

UNION ELECTRIC COMPANY GAS SERVICE

Applying to MISSOURI SERVICE AREA

III. General Provisions

* A. Application for Service

Any customer requesting gas service within Company's authorized service area will provide Company with appropriate information regarding the quantity and characteristics of the anticipated gas consumption and location of the premises to be served. Appropriate personal customer identification may be required at the request of the Company. When interruptible or transportation service is requested, a written agreement between customer and Company shall specify the gas service to be provided, the rate schedule applicable for such service and the minimum term during which service will be supplied by Company and consumed and paid for by customer. All gas service will be supplied subject to the provisions of the Company's tariffs applicable to the service requested and these Rules & Regulations, provided customer agrees to the use of the service supplied by Company for the minimum term specified in the tariff applicable to customer's gas service. Customers desiring gas service for periods less than the term specified in the applicable tariff may contract for such service under Company's applicable rate provided customer pays to Company in advance, the total cost of new or existing facilities, the total estimated cost of installation, connection, disconnection and removal of all facilities necessary for such service, less the estimated salvage value of any recoverable facilities.

The Company shall not be required to commence supplying service to a customer, or if commenced the Company may terminate such service, if at the time of application such customer or any member of his household (who have both received benefit from the previous service) is indebted to the Company for the same class of

*Indicates Reissue.

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ISSUED BY T. R. Voss President & CEO St. Louis, Missouri
Name of Officer Title Address

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III. General Provisions (Cont'd.)

- * service previously supplied at such premises or any other premises until payment of, or satisfactory payment arrangements for, such indebtedness shall have been made. Company will inform the prospective customer of the refusal of service in writing and maintain a record of the notice.

Application for firm system gas service to new General Service sales customers will be granted, except that for a customer with an annual load exceeding 40,000 Ccf if the Company reasonably believes sufficient gas supplies, storage availability and/or pipeline capacity does not exist, then it may apply to the Commission for a hearing to determine the appropriate action. Such application must be made within 10 days of the written request for service by the customer or potential customer and shall include direct notification of the Commissioners and to the Commission Staff.

B. Form of Service Provided

Company will normally supply only one class of service to an individual premise under a single customer application for service. Where more than one class of service is required by customer or the Company's tariffs, each class of service shall be metered and billed separately.

*Indicates Change

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ISSUED BY Michael Moehn President & CEO St. Louis, Missouri
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UNION ELECTRIC COMPANY GAS SERVICE

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III. General Provisions (Cont'd.)

C. Customer's Equipment

Service will be supplied by Company only when the equipment on the premises served is installed, operated and maintained by customer in accordance with the current National Fuel Gas Code and in a condition and manner satisfactory to and approved by the governmental inspection authority having jurisdiction, where such authority exists.

D. Company access to Customer Premises

Company will be provided safe access to customer's premise to examine, repair, or remove Company facilities, make disconnections or reconnections of service, read or test meters, or for any other purposes associated with providing service to customer.

E. Customer Obligations

Customer will be responsible for the following:

1. Notifying and receiving approval from the Company of any significant changes in consumption levels or in customer's equipment which may affect the proper functioning of company's meter and service facilities or may require a change in the Company facilities which supply service to customer.
2. The prevention of any damage, alteration or interference with Company metering, service and all other gas facilities, on customer's premises, by customer or any other party on customer premises.

Customer will pay to Company the cost of repair or replacement of any Company facilities damaged as a result of customer's failure to properly exercise the above obligations.

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F. Company Obligations

The obligations of Company to supply the service requested by customer are contingent upon the following conditions:

1. The availability of necessary labor, materials and equipment for supplying the requested service.
2. The availability of pipeline capacity necessary to supply the service requested.
3. Governmental and regulatory authorization to supply the service requested.

Company will make all reasonable efforts to provide the service requested, but will not be liable for service interruptions, deficiencies or imperfections.

Company will not be required to extend its mains into areas a) not covered by legal franchise; or b) requiring private rights-of-way to be secured; or c) where final grade has not been physically or officially established.

* G. Regulatory Authorities

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

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ISSUED BY C. W. Mueller President & CEO St. Louis, Missouri
Name of Officer Title Address

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* H. Penalty Charges from Interstate Pipelines:

If, on any day other than a Critical Day, Customers' excess usage of Company-supplied gas contributes to cause penalty charges from an interstate pipeline, the Company shall be reimbursed for the penalty charges incurred. The penalty charges shall include any penalty, storage, or other costs incurred by the Company or imposed on the Company by a pipeline as a result of any under or over delivery imbalance, daily, monthly or otherwise, caused by the Customer. To calculate the Customer's portion of any penalty charges, the Company shall first prorate such penalty charges between Company supplied gas Customers and gas transportation Customers as two groups.

The amount of the penalty charges allocated to the gas transportation Customers as a group shall then be allocated to individual transportation Customers. For purposes of this provision, the daily usage of a Customer without a daily recording device will be computed by dividing the Customer's total usage for the billing period by the number of days in the billing period. The Customer may be allocated that proportion of the transportation group's penalty charges equal to the amount the Customer's excess usage contributed to the creation of such charges as a percentage of the contribution of all transportation Customers to the creation of such charges.

The amount of the penalty charges allocated to the Company supplied gas Customers shall be paid by all Customers receiving gas supply from the Company.

The penalty charges shall be billed to the Customer in the billing period following the period the charges were incurred, and shall be in addition to all other applicable charges.

*Indicates Addition.

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*I. Request for Conversion Between Company Supplied Gas Service and Gas Transportation Service

Customers that have contracted with the Company to transport Customer owned gas may request to receive Company supplied gas (PGA gas), if eligible, pursuant to Company tariffs. In addition, Customers receiving Company supplied gas (PGA gas) may request to contract with the Company to transport customer owned gas, if eligible, pursuant to Company tariffs. Items governing a request for change of gas supply are as follows:

- a. Requests for a change from transportation service to Company supplied gas service will be granted only if in the Company's sole judgment, sufficient gas supplies, storage availability and/or transportation capacity exists. If one or more of these parameters are insufficient, customer, at Company's discretion, may be granted a change of gas supply subject to contract arrangements which address only operational and system constraints. Rates charged under such contract arrangements shall be pursuant to the Company tariffs currently in effect.
- b. Written notification for conversion between Company supplied gas service and gas transportation service must be received by the Managing Supervisor of End User Transportation, from the customer, prior to July 1 each year to be effective November 1 or a later date that is mutually agreeable between the Customer and Company.
- c. Where a change of gas service is approved, customer shall remain on the requested gas supply service for a minimum of twelve (12) months.
- d. If additional facilities or changes to existing customer facilities are required in order to receive requested service, customer shall reimburse Company for all costs prior to initiation of service

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