customer, including all related costs, such as cost of capital, associated property taxes and depreciation, and any other incremental costs to serve the customer, plus a level of contribution to the Company's fixed cost consistent with retaining or attracting the customer. In no case shall such a rate be below the incremental cost for distribution service or provide any negotiated rate related to commodity charges, nor shall such rate be less than 99% of the competitive energy alternative rate provided pursuant to Section C. If a Negotiated Contract has not been reviewed as provided below in a rate case proceeding or otherwise within the preceding four years, the Company shall conduct an assessment of whether and to what extent the customer remains eligible for service under this provision based on an updated evaluation of the availability criteria under which the Negotiated Contract was first offered and shall provide the results of its analysis to the Commission Staff and Office of the Public Counsel together with any recommended course of action warranted by such information.

The total dollar amount of the incentives provided under the NGSR shall not exceed one percent (1%) of the Company's jurisdictional gross revenues during each calendar year; provided, however, the Company shall have the right at any time and for good cause shown to seek a modification of this limitation upon application to the Commission.

E. Termination: Upon application by the Company and approval of the Commission, this Negotiated Gas Service Rider provision may be frozen with respect to new or expanded loads. Any customer receiving service under a Negotiated Contract on the date it is frozen may continue to receive the benefits of the incentive provisions herein through the first five years of such customer's contract provided the customer continues to meet the requirements of this rider.

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39. Negotiated Gas Service Rider – NGSR (continued)

F. Reporting: At least 30 days prior to the effective date of the Negotiated Contract, Company will provide a copy of the Negotiated Contract and supporting documentation to the Commission Staff with a copy to the Office of the Public Counsel. The supporting documentation will include the following eight (8) items:

(1). Customer Needs: - Company shall provide a narrative description of the reasons why the Negotiated Contract Customer should not or cannot use the generally available tariff. This description shall include the specific needs of this Customer for a different form of service and/or the competitive alternatives available to the Customer. In addition, this description shall include the consequences to the Customer if the Negotiated Contract is approved.

(2). Customer Alternatives: - Company shall provide its estimate of the cost to the Customer for each competitive alternative available to the Customer. This estimate shall be for the time frame of the Negotiated Contract, or by each year for multi-year contracts.

(3). Incremental and Assignable Costs: - Company shall quantify the incremental cost that can be avoided if the Negotiated Contract Customer reduces load or leaves the system, and the incremental cost incurred if the Negotiated Contract Customer is a new load or expands existing load. Company shall also identify and quantify the embedded and replacement value of all specific facilities (e.g., distribution) that are assignable to serving the Negotiated Contract Customer. This quantification shall be for the time frame of the Negotiated Contract, or by each year for multi-year contracts. All significant assumptions shall be identified that affect this quantification.

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39. Negotiated Gas Service Rider – NGSR (continued)

F. Reporting: (continued)

(4). Profitability: - Company shall quantify the profitability of the Negotiated Contract as the difference between the revenues generated from the pricing provisions in the Negotiated Contract compared to Company's incremental costs. All significant assumptions shall be identified that affect this quantification. During the term of this rider the Company will prepare and submit a semi-annual report to the Commission listing the names and locations of customers receiving service hereunder and a statement of incentives provided to each customer during the reporting period. The report will also describe the basis used to qualify each customer added to the Company's economic development program during the reporting period.

(5). Revenue Change: - Company shall quantify the change in annual revenues from the Negotiated Contract as the difference between the revenues that would be recovered from the general availability tariff compared to the revenues that alternatively would be recovered from the pricing provisions in the Negotiated Contract. This quantification shall also include a separate adjustment for either the potential increase in sales that may occur without the Negotiated Contract, or the potential loss of sales that may occur without the Negotiated Contract. All significant assumptions shall be identified that affect this quantification. This quantification is for informational purposes only and is not designed to authorize any retroactive adjustment.

(6). Other Customer Benefits: - Company shall quantify the benefits that it believes will accrue to other ratepayers from the Negotiated Contract. All significant assumptions shall be identified that affect this quantification.

(7). Other Economic Benefits to the Area: - Company shall quantify the economic benefits to the state, metropolitan area, and/or local area that Company projects to be realized as a result of the Negotiated Contract.

(8). Documentation: - Company shall provide references to each internal policy, procedure and practice that it has developed and used in its negotiation of the Negotiated Contract and make available copies of said policies, procedures and practices.

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39. Negotiated Gas Service Rider – NGSR (continued)

G. Other: - Prior to any determination of the Company's revenue requirement for rate making purposes before the Commission, test year revenues shall be based on the actual revenues being received by the Company under the discounts being provided pursuant to this SCR, provided that the Commission approved the Negotiated Contract or, if such approval was not sought, the Company substantiates in such rate case proceeding that the Negotiated Contract was reasonable and in the public interest based on the information available at the time it was executed.

H. Adjustments and Surcharges: - The rates hereunder are subject to adjustment as provided in the following schedules: "Infrastructure System Replacement Surcharge, Purchased Gas Adjustment/Actual Cost Adjustment Clause; Tax and License Rider"

I. Regulations: - Subject to Rules and Regulations filed with the Commission

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40. MOBILE HOME SERVICE

40.01 AVAILABILITY: Natural gas service, except that which is temporary or seasonal in character, is available to mobile homes in all communities served by the Company at applicable rates under all other provisions of these General Terms and Conditions for Gas Service subject, however, to the modifications and additions set forth in this Rule 39.

40.02 GENERAL SERVICE CONDITIONS FOR MASTER METERED MOBILE HOME COURTS INSTALLED PRIOR TO MAY 14, 1985: Gas service to mobile homes courts installed prior to May 14, 1985, will be available to the court owner or operator at a master meter, subject to the following conditions and/or modifications.

A The court owner or operator shall save and hold harmless the Company from any and all liability for injury or damage to persons or property resulting directly or indirectly from the presence or use of natural gas within the court- owned distribution system, except such damages or injuries resulting from failure of the Company's facilities.

B Except as modified in Paragraph (C) and (D) below, gas shall be supplied to individual mobile homes within a master metered court through a distribution system operated and maintained in a safe condition at the expense of the court owner or his operator. Facilities necessary for proper pressure regulation shall also be operated and maintained in a safe condition at the expense of the court owner or operator. The distribution system and related pressure regulation facilities shall conform with all applicable laws, the requirements of all governmental authorities having jurisdiction, and all requirements of the Company. The Company shall have the right to inspect such system and facilities and may discontinue service until the foregoing provisions have been complied with.

C Company-owned submeters within master metered courts shall remain in place. The Company shall continue to submit bills to those persons receiving service through the submeters. In the event the master meter serves load that is not submetered, the customer will be billed for the difference between the total of the submeter readings and the master meter reading. The master meter and the submeters shall be read on the same day.

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40. MOBILE HOME SERVICE (continued)

40.02 GENERAL SERVICE CONDITIONS FOR MASTER METERED MOBILE HOME COURTS INSTALLED PRIOR TO MAY 14, 1985:(continued)

D The court owner or operator shall provide, and at all times maintain at the place specified by the Company, suitable meter set piping and space for the meter and regulator installation, with such location readily accessible for reading, inspection, and testing at all times. The cost related to any change in the meter set location shall be the responsibility of the court owner or operator. Any work associated with the provision of suitable meter set piping or changes thereto must be performed by the Company or Company's agent or other individuals that have been prequalified by the Company. The estimated cost therefore is paid in advance by the court owner or his operator.

E The Company may assume ownership and if necessary upgrade or repipe mobile home court distribution systems when such is requested by the Court owner or operator or required by the provisions of Section 39.05 of this Rule. Re-piping requested or required shall be performed pursuant to the applicable extension provisions of Section 39.04 of this Rule.

F When service to individual mobile homes is to be supplied by the Company pursuant to the provisions of Paragraphs (D), or (E), of this Section, such service shall be subject to the provisions of Paragraphs (B), (C), and (D) of Section 39.03 of this Rule.

G The existence of company-owned submeters, pursuant to the provisions of Paragraphs (C) and (D) of this Section, shall not affect the application of the provisions of Paragraph (A) of this Section, regarding court-owned piping between the outlet of the master meter and the inlet of the submeters.

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40. MOBILE HOME SERVICE (continued)

40.03 GENERAL SERVICE CONDITIONS FOR MOBILE HOME COURTS INSTALLED AFTER MAY 14, 1985, AND FOR INDIVIDUAL MOBILE HOMES LOCATED ON CITY OR SUBURBAN LOTS:

A Gas Service will be provided by the Company to individual mobile homes located on city or suburban lots or in mobile home courts through distribution facilities owned, installed, operated, and maintained by and at the expense of the Company in the same manner as service is provided to conventional establishments, except as provided for in Section 39.04 of this Rule.

B When service to individual mobile homes is to be supplied by the Company, such service shall be subject to the execution of the Company's standard application or contract by the customer at each metered location.

C Service will be billed at each metered location under the Company's applicable tariffs, including the minimum bill provisions thereof, and payment of such billings shall be the responsibility of the applicant for service at the respective metered locations.

D Where service at a mobile home site is provided to and in the name of the court owner or his operator for use by the occupant of the mobile home site, the court owner or his operator shall collect no more from such occupant than the amount of the Company's billing for gas delivered to such metered location. Violation of this condition shall subject the court owner or operator to discontinuance of service.

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40. MOBILE HOME SERVICE (continued)

40.04 MOBILE HOME EXTENSION RULES: When extensions of Company facilities including extensions for re-piping mobile home court distribution systems not owned by the Company, are necessary pursuant to the provisions of this Rule, such extensions shall be performed pursuant to the following conditions.

A. Extension allowances, deposit requirements, and deposit refunds for conventional establishments connected to main extensions necessary pursuant to the provisions of this Rule shall be determined pursuant to the applicable provisions of Rule 19 of these General Terms and Conditions for Gas Service.

B. All main and service line extension contracts for mobile homes, for refund purposes, shall be reviewed annually on the anniversary date of the installation of the extension. The aggregate refunds made under any mobile home contract shall never exceed the amount of the original advance for construction.

C. After the Company performs re-piping of a mobile home court requested or required pursuant to the provisions of this Rule, all mains, service lines, regulators, meters, and/or other related appurtenances required for the re-piping shall be owned, installed, operated and maintained by and at the expense of the Company, except as proved for in Paragraphs (E) and (F) below.

D. It is agreed as a condition of service that the Company has been granted a blanket easement to install and maintain all gas facilities. The Company shall not in any case be required to obtain private right-of-way and/or easements for the purpose of making extensions of gas mains, service lines, or other facilities to any individual mobile home or within any mobile home court, or for the purpose of re-piping a mobile home court pursuant to the provisions of this Rule. All necessary right-of-way and/or easements, within any mobile home court, shall be furnished by the owner without cost to the Company.

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RULES AND REGULATIONS

40. MOBILE HOME SERVICE (continued)

40.04 MOBILE HOME EXTENSION RULES (continued)

E. The following special conditions shall be applicable to main extensions:

(1) For the purposes contained herein main extension costs will consist of the following three segments, with the sum of the three segments equaling the total cost of the main extension.

(a) The cost of installing up to seventy-five (75) feet of main for each occupied pad under ideal conditions (no rock, paving, drives, or other obstructions);

(b) The cost in excess of installing up to seventy-five (75) feet of main for each occupied pad under ideal conditions (no rock, paving, drives, or other obstructions); and

(c) The cost of installing in excess of seventy-five (75) feet of main for each occupied pad.

Included in such cost shall be the Company's cost of labor, overheads and material. For purposes of these rules, overheads shall include administrative and general salaries, payroll taxes and insurance, pensions, and other employee benefits, and stores issuance expenses. Labor related overheads are transferred to construction based on the percentage relationship that construction payroll bears to total payroll while stores overheads are transferred to construction based on the percentage relationship that stores expense bears to the total cost of material. A copy of the Company's estimate showing the costs of labor, overheads and material required to perform the work hereunder shall be furnished to the customer upon request prior to construction.

(2) For individual mobile homes located either on city or suburban lots or in mobile home courts, extensions will be made with the mobile home or mobile home court owner paying segments (b) and (c) as advances for construction, with such advances being subject to the following refund provisions:

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RULES AND REGULATIONS

40. MOBILE HOME SERVICE (continued)

40.04 MOBILE HOME EXTENSION RULES (continued)

(a) The Company shall refund to the mobile home or mobile home court owner an amount equal to the cost of seventy-five (75) feet of main extension installed under ideal conditions for each additional company installed mobile home service line connected directly to such extension;
(b) Extension contracts for individual mobile homes and mobile home courts shall terminate five (5) years from the date of installation; and
(c) at the end of this (5) year period any unrefunded portion of such advances shall be credited to the appropriate plant account(s), as mandated by the Uniform System of Accounts.

F. The following special conditions shall be applicable to service line extensions:

(1) For the purposes contained herein, service line extension costs will consist of the following three segments, with the sum of the three segments equaling the total cost of the service line extension.

(a) The cost of installing up to sixty (60) feet of service line under ideal conditions (no rock, paving, drives, or other obstructions);

(b) The cost in excess of installing up to sixty (60) feet of service line under ideal conditions (no rock, paving, drives, or other obstructions); and

(c) The cost of installing in excess of sixty (60) feet of service line.

Included in such cost shall be the Company's cost of labor, overheads and material. For purposes of these rules, overheads shall include administrative and general salaries, payroll taxes and insurance, pensions and other employee benefits, and stores issuance expenses. Labor related overheads are transferred to construction based on the percentage relationship that construction payroll bears to total payroll while stores overheads are transferred to construction based on the percentage relationship that stores expense bears to the total cost of material. A copy of the Company's estimate showing the costs of labor, overheads and material required to perform the work hereunder shall be furnished to the customer upon request prior to construction.

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RULES AND REGULATIONS

40. MOBILE HOME SERVICE (continued)

40.04 MOBILE HOME EXTENSION RULES (continued)

(2) Extensions to occupied pads will be made with the mobile home or mobile home court owner paying segments (b) and (c), as advances for construction. Such advances shall be credited to the appropriate plant account(s), as mandated by the Uniform System of Accounts.

(3) Extensions to unoccupied pads will be made with the mobile home or mobile home court owner paying segments (a), (b), and (c) as advances for construction, with segment (a) costs subject to refund after the pads are occupied for a period of one year. Segments (b) and (c) advances shall be credited to the appropriate plant account(s), as mandated by the Uniform System of Accounts.

40.05 SPECIAL CONDITIONS PERTAINING TO LEAK SURVEYS AND REPIPING OF MOBILE HOME COURT DISTRIBUTION SYSTEMS OWNED BY OTHERS:

A. The Company shall conduct leakage surveys in all mobile home court natural gas distribution systems (systems) in its certificated areas in accordance with state and federal pipeline safety regulations.

B. All system leaks discovered during leak surveys conducted pursuant to the provisions of this Section shall be classified and rechecked according to the provisions of applicable Commission rules, by the Company or Company's agent. All existing and/or potential safety hazards discovered on privately owned facilities during these leak surveys shall also be repaired by the Company or Company's agent and at the expense of the owner or operator. The court owner and/or operator shall be notified by the Company, in writing, of the results of all leak surveys conducted. This notification shall indicate what costs will be incurred to correct any safety problems discovered, the time frame in which the actions are to be completed, and the court owner and/or operator's obligation to pay such cost as a condition to continued service. Should the Company or Company's agent discover conditions that are an immediate hazard to public safety, repairs may be made before the court owner and/or operator is notified. Such lack of notification shall not excuse the court owner and/or operator from the obligation to pay the cost of the repairs.

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RULES AND REGULATIONS

40. MOBILE HOME SERVICE (continued)

40.05 SPECIAL CONDITIONS PERTAINING TO LEAK SURVEYS AND REPIPING OF MOBILE HOME COURT DISTRIBUTION SYSTEMS OWNED BY OTHERS: (continued)

C. Failure on the part of a court owner or operator to allow the company to repair hazardous conditions shall result in the discontinuance of service to that system, until such time as the conditions are corrected. Prior to such discontinuance, notification shall be given to the owner or operator of the affected court, the staff of the Public Service Commission, the Office of the Public Counsel, and all end users of the gas in the affected court. Service reconnection necessary due to the discontinuance provisions of this Paragraph shall be conducted by the Company, with the system's owner or operator being charged a fee as stated in Rule 5 of these General Terms and Conditions for Gas Service for each mobile home to be reconnected.

D. Systems pursuant to the provisions of this Section may be purchased by the Company or may remain in operation as a master metered system subject to the provisions of this and other applicable General Terms and Conditions for Gas Service on file with the Commission.

E. If the owner or operator of a system which the Commission or Company determines requires re-piping pursuant to the provisions of this Section refuses to allow such, the Company shall discontinue service to the system, until such time as the system is re-piped. Prior to such discontinuance, notification shall be given to the owner or operator of the affected court, the staff of the Public Service Commission, the Office of the Public Counsel, and all end users of the gas in the affected court.

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