

Liberty Utilities (Midstates Natural Gas) Corp.
d/b/a Liberty Utilities

FOR – All Areas

Name of Issuing Corporation

Community, Town or City

UTILITY RELATED CHARGES (Continued)

All Service Areas

Excess flow valves – installation

\$1,500

Interest rate to be paid on Customer's
Deposits

“Interest on deposits shall be paid on a Billing Period basis 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 on a Billing Period basis”

Non-Standard Meter Initial Setup Charge (Per Meter)

\$125

Non-Standard Meter Charge (Per Meter)

\$15 monthly

For customers who elect a non-standard meter and elect to self-read, the Company may assess the following interest rate on unpaid amounts resulting from failure to report usage or inaccurate reporting.

5%

DATE OF ISSUE: October 2, 2026
month day yearDATE EFFECTIVE: November 1, 2026
month day yearISSUED BY: Peter “Pete” Norgeot
name of officerPresident
titleJoplin, MO
address

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DEFINITIONS (continued)

Except where the context indicates a different meaning or intent, the following terms, when used herein or in the Company's rate schedules incorporating these General Rules and Regulations, shall have the meanings defined below:

- (1) Bill: A written demand for payment for service and the taxes and franchise fee related to it.
- (2) Billing Period: A normal usage period of not less than twenty-six (26) nor more than thirty-five (35) days, 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.
- (3) Class of Service: The term "Class of Service" pertains to the end use of the gas as well as the nature of the service. The associated terms are defined as follows:
- a. Residential: Service provided for domestic purposes.
 - b. Commercial: Service where the primary use of natural gas is in connection with the sale of goods or services including institutions and local, state and federal agencies, but excluding the generation of electric power and including transportation of gas by the Company.

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DEFINITIONS (continued)

- c. Industrial: Service to Customers primarily engaged in a process which creates or changes raw or unfinished materials into another form or product including the generation of electric power and transportation of gas by the Company.
- d. Firm: Service which normally anticipates no interruptions.
- e. Interruptible: Service that may be curtailed in whole or in part on short notice.
- f. Non-Residential: All classes other than Residential.
- (4) Cold Weather Maintenance of Service definitions as follow:
- a. Energy Crisis Intervention Program (ECIP) means the federal ECIP administered by the Missouri Division of Family Services under section 660.100, RSMo;
- b. Heat-related utility service means any gas or electric service that is necessary to the proper function and operation of a Customer's heating equipment;
- c. Low Income Home Energy Assistance Program (LIHEAP) means the federal LIHEAP administered by the Missouri Division of Family Services under section 660.110, RSMo;
- d. Registered elderly handicapped Customer means one who is sixty (60) years old and above, or is handicapped to the extent that Customer is unable to leave the premises without assistance and who files with the Company a form approved by the Commission attesting to the fact that Customer meets these qualifications and which also lists an agency or person the Company shall contact as required in the Company's Cold Weather Program; and
- e. Utilicare means the state program of energy assistance established by section 660.122, RSMo.
- (5) Collective Account: Multi-address accounts with single "parent" customer; multiple invoices grouped into single invoice (e.g., landlords, commercial chains, multi-home customer)
- (6) Commission: The Missouri Public Service Commission.
- (7) Company: Atmos Energy Corporation, including its employees and agents.
- (8) Cubic Foot of Gas: The gas necessary to fill one cubic foot of space at a temperature of 60 degrees Fahrenheit and an absolute pressure of 14.65 pounds per square inch, with the following further designations: "Mcf" is 1,000 cubic feet of gas; "Ccf" is 100 cubic feet of gas; as used herein, "Therm" means the volume of gas containing a quantity of heat equal to 100,000 BTU; "Dekatherm" means a volume of gas containing a quantity of heat equal to 1,000,000 BTU.

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- (9) Customer: A person or legal entity responsible for payment for service except one denoted as a guarantor.
- (10) Cycle Billing: A system that results in the rendition of bills to various Customers on different days of the month.
- (11) Delinquent Charge: A charge remaining unpaid by a residential Customer at least twenty-one (21) days and by a non-residential Customer at least fourteen (14) days from the rendition of the bill by the Company.
- (12) Delinquent Date: The date stated on a bill after which the Company may assess an approved late payment charge in accordance with a tariff on file with the Commission.
- (13) Deposit: A money advance to the Company for the purpose of securing payment of delinquent charges that might accrue to the Customer who made the advance.
- (14) Discontinuance of Service: A cessation of service not requested by a Customer.
- (15) Due Date: The date stated on a bill when the charge is considered due and payable.
- (16) Estimated Bill: A charge for service that is not based on an actual reading of the meter or other registering device by an authorized Company representative.
- (17) Extension Agreement: A verbal agreement between the Company and the Customer extending payment for fifteen (15) days or less.
- (18) Guarantee: A written promise from a third party to assume liability up to a specified amount for delinquent charges that might accrue to a particular Customer.
- (19) In Dispute: Any matter regarding a charge or service that is the subject of an unresolved inquiry.
- (20) Joint Billing Customer: Is a single address, multi-service accounts (e.g., both gas and sewer services) grouped into single invoice.
- (21) Late Payment Charge: An assessment on a delinquent charge in accordance with a tariff on file with the Commission and in addition to the delinquent charge.
- (22) Notice: Any written communication from the Company to the Customer. Notice shall be deemed to have been given when addressed to the Customer at his last address on record with the Company and deposited in the United States Mail Service with proper postage paid.

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DEFINITIONS (continued)

- (23) Overhead Costs: Includes (1) labor clearings consisting of transportation, operating construction equipment, stores (inventory handling), local supervision, and clerical and corporate administration; (2) non-labor costs consisting of transportation, construction equipment, stores, injuries and damages, small tools and uniforms; and (3) fringe benefits consisting of pensions, vacation, holiday, worker's compensation, medical and life insurance premiums and payroll taxes.
- (24) Point of Delivery: For purposes of facilities installed prior to December 15, 1989, "point of delivery" means the point of connection between Company and Customer at which the gas supplied leaves the outlet side of the Company's meter.
- For purposes of facilities installed on and after December 15, 1989, "point of delivery" means the point of connection between Company and Customer at which the gas supplied leaves the outlet side of the Company's meter. If the Customer's meter is not located at the building wall, the service line to the Customer's nearest building shall be installed, owned, operated and maintained by the Company and the point of delivery shall be the building wall.
- (25) Preferred Payment Date: The date stated on a bill which shall be at least twenty-one (21) days from the rendition of the bill or which shall be the preferred date selected by the Customer after which the Company may assess an approved late payment charge in accordance with a tariff on file with the Commission.
- (26) Purchased Gas Adjustment Clause: The adjustment procedure approved by the Commission to recognize variations in the cost of purchased gas.
- (27) Rendition of a Bill: The mailing or hand delivery of a bill by the Company to a Customer.
- (28) Service Line: A line that transports gas from a common source of supply to a Customer to and including the service regulator and/or the service line valve and/or the meter, up to the point of delivery. Service line installations and/or service line replacements made after 12/15/89 must be installed, owned, operated and maintained by the Company regardless of the meter location. Installation of Customer-owned service lines will not be permitted.
- (29) Tariff: A schedule or rates, services and rules approved by the Commission.
- (30) Termination of Service: A cessation of service requested by a Customer.
- (31) Utility Charges: The rates for utility service and other charges authorized by the Commission as an integral part of utility service.

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CUSTOMER CREDIT AND DEPOSITS (continued)

- (b) In an unauthorized manner, the Customer interfered with or diverted the service of the Company situated on or about or delivered to the Customer's premises.
- (c) A residential Customer has failed to pay an undisputed bill before the delinquency date for five (5) billing periods out of twelve (12) consecutive billing periods; however, that deposit for residential gas service assessed under the provisions of this section during the months of November, December and January may, if the Customer is unable to pay the entire deposit, be paid in installments over a six (6) month period unless the Company can show a likelihood that the Customer does not intend to pay for continued service. The Company shall, if it intends to require deposits from Customers who are delinquent for five out of the preceding twelve months, send a written notice explaining the Company's right to require a deposit or include such explanation with each written discontinuance notice.
- (d) The Company may require from any non-residential Customer, at any time, a cash deposit or, at the Company's option, a personal guarantee of a responsible person.

Deposit Terms and Conditions

- (a) A deposit shall not exceed two (2) times the highest bill for utility charges actually incurred or estimated to be incurred by the Customer during the most proximate twelve (12) month period at the service location, or, in the case of a new Customer who is assessed a deposit, one-sixth (1/6) of the estimated annual bill. The amount of any deposit or guarantee for non-residential Customers shall not exceed an estimated bill covering one (1) billing period plus thirty (30) days.
- (b) A deposit shall bear interest at a rate as set forth on Sheet No. 21. Pursuant to the variance granted in Case No. GE-2026-0066, interest shall be either credited to the account of the Customer on a billing period basis (when each bill is issued) or paid upon the return of the deposit, whichever occurs first. Interest shall not accrue on any deposit after the date on which a reasonable effort has been made to return it to the Customer. Records shall be kept of efforts to return a deposit. This rule shall not preclude the Company from crediting interest upon each service account during one (1) billing cycle annually.
- (c) For residential Customers, upon satisfactory payment of all undisputed utility charges during the last twelve (12) billing months, it shall be promptly credited, with accrued interest, against charges stated on subsequent bills. Payment of a charge is satisfactory if received prior to the date upon which the charge becomes delinquent, provided it is not in dispute. Payment of a disputed bill shall be satisfactory if made within ten (10) days of resolution or withdrawal of the dispute. The utility will withhold refund of a deposit pending the resolution of a dispute with respect to charges secured by the deposit.

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