

Spire Missouri Inc. d/b/a/ Spire

For: Spire Missouri

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**RULES AND REGULATIONS**  
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Spire Missouri Inc., St. Louis, MO. 63101

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### **RULES AND REGULATIONS**

#### **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 an electronic device.

**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**

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 in 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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**RULES AND REGULATIONS**

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.

D. Acceptable Forms of Payment

The Company accepts payments through the following forms:

Cash, Debit card, Credit card, Checking account, Savings account, personal check, money order, cashier's check.

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### **RULES AND REGULATIONS**

#### **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 tariff sheet and will be assessed a monthly manual meter read charge as set forth in the Company's tariff Sheet 19. If the Company determines to charge interest for unpaid amounts due to the customer's failure to report usage or inaccurate report of usage in any given billing cycle, such interest rate shall be no greater than five percent (5%).

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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### **RULES AND REGULATIONS**

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 (A) 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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## **RULES AND REGULATIONS**

**Reserved for Future Use**

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**RULES AND REGULATIONS**

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) Except in cases of Atmospheric Corrosion Inspections, Locked Meter Showing Consumption, and Diversion, on any day when the National Weather Service local forecast between 6:00 a.m. and 9:00 p.m., for the following seventy-two (72) 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 p.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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### **RULES AND REGULATIONS**

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) 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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### **RULES AND REGULATIONS**

#### **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. Where 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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**RULES AND REGULATIONS**

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 Sheet No. 18.

32. Gas Service Initiation:

Spire Missouri shall charge customers for the initiation of gas service, but such charge shall not apply to owners of rental property where the owner agrees verbally or in writing 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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**RULES AND REGULATIONS**

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 \$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 West service territory.

Terms and Conditions:

A. Each year the Company shall make the appropriate funds available to 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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### **RULES AND REGULATIONS**

#### **34a. Red Tag Repair Program**

The Red Tag Repair Program is a program for low-income customers of the Company to receive funding towards minor repairs or replacements of their gas appliances and piping in order to obtain or retain gas service.

A reliable heat and hot water source are essential to the health & safety of the occupants of a household. Payment assistance will only be made to eligible residential customers, with a household income that would qualify for the DOE Low Income Weatherization Assistance Program (LIWAP), or in the absence of the LIWAP program eligibility would be up to 200% FPL who require repairs or replacement of natural gas appliances i.e. - permanent space heating equipment, PSHE, or water heater and/or piping that have been red- tagged, or the home owner has been identified through the local community action agency, or non-profit as having a heat source, or water heater that requires repair, or replacement. If the customer is renting the premise, approval of the landlord will be required. This program is designed to assist lower-income customers who may be eligible to start or maintain natural gas service but have had their appliances identified as unsafe. Eligible customers include those whose service has been "red tagged", meaning it has been or will be disconnected due to unsafe appliances, piping, or non-space heating appliances without shut-off valves, leaving them without space heating or hot water.

**Terms and Conditions:** The Company will provide up to \$200,000 annually for its Spire East operating unit and \$200,000 annually for its Spire West operating unit to credit customers or reimburse qualified social service, or community action agencies or non-profits 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 \$2,000.00 under this Program per fiscal year. When the appliance qualifies for replacement, the furnace will be replaced with a 92% or higher efficiency unit, when feasible; water heaters will be power vented when feasible. In cases where the appliance 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 said appliance. 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.

To avoid issuing Red Tags, Spire East and Spire West field service representatives (FSR) on-site can perform minor repairs on gas appliances and piping to help customers maintain service and prevent appliances from being labeled as unsafe. If the FSR determines that the issue can be fixed in 15 minutes or less using parts that cost \$20 or less, the FSR may, with the customer's consent, attempt to make those repairs at no cost to the customer. If at any point the FSR determines that the repair will exceed these limits, the FSR must stop the repair effort and follow the company's safety protocols and Utility Promotional Practices.

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**RULES AND REGULATIONS**

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:

<b>Equipment</b>	<b>Rated</b>	<b>Rebate</b>
Gas furnace	Greater than or equal to 92% but less than 96% AFUE <sup>1</sup>	\$200
Gas furnace	Greater than or equal to 96% AFUE <sup>1</sup>	\$300
Gas boiler	Greater than or equal to 90% AFUE <sup>1</sup>	\$300
Combined Space Heating/Water Heating (w/ tank)	High efficiency boiler w/sidearm tank, AFUE <sup>1</sup> >= 90%	\$450
Combined Space Heating/Water Heating (tankless) boiler	Tankless boiler/water heater combination unit, AFUE <sup>1</sup> >= 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
Smart Thermostat	Smart Thermostat (Wi-fi enabled)	\$75
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 <sup>2</sup> 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 <sup>2</sup> or higher	\$350
Gas instantaneous water heater less than 2 gallon	Greater than or equal to .80 UEF <sup>2</sup> or higher	\$300
Insulation	Greater than or equal to R38	\$.40/sq ft up to \$750

<sup>1</sup>Annual Fuel Utilization Efficiency

<sup>2</sup>Uniform Energy Factor

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### **RULES AND REGULATIONS**

#### 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") plumbing contractors, and insulation 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 efficient equipment without limitation, subject to program funding availability.

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**RULES AND REGULATIONS**

## 35. Conservation and Energy Efficiency Programs (continued)

<b>Equipment or Service</b>	<b>Rated</b>	<b>Rebate</b>
Gas furnace	Greater than or equal to 92% but less than 94% AFUE <sup>1</sup>	\$200
Gas furnace	Greater than or equal to 94% AFUE <sup>1</sup>	\$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 <sup>2</sup>	\$300
High Temperature Heating & Ventilating (HTHV) Direct-Fired Gas Heaters	Greater than or equal to 90% TE <sup>2</sup>	\$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 tune 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 tune up. Eligible for tune up every two years.	50% of the cost up to \$500 per boiler, whichever is lower

<sup>1</sup>Annual Fuel Utilization Efficiency<sup>2</sup>Thermal Efficiency

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

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**RULES AND REGULATIONS**

## 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 <sup>1</sup>	\$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 <sup>2</sup>	
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 <sup>3</sup>	
Gas space heating hot water boiler less than 300 MBH input	Greater than or equal to 92% AFUE <sup>1</sup>	\$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 <sup>2</sup>	
Gas space heating hot water boiler greater than 2,500 MBH to 5,000 MBH input	Greater than or equal to 92% CE <sup>3</sup>	
Gas space heating steam boiler less than 300 MBH input	Greater than or equal to 82% AFUE <sup>1</sup>	\$1.75 per MBH
Gas space heating steam boiler from 300 MBH to 5,000 MBH input	Greater than or equal to 82% TE <sup>2</sup>	
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 gallons	Greater than or equal to 0.82 EF <sup>4</sup> or .80 UEF <sup>5</sup> 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 <sup>2</sup>	\$450

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

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**RULES AND REGULATIONS**

35. Conservation and Energy Efficiency Programs (continued)

<b>Equipment or Service</b>	<b>Rated</b>	<b>Rebate</b>
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 oven 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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**RULES AND REGULATIONS**

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 sheets 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 prudence 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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For: Spire Missouri

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**RULES AND REGULATIONS**

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, 2025, for Spire Missouri East is \$36,351,917, and for Spire Missouri West is \$24,742,667.

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)****Natural Gas Heat Pump Pilot Program:**

**Purpose:** The Natural Gas Heat Pump ("NGHP") Pilot program will test natural gas heat pump technology with the goal of bringing the technology to our market. The technology will be provided to low-income communities with this program. Though distinctly different heating technology, it offers improved operating efficiency and lower operating costs compared to current heating alternatives. This program will be available to both Spire Missouri East and Spire Missouri West low-income communities.

**Program Overview:** The NGHP pilot will partner with a 3rd party to focus on installer training and education, field deployments to validate cost-effectiveness and environmental benefits while reducing market barriers, and coordination with larger industry efforts to gather additional insights into relevant applications, performance, cost-effectiveness, installation and commissioning best practices, and consumer education.

**Program Term:** The NGHP Pilot Program has a three-year program cycle.

**Measure:** Spire plans to introduce the Anesi Natural Gas Heat Pump to its Missouri markets as an additional option for high efficiency forced-air residential space heating and/or domestic hot water. A natural gas heat pump system is an efficient, economical way to heat your home and water, helping you save more energy and lower your carbon footprint. With the manufacturer's advertised annual fuel utilization efficiency (AFUE) of 140 percent, a natural gas heat pump has the potential to lower energy use compared to a conventional natural gas furnace or boiler which both have AFUEs below 100 percent.

**Availability:** The Program is available to income qualified single homes and 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. To qualify for participation, customers must meet one of the following requirements below:

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

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P.S.C. MO. No. 9

CANCELLING

P.S.C. MO. No. 9

First Revised

Original

SHEET No. R-30.20

SHEET No. R-30.20

Spire Missouri Inc. d/b/a/ Spire

For: Spire Missouri

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### **RULES AND REGULATIONS**

#### **35. Conservation and Energy Efficiency Programs (continued)**

##### **Natural Gas Heat Pump Pilot Program (continued):**

**Program Funding:** The total budget for this pilot program is \$600,000, with \$300,000 for Spire Missouri East and \$300,000 for Spire Missouri West. 10% of the budget may be used for outreach and administrative efforts to run this program effectively.

**Evaluation/Testing:** Spire's 3rd party partner will collect and analyze qualitative and quantitative data to evaluate the system's readiness, efficiency, cost-effectiveness, and viability for larger deployment through programs. To characterize the NGHP's operational performance, the project will design and install a comprehensive on-site data collection system, measuring component level gas and electric energy inputs and thermal energy outputs to calculate energy use, delivered energy and seasonal efficiency. The data will be transmitted continuously via a dedicated cellular modem, imported into a dashboard for analysis. The team will also evaluate qualitative data, including installer and user experience, which will contribute to future program design along with workforce and consumer education.

The data collected in Missouri will be analyzed with data collected from other planned and ongoing Anesi demonstrations across the U.S. and Canada to validate performance using a large data set, extrapolating results to a larger population of typical Missouri single and multi-family dwelling units.

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### **RULES AND REGULATIONS**

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 opportunities for Participants through a tariff charge tied to the meter.

Definitions: -

Analysis – Initial Program visit, walk through and report, Tier 1 upgrades, 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 ("Easy Plan") – Prepared by Program Administrator to identify recommended upgrades, estimated savings, Service charges and cost recovery terms.

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

Fast Track – An enrollment and service delivery channel of PAYS that offers data collection and energy-saving analysis exclusively for HVAC system upgrades. This channel is specifically designed to provide financing options for immediate replacement of failed HVAC systems.

Measure(s) – The replacement of less efficient natural gas equipment with new more energy efficient equipment and/or the installation of building envelope upgrades i.e., attic insulation, air sealing, duct sealing, etc.

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.

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## **RULES AND REGULATIONS**

### 35. Conservation and Energy Efficiency Programs (continued)

#### Definitions (continued): -

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.

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.

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 Residential Spire customers receiving service under the Company's Residential Service Tariff, provided the Property meets program qualifications. Sheet Nos. R-30.22 through R-30.27 will remain in effect until the effective date of tariffs approved in Company's current rate case, Case No. GR-2025-0107.

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.

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### **RULES AND REGULATIONS**

35. Conservation and Energy Efficiency Programs (continued)

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

Availability (continued):

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.

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 by way of completing enrollment to the program through either the whole home (traditional) enrollment pathway to PAYS or through the Fast Track HVAC enrollment pathway to PAYS, 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.

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**RULES AND REGULATIONS**

35. Conservation and Energy Efficiency Programs (continued)

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

2. Energy Efficiency Plans: The Company will have its Program Administrator or Program Partner perform an assessment and prepare a Plan identifying recommended most cost-effective upgrades/measures to improve energy efficiency and lower energy costs. The customer will have the option for a whole home assessment and/or the Fast Track channel specifically for HVAC systems.

- 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).

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 fifteen years. The Service Charge and duration of payments will be included in the Efficiency Upgrade Agreement.

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**RULES AND REGULATIONS**

35. Conservation and Energy Efficiency Programs (continued)

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

- 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 be permitted at the sole discretion of the Participant.
- b. Eligible Upgrades/Measures: All upgrades/measures must have Energy Star certification, if applicable and whenever possible, meet at least minimum Company rebate qualifying requirements
- 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.
- 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's Program Administrator 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 section 4.

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**RULES AND REGULATIONS**

35. Conservation and Energy Efficiency Programs (continued)

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

- 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.
- 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.

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**RULES AND REGULATIONS**

35. Conservation and Energy Efficiency Programs (continued)

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

- 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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**RULES AND REGULATIONS**

## 35. Conservation and Energy Efficiency Programs (continued)

## N. Spire's Carbon Offset Initiative

Purpose:

The purpose of Spire's Carbon Offset Initiative (the "Program") is to provide customers the opportunity to voluntarily purchase a combination of environmental attributes ("EAs"): (1) Renewable Thermal Certificates ("RTCs"), which are environmental attributes specifically associated with renewable natural gas, and (2) Verified Carbon Offsets ("VCOs"), which are environmental attributes associated with reduced carbon emissions. These environmental attributes may be purchased by customers, on a voluntary basis, to offset all or a portion of their carbon emissions from their natural gas usage. Amounts received from customers through this Program will be used to pay for the commodity cost of the environmental attributes and program administrative costs including, but not limited to, program marketing, labor costs, and information technology.

Definitions:

Ccf – One hundred cubic feet.

MMBtu – One million (1,000,000) British thermal units.

Dekatherm – 10 therms or equivalent of one MMBtu.

Renewable Thermal Certificates ("RTCs") – Environmental attributes that represent one dekatherm of renewable thermal generation from sources such as renewable natural gas, and the benefits associated with that amount of renewable natural gas. These are tracked on the M-RETS Renewable Thermal Tracking System.

Verified Carbon Offsets ("VCOs") - Environmental attributes associated with an entity's reduction in emissions of carbon dioxide (CO<sub>2</sub>) or other greenhouse gases. The carbon offsets are verified and certified by host registries, which then allow the attributes to be purchased and retired by other entities to meet emission targets.

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### **RULES AND REGULATIONS**

35. Conservation and Energy Efficiency Programs (continued)

N. Spire's Carbon Offset Initiative (continued)

#### **Conversion Formulas:**

The following conversion formulas will be used by Spire to convert the RTC and VCO pricing into Ccf terms. Note that one Ccf equals 0.1 Mcf, the volume of 1,000 cubic feet.

Dekatherm to Ccf – Multiply dekatherms by 0.1038. Source: U.S. Energy Information Administration (EIA), <https://www.eia.gov/tools/faqs/faq.php?id=45&t=8>. Relevant data last updated April 29, 2024, with preliminary national average natural gas heat content data for 2023.

Greenhouse Gas Equivalencies in metric tons (MT) to Ccf – Multiply the Co2e MT by 0.0055. Source: U.S Environmental Protection Agency (EPA), <https://www.epa.gov/energy/greenhouse-gases-equivalencies-calculator-calculations-and-references>. Relevant data collected on May 1, 2024.<sup>1</sup>

#### **Availability:**

- A. This Program will be available to all Spire Missouri residential and small general service customers, except those customers falling under the restrictions in subparagraph B.
- B. Customers who have, in the most recent twelve-month period (1) received a disconnection notice, (2) entered into a payment agreement with the Company for a delinquent bill, or (3) have had service terminated, are not eligible to participate in this Program.

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**RULES AND REGULATIONS**

35. Conservation and Energy Efficiency Programs (continued)

N. Spire's Carbon Offset Initiative (continued)

Participation Level and Surcharge:

Customers that enroll in this Program will have a separate charge added to their next regular monthly bill, and the Company will use the funds received to purchase and retire RTCs and VCOs to help offset their carbon emissions from conventional natural gas usage for the stated volumes per \$1 below. Customers will elect the monthly charge in whole dollar increments that they determine to pay.

Ccf Offset per \$1	2.79
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<sup>1</sup> This conversion factor does not represent the actual heat content of natural gas delivered by Spire Missouri.

The Ccf Offset per \$1 was calculated using the following formula:

$$\text{Ccf Offset per \$1} = \$1 / \text{Customer Program Cost per Ccf}^*$$

\*Customer Program Cost per Ccf = Environmental attribute costs per Ccf plus an administrative cost adder. The environmental attribute costs per Ccf will use the conversion factors defined above to convert costs in terms of Ccf from the original pricing units. Administrative cost adder will be no more than 15% of the total customer program costs.

The following tables show examples of the monthly and annual charges along with the associated Ccf of natural gas emissions offset for the specified customer class based on normalized usage

Table 1: Residential Customers

Approx. Annual Offset % (Applied to normalized class usage)	Residential			
	Monthly Charge <sup>^</sup>	Monthly Ccf Offset	Annual Charge	Annual Ccf Offset*
4%	\$ 1.00	2.79	\$ 12.00	33.48
9%	\$ 2.00	5.58	\$ 24.00	66.96
26%	\$ 6.00	16.74	\$ 72.00	200.88
48%	\$ 11.00	30.69	\$ 132.00	368.28
74%	\$ 17.00	47.43	\$ 204.00	569.16
101%	\$ 23.00	64.17	\$ 276.00	770.04

<sup>^</sup>Represents amount per billing cycle with 12 billing cycles in a year.

\*Annual carbon emissions offset for equivalent geological natural gas usage if enrolled in the program for 12 months.

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**RULES AND REGULATIONS**

35. Conservation and Energy Efficiency Programs (continued)

N. Spire's Carbon Offset Initiative (continued)

Table 2: Small General Service Customers

Approx. Annual Offset % (Applied to normalized class usage)	Small General Service			
	Monthly Charge^	Monthly Ccf Offset	Annual Charge	Annual Ccf Offset*
2%	\$ 1.00	2.79	\$ 12.00	33.48
10%	\$ 6.00	16.74	\$ 72.00	200.88
25%	\$ 15.00	41.85	\$ 180.00	502.20
49%	\$ 29.00	80.91	\$ 348.00	970.92
74%	\$ 44.00	122.76	\$ 528.00	1,473.12
100%	\$ 59.00	164.61	\$ 708.00	1,975.32

*^Represents amount per billing cycle with 12 billing cycles in a year.*

*\*Annual carbon emissions offset for equivalent geological natural gas  
usage if enrolled in the program for 12 months.*

Terms and Conditions:

1. Customers may sign-up for the Program by calling the Spire Contact Center or through MyAccount.
2. Customers must select their monthly participation level expressed in a whole dollar amount at the time of subscription.
3. Customers may apply for or leave this Program at any time throughout the year.
4. Changes to a customer's bill will be reflected on the Customer's next regular monthly bill following the date of enrollment. A maximum of one change in participation level can be made in any one month.

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**RULES AND REGULATIONS**

35. Conservation and Energy Efficiency Programs (continued)

N. Spire's Carbon Offset Initiative (continued)

Terms and Conditions (continued):

5. Customers must maintain eligibility to participate in the Program. If condition under part B of the Availability section is triggered by an enrolled customer, then that customer will automatically be terminated from the Program and the customer's billing related to this Program will discontinue.
6. The pricing of the Ccf offset per \$1 will be reviewed periodically and any rate changes shall be submitted to the Commission no more than once per year.
7. The Company reserves the right to modify the RTC and VCO mix to manage Program costs.
8. On an annual basis, the Company shall purchase and retire on its customers' behalf attributes whose total carbon offset is greater than or equal to the total equivalent carbon emitted from the volume of gas equal to the program revenue multiplied by the current Ccf per dollar rate.
9. The Company will not make any emission reduction claims through the Program or the attributes purchased to support the Program and all attributes will be retired by its third-party agent for the sole benefit of participating customers.
10. This Program is offered to customers based on available supply of RTCs and VCOs. The Company reserves the right to suspend or curtail the Program and related charges in the event that sufficient RTC and VCO supply is unavailable. In the event the Company cannot meet customer demand, all unspent customer contributions shall be credited to the associated account on an annual basis.
11. All attributes must be purchased and retired, or customer funds refunded no later than one year after the first customer contribution is received, and each year on that date thereafter.
12. The interest rate used to accrue interest on shareholder and customer supplied funds for the carbon offset Program will be the 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.

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**RULES AND REGULATIONS**

35. Conservation and Energy Efficiency Programs (continued)

N. Spire's Carbon Offset Initiative (continued)

Terms and Conditions (continued):

13. The Company will submit reports to the Commission annually, or as otherwise ordered in relation to the carbon offset Program operation and accounting. The Company will provide the following information to the Commission:

- Total RTCs and VCOs purchased, sold, transferred, or retired during the calendar year, and reports from each applicable tracking system showing this information;
- The source of all RTCs and VCOs acquired during the calendar year, including which tracking system the RTCs and VCOs are registered in;
- The identification, by source and serial number, or some other identifier sufficient to establish the vintage and source of the RTCs and VCOs, of any RTCs and VCOs that have been carried forward to a future calendar year;
- The total number of customers participating in the Program by month;
- Monthly revenue collected from Program participants;
- The amount expended by Spire to purchase RTCs and VCOs, including the price and terms of future purchase contracts and any and all associated administrative fees;
- The amount expended by Spire Missouri on program administrative costs including, but not limited to, program marketing, labor costs, and information technology;
- If sufficient RTCs and VCOs were not purchased to fulfill customer demand in the calendar year, and explanation why;
- Report on any contracts executed for any type of Program activity.

Commission staff may request additional information related to the Program that is not listed in number 13.

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### **RULES AND REGULATIONS**

#### **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 200% 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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## **RULES AND REGULATIONS**

### **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. No more than 10% shall be set aside annually for each operating unit to pay for administrative costs specified above.

#### **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 135,000 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 135,000 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 135,000 Ccf/yr.

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**RULES AND REGULATIONS****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 40.

**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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**RULES AND REGULATIONS**

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 40.04 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 40.03 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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**RULES AND REGULATIONS**

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 40.04 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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**RULES AND REGULATIONS****41. Limited-Income Customer Charge Pilot Program**

The Limited-Income Customer Charge Pilot Program (the “Program”) is a pilot program designed to assist eligible residential customers with their fixed monthly customer charge in Spire Missouri’s service territory. This program is provided pursuant to the Unanimous Stipulation and Agreement approved by the MoPSC in Case No. GR-2025-0107.

**Purpose**

The program will credit the fixed monthly customer charge.

**Availability**

This program is available to Spire Missouri residential customers whose income is at or below the 60% of the state median income, or level that matches current LIHEAP requirements, as verified by a Community Action Agency (CAA), other federal or state agency, or other verifying party that is agreed to by the Spire Low-Income Collaborative.

**Funding**

A total of \$6,000,000 shall be allocated to the Low-Income Customer Charge Pilot Program.

**Administration**

The Program may be jointly administered by Spire Missouri and selected CAAs, United Way, or other similar social service agencies, including not for profits, in Spire Missouri’s service territory. Administrative fees shall be no greater than 10% of the Program’s funds.

**Term**

The program should run from October – September to coincide with period of LIHEAP eligibility. Each year, customers shall be income qualified by the verifying party in order to reenroll into the program.

**Spire Low Income Collaborative**

The Spire Low Income Collaborative (“Collaborative”) is the collaborative defined in Paragraph 36.K. of Spire tariff Sheet 31.1, and may include any interested party to MoPSC Case No. GR-2025-0107, along with any verifying party or other interested stakeholder.

Spire agrees to discuss progress to date, forecasts on program needs, program targets, and suggestions for program improvement in the quarterly Spire Low Income Collaborative meetings. The members of the Collaborative will attempt to work out any issues involving the operation of the Program through negotiation, after which any party to MoPSC Case No. GR-2025-0107 may bring any such issue to the attention to the Commission.

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**RULES AND REGULATIONS****LIMITED-INCOME CUSTOMER CHARGE PILOT PROGRAM**

	<u>Spire East</u>	<u>Spire West</u>
Customer Charge – per month	\$22.00	\$22.00
Customer Charge Credit – per month	(\$22.00)	(\$22.00)

Charge for Gas Delivered – This charge for Residential Gas Service (RS) is for the volume (Ccf) of gas delivered as set out on Sheet No. 2.

Purchased Gas Adjustment – The charge for gas used as specified in this schedule shall be subject to an adjustment per Ccf for increases and decreases in the Company's cost of purchased gas, as set out on Sheet No. 11.

Surcharges and Riders – Service provided hereunder shall be subject to the Infrastructure System Replacement Surcharge (ISRS) as set out on Sheet No. 12, adjustments under the Weather Normalization Adjustment Rider (WNAR) as set out in Sheet No. 13 and any license, occupation or other similar charges or taxes as authorized by Sheet No. 14.

Late Payment Charge – Unless otherwise required by law or other regulation, 1.5% will be added to the outstanding balance of all bills not paid by the delinquent date stated on the bill. The late payment charge will not be applied to outstanding balances under \$2 or to amounts being collected through a pre-arranged payment agreement with the Company that is current.

Other Terms and Conditions – Service provided hereunder is subject to the Company's General Terms and Conditions as approved by the Missouri Public Service Commission.

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