

STATE OF MISSOURI, PUBLIC SERVICE COMMISSION

P.S.C. MO. No.	<u>2</u>	<u>3rd</u>	Revised	Sheet No.	<u>R-3</u>
Canceling P.S.C. MO. No.	<u>2</u>	<u>2nd</u>	Revised	Sheet No.	<u>R-3</u>

THE EMPIRE DISTRICT GAS COMPANY
JOPLIN, MO 64802

FOR: All Communities and Rural Areas Receiving Natural
Gas Service

RULES AND REGULATIONS GAS

1. DEFINITIONS

- A. Bill means a written demand including if agreed to by the customer and the utility an electronic demand for payment for service and the taxes and franchise fees related to it.
- B. Billing period means a normal usage period of not less than twenty-six (26) nor more than thirty-five (35) days for a monthly billed customer except for initial, corrected or final bills. Pursuant to the variances granted in Case No. GE-2026-0066 on September 24, 2026, from Commission Rules 20 CSR 4240-13.015(1)(C) and 13.020(1) and (6), bills issued in connection with the establishment, modification, or realignment of collective or joint billing arrangements may result in a billing period shorter or longer than twenty-six (26) to thirty-five (35) days in the following scenarios:
 - a. the addition/removal of an account to/from an existing collective or joint summary bill;
 - b. the creation of a new collective or joint summary bill;
 - c. when a landlord requests service be put in (or taken out of) their name on a "child" account;
 - d. when a landlord sets up a new owner allocation/default on new properties, but the locations are currently in the names of tenants, these will need to be aligned to the landlord parent account;
 - e. when a long or short bill, issued pursuant to a variance, must be corrected and reversed; and
 - f. Liberty offers a landlord revert or default option that automatically puts service in the landlord's name when a tenant moves out. If service was not in the landlord's name at the time of conversion/alignment activities, that account may not be aligned. Liberty will monitor and align these accounts once the default transfers back into the landlord's name. This includes the scenario where a tenant moves in before a landlord alignment is complete, which may result in a tenant receiving two short/long bills.
- C. Collective Account means multi-address accounts with single "parent" customer; multiple invoices grouped into single invoice (e.g. landlords, commercial chains, multi-home customer)
- D. Commission means the Missouri Public Service Commission.
- E. Company means The Empire District Gas Company.
- F. Complaint means an informal or formal complaint under Commission Rule 4 CSR 240-2.070 and Section 6.08 of these Rules.
- G. Corrected Bill means any bill issued for a previously rendered bill.
- H. Credit Score means a score, grade, or value that is derived by using data 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.
- I. Customer means a person or legal entity responsible for payment for service except one denoted as a guarantor.
- J. Cycle billing means a system which results in the rendition of bills to various customers on different days of a month.
- K. Delinquent charge means a charge for utility service remaining unpaid at least twenty-one (21) days from the rendition of the bill by Company.
- L. Delinquent date means the date stated on a bill, which shall be at least twenty-one (21) days from the rendition date of the bill, after which Company may assess an approved late payment charge in accordance with Company's tariff on file with the Commission.
- M. Deposit means money paid in advance to Company for the purpose of securing payment of delinquent charges which might accrue to the customer who made the advance.
- N. Discontinuance of service or discontinuance means a cessation of service not requested by a customer.
- O. Due date means the date stated on a bill when the charge is considered due and payable.
- P. Electronic Bill (ebill) means a bill delivered to an electronic address selected by the customer that can be viewed on a computer screen.

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STATE OF MISSOURI, PUBLIC SERVICE COMMISSION

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THE EMPIRE DISTRICT GAS COMPANY
JOPLIN, MO 64802

FOR: All Communities and Rural Areas Receiving
Natural Gas Service

RULES AND REGULATIONS GAS
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1. DEFINITIONS (Continued)

- Q. Estimated bill means 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.
- R. Final Bill means a bill rendered for services through the final date of service.
- S. Guarantee means a written promise from a Company approved third party to assume liability up to a specified amount for delinquent charges which might accrue to a particular customer.
- T. Joint Billing Customer means single address, multi-service accounts (e.g. both sewer and gas services) grouped into single invoice)
- U. Initial bill means the first bill rendered by a utility for a customer's service.
- V. In dispute means any matter regarding a charge or service, which is the subject of an unresolved inquiry.
- W. Late payment charge means an assessment on a delinquent charge in accordance with Company's tariff on file with the Commission and in addition to the delinquent charge.
- X. Normal business hours means the hours of 8:00 a.m. to 5:00 p.m. Central Standard Time Monday through Friday, except Company observed holidays.
- Y. Payment means cash, draft of good and sufficient funds or electronic transfer, offered by the Customer as compensation for services or products, as accepted by the Company for same.
- Z. Payment Agreement means a payment plan entered into by a customer and the company,
- AA. Purchased gas adjustment clause means the adjustment procedure approved by the Commission to recognize variations in the cost of purchased gas.
- BB. Rendition of a bill means the date a bill is mailed, electronically delivered or hand delivered of a bill by Company to a customer.
- CC. Residential service means the provision of or use of a utility service for domestic purposes.
- DD. Settlement agreement means an agreement between a customer and 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.
- EE. Tariff means a schedule of rates, services and rules approved by the Commission.
- FF. Termination of service or termination means a cessation of service requested by a customer.
- GG. Utility means a gas corporation as those terms are defined in Section 386.020, RSMo.
- HH. Utility charges means the rates for utility service and other charges authorized by the Commission.

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STATE OF MISSOURI, PUBLIC SERVICE COMMISSION

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THE EMPIRE DISTRICT GAS COMPANY
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RULES AND REGULATIONS GAS

- (4) Determine the customer's Weather Multiplier by dividing Weather Sensitive Usage by the Degree Days corresponding to the customer's Actual Metered Usage. In the event there are no degree days corresponding to the customer's Actual Metered Usage, the Weather Multiplier will be zero.
 - (5) Determine the customer's Estimated Usage as the customer's Base Usage plus the product of customer's Weather Multiplier and the current month's Degree Days (Current Degree Days).
 - (6) For lighting accounts, the estimate will be based on the prior year's usage per day for the same month of the year multiplied by the number of days to be estimated for the current month.
 - (7) For accounts with a limited history, the estimate will be based on a prior month's use per day multiplied by days in current billing cycle.
- (5) When Company underestimates a customer's usage, the customer shall be given the opportunity, if requested, to make payment in installments.
- C. If Company is unable to obtain an actual meter reading for three (3) consecutive billing periods, 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 Company on a regular basis. The procedure by which this reading and reporting may be initiated shall be explained. 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. Company may offer appointments for meter readings on Saturday or prior to 9:00 p.m. on weekdays. Where special appointments are arranged for reading meters, Company may charge the customer for the excess cost of the meter reading out of normal meter reading sequence or for meter readings that are outside of normal business hours. See Section 10 for applicable charges. 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.
- D. If a customer fails to report usage to Company, Company shall obtain a meter reading at least annually. 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 Section 2.05 of these Rules.
- E. 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. Except as provided below, if 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. When a change occurs in connection with the establishment, modification, or realignment of collective or joint billing arrangements, advance notice shall not be required pursuant to the variance granted in Case No. GE-2026-0066 on September 24, 2026.
- F. A monthly-billed customer shall have at least twenty-one (21) days from the rendition of the bill to pay the gas charges, unless a customer has selected a preferred payment date in accordance with Company's preferred payment date plan. If the due date or delinquent date falls upon a Sunday, legal holiday, or any other day when the offices of 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 is the date on which Company receives the remittance. 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.

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