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**CUSTOMER TERMS AND CONDITIONS**

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**1. AVAILABILITY**

Service under this Schedule is available to any Customer located in Company's service area. By accepting service under this Schedule, Customer is agreeing to abide by the Company's Terms and Conditions, Standards and Qualifications for Gas Service and other requirements of this Schedule.

**2. NATURE OF SERVICE**

Company provides the following services to Customer under this Schedule as to gas delivered by a Customer's Retail Gas Supplier (RGS or Supplier) to Company's distribution system for delivery to Customer. These same services are provided if Company is providing gas to Customer under its Riders S.

1. Distribution of gas to Customer;
2. Metering;
3. Billing services subject to the provisions of Section 8, "Billing and Payment";

**3. SERVICE OPTIONS**

A Customer taking service under this Schedule will receive Gas Delivery Service under the appropriate Gas Delivery Service Rate. The Customer shall have the following options for additional service:

**A. Gas Supply Options**

Non-Residential Customers have several options for gas supply. Company does not guarantee that Customer will be served under the most advantageous rate at all times and is not responsible to notify Customer of the most advantageous rate. The sources of gas supply are listed below.

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1. **System Gas Supply**  
A Customer may purchase system gas supply from the Company pursuant to Rider S. The Company shall deliver the gas supply to the Customer in accordance with this Schedule.
2. **Transport Gas Supply**  
A Non-Residential Customer may arrange to purchase gas supply from a RGS pursuant to Rider T. The Company shall deliver the gas supply purchased by the Customer in accordance with this Schedule.

**B. Metering**

The Company shall provide all metering required in order to provide gas service to Customer.

**C. Billing Options**

Customers that purchase gas from a RGS may be able to receive a single bill from the RGS which will contain charges for service provided by the RGS and the Company. The ability to receive a single bill from the RGS is dependent on whether the RGS elects to offer the Single Billing Option (SBO).

1. RGS does not provide Single Billing - Customer will receive a bill from the Company for Delivery Services and other applicable charges and a separate bill from the RGS for their service.
2. RGS provides Single Billing - Customer will receive a single bill from the RGS which contains charges from the Company as well as charges from the RGS.

A RGS shall not provide billing of the Company's services for any Customer for which there is a past due unpaid balance for services provided by the Company to such Customer, unless such Customer has a legitimate billing dispute regarding such past due unpaid balance.

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**4. DEFINITIONS**

**Account**

Account means a grouping of one or more Service Points that, when billed by the Company, share the same non-summary bill.

\* **Advanced Metering**

Advanced Metering means a meter that is capable of being read remotely using a wireless interface. Advanced Metering includes both Automated Meter Reading (AMR) meters and Advanced Metering Infrastructure (AMI) meters.

**Applicant**

Applicant means a Person who applies for Residential or Non-Residential service and/or who requests an Extension as defined in the Standards and Qualifications for Gas Service

**Average Daily Usage**

Average Daily Usage means all Therms delivered to Customer during the Billing Period divided by the number of days in the Billing Period.

**Billing Period**

Billing Period means the interval between consecutive meter reading dates during which gas service is provided and billed for by Company.

**British Thermal Unit or Btu**

British Thermal Unit or Btu is the standard unit for measuring quantity of heat energy, such as the heat content of fuel.

**Budget Billing Plan**

Budget Billing Plan is an optional payment plan available to Rate GDS-1 and GDS-2 Customers where Company will bill Customer a monthly amount equal to one-twelfth of the estimated annual billings to the Customer.

**Commission or ICC**

Commission or ICC means the Illinois Commerce Commission or any duly constituted successor to the Commission.

**Company**

Company means the legal entity noted in the header for which this Schedule is applicable.

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**Customer**

Customer means a Person legally receiving service at a Premises or whose facilities are connected for utilizing service at the Premises.

**Customer Group**

Customer Group shall be a group of Rider T accounts served by the same interstate pipeline that the supplier establishes under its Group Balancing contract with the Company.

**Customer-Owned Gas**

Customer-Owned Gas means gas purchased by a Customer or by a Supplier on behalf of a Customer and transported to Company's Citygate for delivery by Company to Customer's Premises.

**Dekatherm**

Dekatherm means one million Btu's.

**Delivery Services or DS**

Delivery Services means those services that are provided by the Company that are necessary in order for the transmission and distribution systems to function so that Customers located in the Company's Service Area can receive gas supply service from the Company or Suppliers other than the Company, and shall include, without limitation, standard metering and billing.

**Direct Access Service Request or DASR**

Direct Access Service Request or DASR means a request used by the Company and Suppliers to process switching and certain other requests.

**Distribution System**

Distribution System means those mains and other equipment used to distribute gas.

\* **Gas Day**

Gas Day means the period beginning at 9:00 a.m. Central Time, and ending at 9:00 a.m. Central Time on the following day. "Central Time" shall mean the prevailing time in the Central time zone.

**Gas Main MAOP**

Gas Main MAOP means the maximum allowable operating pressure of Company's gas main.

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**Letter of Agency or LOA**

Letter of Agency or LOA means a document, as described in Section 2DDD(2) of the Consumer Fraud and Deceptive Business Practices Act (815 ILCS 505/2DDD(2)), provided by a Customer to a Supplier to authorize Supplier to change or provide certain services for such Customer and to access the data necessary to facilitate such change and/or to provide said services as provided herein.

**Low Income Customer**

Low Income Customer means a Residential Customer who has qualified under the low income criteria of Section 6 of the Energy Assistance Act of 1989 (305 ILCS 20/6) as defined in the 83 Ill. Adm. Code 280.20.

\* **Maximum Daily Quantity or MDQ**

Maximum Daily Quantity or MDQ means the maximum volume of gas, expressed in Therms, that Company supplies on any Gas Day at a Service Point.

\* **Maximum Daily Contract Quantity or MDCQ**

Maximum Daily Contract Quantity or MDCQ means the maximum volume of gas as agreed upon by Customer and Company, expressed in Therms, that Company is obligated to deliver on any Gas Day at a specified Service Point.

**MCF**

MCF means one thousand cubic feet of gas.

**Municipality or Municipal Corporation**

Municipality or Municipal Corporation means any city, village or town.

**Non-Advanced Metering**

Non-Advanced Metering means a meter that is not capable of being read remotely using a wireless interface.

**Non-Residential**

Non-Residential means those Customers not eligible for Residential service.

**Person**

Person means a natural Person, corporation, developer, firm, real estate trust, partnership, organization, association or other legal entity.



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**Point of Delivery**

Point of Delivery means a Company-approved, single location where the Customer's piping is connected to the Company's service.

**Premises**

Premises means a contiguous tract of land separated by nothing more than a highway, street, alley or railroad right-of-way, where all buildings and/or gas consuming devices located thereon are owned or occupied by a single Customer or applicant for gas service, or where all gas delivered thereto is utilized to supply one or more buildings and/or gas loads which the Company considers as components of a unified operation.

**Public Utilities Act or Act**

Public Utilities Act or Act means the Illinois Public Utilities Act, 220 ILCS 5/1-101 et seq.

**Rate Zone**

Rate Zone means the service area in which a Customer receives service. There are three Rate Zones: Rate Zone I, Rate Zone II and Rate Zone III. A Customer that received service from Central Illinois Public Service Company d/b/a AmerenCIPS, Central Illinois Light Company d/b/a AmerenCILCO, or Illinois Power Company d/b/a AmerenIP as of September 30, 2010 shall be deemed to be receiving Service in Rate Zone I, Rate Zone II or Rate Zone III, respectively, as of October 1, 2010. The Service Areas of AmerenCIPS, AmerenCILCO, and AmerenIP as of Sept 30, 2010 shall be utilized to determine the specific Rate Zone of Customers requesting service on and after October 1, 2010.

All tariffs, rates, charges, specifications and terms and conditions contained in this Gas Service Schedule shall be deemed to be applicable for all three Rate Zones unless specifically noted.

**Residential**

Residential means those Customers eligible for Residential service pursuant to the Availability Section of Rate GDS-1 - Residential Gas Delivery Service.

\* **Service**

Service means the equipment used for delivering gas from the Distribution System to the Customer's Point of Delivery.

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**Service Point**

Service Point means a grouping of one or more meters on one Account that are assigned to a specific gas Delivery Services rate.

\* **Small Business Customer**

Small Business Customer means an Illinois business with 50 or less full time employees in Illinois [220 ILCS 35/2(b)]

**Supplier, Retail Gas Supplier or RGS**

Supplier, Retail Gas Supplier or RGS means an entity that is registered with the Company, provides gas supply in Company's service area, and is responsible for gas supply delivered to a Customer's Account and/or Service Point.

**Therm**

Therm generally means 100 cubic feet of natural gas, a measure of the heat content of gas, such that a cubic foot typically contains one thousand British Thermal Units (Btu).

**Unaccounted-for-Gas Factor (UGF)**

Unaccounted-for-Gas Factor means the factor by which the Company shall reduce Customer-Owned Gas amounts delivered to Company. The UGF shall be determined for the Company by dividing the quantity of unaccounted for-gas by the sum of distribution throughput and unaccounted-for-gas, expressed as a decimal. The UGF shall be calculated and filed with the Commission on or before June 1 to be effective November 1 and shall utilize information for the 12-month period ending March 31.

**5. APPLICATION FOR AND COMMENCEMENT OF SERVICES**

**A. Application for Service**

Any Person, developer, firm, organization, association, corporation or other entity whose Premises are within the Company's service territory may request service, subject to all applicable rules and regulations, by making application through the Company's Customer contact center or through [www.amerenillinois.com](http://www.amerenillinois.com). When a written service agreement is required by the Company, it shall be signed by the Customer or by its duly authorized agent and accepted by the Company before service is supplied. No employee or agent of the Company has the power to amend, modify, alter, or waive the rules and regulations contained herein, or to bind the Company by making any promises or representations not authorized in this Schedule.

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- \* The Company's service application process is in accordance with 83 Ill. Adm. Code 280.30.

The Company has the right to obtain information from an Applicant or a Customer to determine such Applicant's or Customer's identity. If the Applicant or Customer refuses to provide information sufficient to determine identity, the Company may refuse to provide gas service to the Premises.

- \* Positive identification (ID) of Applicants may be required by up to two forms of ID. One form shall be a government issued photo ID, including a state issued ID, U.S. or foreign government issued passport, and consular identification documents, as defined by the Consular Identification Document Act [5 ILCS 230]. Applicants may be asked to provide one other form of identification, including but not limited to any of the following:

\*

- A second government issued photo ID
- Immigration and/or naturalization documents
- Government benefits/compensation records
- Social Security number
- Articles of incorporation
- Driver's license number
- Birth certificate
- Student identification
- Banking information
- Employment records
- Tax ID number
- Business license

**B. Letter of Agency**

Supplier is required to obtain a signed Letter of Agency (LOA) as set forth in 220 ILCS 5/19-115 and 815 ILCS 505/2DDD from each Customer it intends to serve. Information contained on the LOA should be sufficient to ensure that the Customer agrees to change from one gas supply provider to another, and to authorize a Supplier access to the data necessary to facilitate such change and/or to provide said services as provided herein.

As an alternative to obtaining a written LOA, the Supplier may obtain the LOA in an electronic format or the Supplier may obtain proper third party verification of an oral authorization to change gas supply providers. The third party authorization must meet all requirements as set forth in 815 ILCS 505/2DDD.

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**6. RATES, CHARGES, AND MDCQ DETERMINATION**

**A. Gas Delivery Service Rates**

All Customers taking gas service from Company will be served under a Gas Delivery Service (GDS) Rate classification. Residential Customers shall be placed on Rate GDS-1. Non-Residential Customers shall receive service under Rate GDS-2, GDS-3, GDS-4, GDS-5, GDS-6, or GDS-7. The Company shall use the criteria specified in the availability section of each GDS Rate to determine if Customer is eligible for service under said Rate.

The available GDS rates are referenced below and the conditions and availability of each rate may be found on the applicable tariff sheets of this Schedule.

\*

<u>Rate</u>	<u>Description</u>
GDS-1	Residential Gas Delivery Service
GDS-2	Small General Gas Delivery Service
GDS-3	Intermediate General Gas Delivery Service
GDS-4	Large General Gas Delivery Service
GDS-5	Seasonal Gas Delivery Service
GDS-6	Inadequate Capacity Delivery Service
GDS-7	Special Contract Gas Delivery Service

Customers shall be subject to all riders, additions, adjustments, taxes, fees and charges that may be applicable under this Schedule from time to time.

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**B. Assignment of Gas Delivery Service Rate**

1. Residential

A Residential Customer that meets the requirements of the Availability Section of Rate GDS-1 shall remain on Rate GDS-1 until such time as Customer no longer meets those requirements.

\* 2. Non-Residential

A Non-Residential Customer shall be eligible to receive service pursuant to the Availability section of Rate GDS-2, GDS-3, GDS-4, GDS-5, GDS-6 or GDS-7.

**C. Reassignment of Gas Delivery Service Rate Due to Discontinued or Substantially Reduced Operation**

Where a Non-Residential Customer's operation is discontinued or substantially reduced, Company may at its sole discretion, upon request by Customer, reassign Customer to the Gas Delivery Service Rate and charges under which Customer would be eligible based on their current level of gas use. If the Customer's existing meter is inadequate or incompatible with the new Gas Delivery Service Rate, the Customer will reimburse the Company for the cost of replacing the meter.

**D. Penalty Charges from Interstate Pipelines**

If, on any Gas Day other than a Critical Day, Customers' excess usage of Company-supplied gas or any other action 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.

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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.

**E. MDCQ Determination**

- \* All Customers receiving service under Rate GDS-4, Rate GDS-5, or Rate GDS-6, as well as all Customers electing to receive transportation service under Rider T, are required to have a Maximum Daily Contract Quantity (MDCQ) by Service Point. The initial and any subsequent request to modify Customer's MDCQ shall be set based on the Customer's highest daily demand recorded during any Gas Day by the daily demand measurement device installed on the Customer's Service Point(s), in Therms, during the most recent 12 monthly Billing Periods. If a daily demand measurement device is not installed at Customer's Service Point(s), Customer's initial MDCQ shall be the highest Average Daily Usage in the most recent 12 monthly Billing Periods, in Therms, adjusted to a 30 day equivalent basis divided by 21. If sufficient usage data is unavailable, the Customer's expected daily maximum demand, in Therms, shall be used as the Customer's MDCQ.

When Customer's operation is discontinued or substantially altered in the near future as determined by Company, Customer may request that Company modify Customer's MDCQ to a level other than that which would have been determined using the above criteria. Company shall have the sole discretion to grant Customer's request and to determine the appropriate MDCQ level.

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Once a Customer's MDCQ has been determined as detailed above, Customer's MDCQ shall remain in effect until revised pursuant to the following:

- \* 1. Customer request to increase MDCQ
  - \* When Customer desires to increase its MDCQ, Customer shall notify Company via Company's web portal at [amerenillinois.com](http://amerenillinois.com) of the amount of increase desired. Company shall, within thirty days (30) of receipt of Customer's notice, notify Customer whether the system capacity is available to provide the increased MDCQ.

If Company notifies Customer that the desired increase in MDCQ will be granted, the increase shall be effective on the Customer's next meter reading date after approval. The modified MDCQ shall remain in effect until the Customer requests and Company approves an MDCQ change. If Company notifies Customer that the desired increase in MDCQ will not be granted, Customer's MDCQ shall remain unchanged.

- \* 2. Customer request to decrease MDCQ
  - \* When Customer desires to decrease its MDCQ, Customer shall notify Company via Company's web portal at [amerenillinois.com](http://amerenillinois.com) of the amount of decrease desired at least thirty (30) days before the desired effective date. The MDCQ shall be decreased effective on the Customer's next meter reading date. No decrease will be granted if either an increase or a decrease in Customer's MDCQ has been granted in the 12 months preceding the requested effective date. The modified MDCQ shall remain in effect until the Customer requests and Company approves an MDCQ change.

**7. METERING**

General provisions pertaining to metering are located in the Metering Section of the Standards and Qualifications for Gas Service.

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**8. BILLING AND PAYMENT**

**A. Customer Deposits**

- \* The Company may require an Applicant or Customer to make a reasonable deposit at any time to secure the prompt payment of bills in accordance with the rules and regulations of the Illinois Commerce Commission and 83 Ill. Adm. Code 280.40 and 280.45. The Company will also, pursuant to 83 Ill. Adm. Code 280.40, use a credit scoring system in the determination of whether a deposit will be billed to Applicants for Residential service. If the credit score of the Applicant for Residential service does not meet or exceed the predetermined minimum, a deposit will be billed. The Company will not require a deposit based on a credit scoring system if the Applicant for Residential service qualifies as a Low Income Customer or provides proof of identity fraud. The Company will provide the “toll free” phone number and contact information of the appropriate credit agency to any Customer that is billed a deposit based on the Customer’s credit score. The Company may require an Applicant to pay a deposit prior to the commencement of service at a Premises when Company has proof that payment avoidance by location conditions, as described in 83 Ill. Adm. Code 280.210, exist for the Applicant.

An Applicant requesting Non-Residential service will be initially reviewed for deposit assessment based on records held by the Company. If no records exist, the Applicant may pay the assessed deposit or provide a credit reference, on a template provided by Ameren Illinois, from a current or former electric and/or gas utility in lieu of a cash deposit. An acceptable credit reference would indicate fewer than three disconnection notices delivered in the past 12 months, no disconnections completed in the past 12 months, not more than one returned payment in the past 12 months and an indication that the final bill, if rendered, was paid in full.

In addition to the option of paying a deposit or providing a credit reference, an Applicant may secure the new account by providing either an irrevocable letter of credit (from a financial institution) or a surety bond (from an insurance company). Templates for these documents will be provided to the Applicant. A review of the issuing company will be conducted by the Company to ascertain the stability of the issuing institution. A financial institution issuing an irrevocable letter of credit must have an equity ratio of 5% or greater. An insurance company issuing a surety bond must have a Best's rating no lower than "A-".

A Non-Residential Customer that that is assessed a deposit will have the option of paying the deposit or providing the Company with an irrevocable letter of credit or surety bond letter.



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- \* The Company may require Customers receiving service under Rate GDS-3, GDS-4, GDS-5, GDS-6, or GDS-7, that are not considered a Small Business Customer, to pay a deposit when there are indications of financial insecurity. Financial insecurity occurs when a Customer's senior unsecured debt rating or if not available, its issuer or corporate credit rating is determined to be lower than (a) Baa3 from Moody's Investors Service Inc., or its successor (Moody's), or (b) BBB- from Standard and Poor's, a division of the McGraw-Hill Companies, Inc. or its successor (S&P). In a situation in which neither a Moody's nor S&P rating is available for such Customer, other financial information from a national financial credit reporting agency or other business specializing in commercial credit data will be utilized for evaluation. In cases where a deposit is assessed, the Company will hold such deposit for at least one year from the date it was paid in full, at which time the information used to assess the deposit will be updated with current data to determine if the deposit remains necessary. The Company will pay interest on any cash held in a deposit in accordance with IL Admin Code 280.40. A Customer may dispute such deposit pursuant to the Dispute Resolution section of this tariff.

**B. Billing for Service**

All bills will be based on the actual readings by the Company. Where actual readings or data necessary for billing are unavailable, bills will be based on estimates of Customer's usage. Estimated Customer usage shall be determined as detailed in the Estimated Meter Data Process section shown below. All bills shall be in accordance with the rates and charges contained in this Schedule, and will be computed monthly in accordance with the Company's meter reading schedule. If a bill adjustment is required due to meter error, the adjustment shall be made pursuant to the 83 Ill. Adm. Code 501. All other adjustments shall be made pursuant to the 83 Ill. Adm. Code 280.

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**C. Payment of Bills and Late Payments**

1. Payment Due Date - Unless otherwise provided in 83 Ill. Adm. Code 280.50, bills will be due by the due date which will not be less than 21 days for Residential Customers and 14 days for Non-Residential Customers, after the date of the bill.
  
- \* 2. Payments and Late Payments - Failure to receive a bill shall in no way exempt a Customer or RGS from the provisions set forth herein. Payments received by mail shall be deemed timely if received by the Company not more than two full business days after the due date printed on the bill. Payments physically delivered to the Company shall be considered as having been received as of the date received by the Company or its authorized agent. Payments made by any form of electronic medium shall be considered as having been received as of the date the funds are electronically deposited to the Company's account. In the event payment is not received by the last date for payment except as herein provided, a late payment charge equal to 1.5% per month will be assessed on any amount considered past due. A Customer that qualifies as a Low Income Customer shall not be assessed a late payment charge. When a "Deferred Payment Agreement" payment is received by the last date for payment, a late payment charge shall not be assessed on the outstanding "Deferred Payment Agreement" balance. The Company will waive the assessment of a late payment charge one time in a twelve-month period for Residential Customers. Notwithstanding the above, the Company shall not assess a late payment charge for any payments not received by the last date for payment for the period from March 13, 2020 through at least July 26, 2020.

**D. Charge for Dishonored Checks**

A charge will be assessed on any negotiable instrument returned by a bank, savings institution or other institution pursuant to the Miscellaneous Fees and Charges tariff.

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**E. Preferred Payment Date**

The Company will, in accordance with 83 Ill. Adm. Code 280.70, extend the payment period for Residential Customers in those circumstances and under the conditions specified in 83 Ill. Adm. Code 280, for a period of up to ten days subsequent to the Customer's regular due date.

**F. Prorating of Monthly Charges**

For billing purposes, the term "month" or "monthly" will represent the period between regular meter readings. Company's work schedules permit the orderly reading and billing of all meters by Company over a period of approximately every 30 days. All initial, final and reroute meter reading periods will be prorated based upon the actual number of days of service. All other meter reading periods will be prorated if the meter read period is less than 24 days or greater than 40 days. Where bills are rendered for periods of use in excess of, or less than this period, all steps of the rate will be prorated.

**G. Budget Billing Plan Option**

1. Availability

Any Residential Customer (Rate GDS-1), small Non-Residential Customer (Rate GDS-2), or Small Business Customer may elect to participate in the Company's Budget Billing Plan.

The Customer may initiate service under the Budget Billing Plan during any month of the year by paying the stated Budget Billing Plan amount on their current bill in lieu of the actual amount due. Customers may also enroll in the Plan by either calling or writing the Company.

The Company may terminate participation in the Budget Billing Plan if the Customer fails to pay the budget billing amount by the due date of the monthly bill. Upon removal from the Plan, the Customer shall make the Account current with the payment of the next regular monthly bill. The Company shall not be obligated to reinstate the Plan for that Customer during the twelve-month period following such removal.

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The Customer may cancel participation in the Plan by giving notice to the Company and by making the Account current with the payment of the next regular monthly bill.

2. Payment Determination

Bills rendered under the Budget Billing Plan will reflect an amount due that is equal to the monthly average of the estimated annual charges.

The Company shall review and adjust, as applicable, the Budget Billing Plan amount on the 4<sup>th</sup> and 8<sup>th</sup> month of Plan participation. In addition, the Company may adjust the monthly billing amount whenever usage or commodity costs indicate a material change from the Company's previous estimate, or when a revision in the Company's filed rates has been approved by the Illinois Commerce Commission.

3. Annual Reconciliation

The Company offers an Annual Lump-sum Settlement and a Rollover Settlement to Customers. The Rollover Settlement is the default settlement methodology used by the Company. Customers will have the option to request the Lump-sum Settlement.

**Rollover Settlement**

An Account settle-up will occur on the 12<sup>th</sup> month of the Plan participation and each successive 12<sup>th</sup> month thereafter. Bills rendered for the 12 months following the settle-up will consist of a new monthly billing amount based on the last 12 months of Account history plus 1/12<sup>th</sup> of the difference between payments received and the charges for usage during the preceding 12 months.

**Lump-sum Settlement**

An Account settle-up will occur on the 12<sup>th</sup> month of Plan participation and each successive 12<sup>th</sup> month thereafter. Bills rendered for the 12<sup>th</sup> month's billing under this Plan, will be based on usage during such Billing Period plus or minus any adjustment necessary for the difference between payments received and the charges for usage during the preceding 12 months.

At the Account settle-up, a new monthly billing amount for the next 12 successive months will be calculated based on the last 12 months of Account history.

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4. General

Except for the levelizing of Customer's payments for service, all other provisions, terms and conditions of the applicable rate schedule shall apply.

No late payment charge will be assessed on amounts billed under the Budget Billing Plan.

Monthly bills will show the amount of usage and associated charges in addition to the monthly budget billing amount. The bill will also show the Customer's accumulated status (amount of program year-to-date debit or credit) based on the payment of the current bill.

Where a Customer is using both the Company's electric and gas service at a specified location, the Budget Billing Plan will be utilized for both services collectively.

Final bills, whenever rendered, will include such amounts as may be necessary to settle the Account balance as of the date of the final meter reading.

**H. Adjustment for Abnormal Operating Conditions**

Where a Customer's load is abnormally affected due to an act of God, accident, fire, flood, explosion, or any other cause not reasonably within its control, as demonstrated to the satisfaction of the Company, the Company will allow a Customer credit based on its gas demand or other charges otherwise applicable during the current or succeeding months in consideration of the particular circumstances in each such case; provided, however, that any credit arising from such event shall not exceed 50% of Customer's monthly Distribution Delivery charges, before tax and other adjustments, if any.

**\* I. Bill Form**

Sample Residential and Non-Residential Bill Forms are shown in Appendix A.

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**CUSTOMER TERMS AND CONDITIONS**

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**J. On-Bill Financing Program Billing**

A Residential (Rate GDS-1) Retail Customer or, a Small Non-residential (Rate GDS-2) Retail Customer that owns multifamily residential or mixed-use buildings with no more than 50 residential units, participating in an on-bill financing program offered pursuant to Section 19-140 of the Act will be assessed any applicable on-bill financing program charges attributable to such Customer on its monthly bill provided by the Company. All such charges will be shown as a line item the Customer's monthly bill. The Company shall be allowed to retain a security interest in the measure or measures purchased under such program.

**K. Optional Electronic Billing**

A Customer may voluntarily elect to be billed through a paperless electronic billing system which uses standard forms, protocols and conformation processes established and maintained by the Company or unaffiliated third parties providing online billing and payment services that are approved by the Company. In administering this electronic billing option, the Company does not send Customer paper bills. Customers may sign up for electronic billing at [www.amerenillinois.com](http://www.amerenillinois.com). Required information that otherwise accompanies a paper bill is transmitted to Customer electronically, or an Internet link access to such information is transmitted electronically to Customer. Any applicable disconnection notice continues to be sent to Customer via United States mail. The Company may utilize unaffiliated third parties to electronically transmit bills to Customer. The Company is not responsible for any loss resulting from Customer's election to receive bills electronically, including but not limited to, any loss associated with damage to the Customer's computer equipment or facilities and any loss associated with a third party's unauthorized use of Customer's information. Either the Company or Customer may, upon thirty (30) days notice to the other party, terminate electronic transmission of bills without any liability to the terminating party resulting from such termination, and without affecting Customer's obligation to pay all amounts due the Company. In such event, the Company begins to issue paper bills via United States mail to Customer as soon as reasonably practical. The Company reserves the right to determine whether or not a Customer is eligible to be billed through its paperless electronic system. A Customer that elects electronic billing, who is a combination electric and gas service Customer of the Company, will receive electronic billing for both services.

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**L. Estimated Meter Data Process**

When data from meters is unavailable for billing purposes, the Company shall estimate the natural gas delivered in accordance with this section. The basic method of calculating estimated meter usage data is as follows:

$$EU = EMI - PMI$$

Where:

EU = Estimated Usage is the estimated amount of Therm usage for the missing time period.

EMI = Estimated Meter Index is the estimated current meter read.

PMI = Prior Meter Index is the last actual meter read.

\*

<b>Subsection</b>	<b>Applicable rates, meter type, and optional service</b>
1	Rate GDS-1, GDS-2, GDS-3, and GDS-5 Customers that have an AMI meter (advanced meter)
2	Rate GDS-1, GDS-2, and GDS-3 Customers that have an AMR meter (advanced meter) except Customers that select optional Daily Usage Information Service
3	Rate GDS-1, GDS-2, and GDS-3 Customers that have a non-advanced meter, except Customers that select optional Daily Usage Information Service
4	Rate GDS-4, GDS-5, and GDS-6 Customers and any Customer that selects optional Daily Usage Information Service

**1. Meter data for all customers served by Advanced Meters using AMI technology.**

The process used to develop EMI will vary depending on the amount and type of historic usage data available both for the Customer for whom actual metered data is unavailable and for similar Customers. The Company will employ the estimation equations summarized in the following table, in sequence, depending on the source data available. Once all conditions in the equation are satisfied, the Company will use the resulting EU for billing purposes. If all conditions in the equation are not satisfied, the Company will attempt to use the next equation to develop the EU.

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<b>Equation</b>	<b>Data used in average daily estimated usage determination</b>	<b>Time period</b>
1	Same location and day type - calculation	Same Billing Period prior year
2	Same location and day type – scaled using similar Customers	Prior Billing Period
3	Same location – scaled using similar Customers	Same Billing Period prior year
4	Same location – scaled using similar Customers	Prior Billing Period
5	Same location and day type - calculation	Prior Billing Period
6	Same location - calculation	Same Billing Period
7	Similar Customers - calculation	Same Billing Period prior year
8	Similar Customers - calculation	Prior Billing Period
9	Manual calculation	

Please note that missing usage data is estimated on the day immediately subsequent to the end of the day for which usage is missing, even if the Customer is billed on a fixed rate applied to all usage within the Billing Period. If actual usage is received for the previously missing day(s) and the account is still within the current Billing Period, the estimated usage is replaced with the actual usage for billing purposes. The term “similar Customer” as used in this section shall reference a Customer that is the same rate class. The equations are as follows:

**A. Equation 1 - Calculated Average Daily Usage for the Same Location and Same Day Type from Same Month of Prior Year**

$$EU = ADU^{SDTPY}$$

Where:

EU = the estimated amount of Therm usage for the time period for which natural gas usage is missing.

ADU<sup>SDTPY</sup> = actual average daily usage for the same day type (i.e., weekday, weekend day or holiday) during the same Billing Period at the same location in the prior year.



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**B. Equation 2 - Scaled Average Daily Usage Using Same Location and Similar Customer Usage From Prior Month**

$$EU = ADU^{SDTPBP} \times \left( \frac{ADU^{SIMCD}}{ADU^{SIMSDTPBP}} \right)$$

Where:

EU = the estimated amount of Therm usage for the time period for which natural gas usage is missing.

$ADU^{SDTPBP}$  = actual average daily usage for the same day type (i.e., weekday, weekend day or holiday) during the prior Billing Period at the same location.

$ADU^{SIMCD}$  = actual average daily usage of similar Customers for the current day.

$ADU^{SIMSDTPBP}$  = actual average daily usage for a similar Customer for the same day type during the prior Billing Period.

**C. Equation 3 - Scaled Average Daily Usage Data From Prior Year Using a Similar Customer**

$$EU = ADU^{PYBPSL} \times \frac{ADU^{SIMCD}}{ADU^{SIMPYBP}}$$

Where:

EU = the estimated amount of Therm usage for the Billing Period.

$ADU^{PYBPSL}$  = actual average daily usage for the same location during the same Billing Period in the prior year.

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**CUSTOMER TERMS AND CONDITIONS**

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$ADU^{SIMCD} =$  actual average daily usage for similar Customers on the current day.

$ADU^{SIMPYBP} =$  actual average daily usage for similar Customers during the same Billing Period in the prior year.

**D. Equation 4 - Scaled Average Daily Usage Data From Prior Month Using Similar Customers**

$$EU = ADU^{PBPSL} \times \frac{ADU^{SIMCD}}{ADU^{SIMCPBP}}$$

Where:

$EU =$  the estimated amount of Therm usage for the Billing Period.

$ADU^{PBPSL} =$  actual average daily usage for the same location during the prior Billing Period.

$ADU^{SIMCD} =$  actual average daily usage for similar Customers on the current day.

$ADU^{SIMCPBP} =$  actual average daily usage for similar Customers during the prior Billing Period.

**E. Equation 5 - Average Daily Usage Using the Prior Month's Usage at the Same Location and Day Type**

$$EU = ADU^{SDTSLPBP}$$

Where:

$EU =$  the estimated amount of Therm usage for the Billing Period.

$ADU^{SDTSLPBP} =$  actual average daily usage on the same day type at the same location during the prior Billing Period.

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**F. Equation 6 - Average Daily Usage from the Current Billing Period**

$$EU = ADU^{SLCBP}$$

Where:

EU = the estimated amount of Therm usage for the Billing Period.

$ADU^{SLCBP} =$  actual average daily usage at the same location during the current Billing Period.

**G. Equation 7 - Average Daily Usage for Similar Customers during the Same Month in the Prior Year**

$$EU = ADU^{SIMPYBP}$$

Where:

EU = the estimated amount of Therm usage for the Billing Period.

$ADU^{SIMPYBP} =$  actual average daily usage for similar Customers during the same Billing Period in the prior year.

**H. Equation 8 - Average Daily Usage for Similar Customer in the Prior Month**

$$EU = ADU^{SIMPBP}$$

Where:

EU = the estimated amount of Therm usage for the Billing Period.

$ADU^{SIMPBP} =$  actual average daily usage for similar Customers in the prior Billing Period.

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**I. Equation 9 - Manual Calculation**

In situations where billing data cannot be calculated automatically as detailed above, as applicable, estimated billing data is calculated manually by a Company employee trained to make such estimations. Billing data will be calculated manually pursuant to the progression shown below, as appropriate.

- a.) Review the billing data for the monthly Billing Period in the prior calendar year that corresponds to the current monthly Billing Period. If the number of days in the prior year month is exact compared to the number of days in the current month being estimated, the data from the prior year month will be used. If the number of days in both months is not exact, a daily average based on the number of days applied to the number of days in the current estimated month will be calculated.
- b.) Review the prior month billing data. If the number of days in the prior month is exact compared to the number of days in the current month being estimated, the data from prior month will be used. If the number of days in both months is not exact, a daily average based on the number of days in the prior month applied to the number of days in the current estimated month will be calculated.
- c.) Manually adjust the estimate for specific factors known to impact billing on a case-by-case basis.
- d.) Utilize Customer usage and/or production data, if deemed appropriate.

**\*2. Meter data for all Customers served by Advanced Meters using AMR technology except for; GDS-4, GDS-5, and GDS-6 Customers, and Customers who select the optional Daily Usage Information Service.**

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The process used to develop EMI will vary depending on the amount and type of historic usage data available both for the Customer for whom actual metered data is unavailable and for similar Customers. Once all conditions in the equation are satisfied, the Company will use the resulting EU for billing purposes.

**A. Equation 10 - Estimated billing data for Customers with AMR Metering**

Billing data for AMR metered Customers is collected each month during a scheduled four day billing window. If billing data is not collected during the four day billing window, but is collected one business day before or after the billing window, as applicable, estimated billing data is calculated automatically for active Customers. The method of calculating AMR billing data automatically is as follows:

$$EU = EMI - PMI$$

Where:

EU = Estimated Usage is the estimated amount of Therm usage for the Billing Period

EMI = Estimated Meter Index is the estimated meter read calculated using proration data as follows:

$$EMI = CMI + (AUPD \times DTP)$$

Where:

CMI = Current Meter Index is the most recent AMR meter read available in proximity to the customer's billing window

AUPD = Average Use Per Day is the average daily consumption between the prior billed read and the current read calculated as follows:

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$$\text{AUPD} = \text{UIP} / \text{DIP}$$

Where:

UIP = Usage In Period is the amount of Therm consumption between prior read date and current read date calculated as follows:

$$\text{UIP} = \text{CMI} - \text{PMI}$$

Where:

CMI = Current Meter Index is the most recent AMR meter read available in proximity to the customer's billing window

PMI = Prior Meter Index is the meter read at the prior billed meter read

DIP = Days In Period is the number of days between prior billed read date and current read date calculated as follows:

$$\text{DIP} = \text{CRD} - \text{PRD}$$

Where:

CRD = Current Read Date is the date of the closest AMR read available in proximity to the prorated read date

PRD = Prior Read Date is the read date of the prior bill

DTP = Days To Prorate is the number of days to prorate an actual read forward or backward as calculated below:

$$\text{DTP} = \text{TRD} - \text{CRD}$$

Where:

TRD = Target Read Date is the day within the four business day billing window to which to prorate

**CUSTOMER TERMS AND CONDITIONS**

CRD = Current Read Date is the date of the closest AMR read available to the prorate read date

PMI = Prior Meter Index is the meter read at the prior billed meter read

If the Current Meter Index data is not available one business day before or after the billing window, as applicable, the estimated billing data will be calculated pursuant to subsection 3 below.

- \* **3. Meter data for all Customers served by Non-Advanced Meters except for; GDS-4, GDS-5, and GDS-6 Customers, Customers who select the optional Daily Usage Information Service, and AMR metered Customers where Current Meter Index data is not available as detailed above.**

The process used to develop EMI will vary depending on the amount and type of historic usage data available both for the Customer for whom actual metered data is unavailable and for similar Customers. The Company will employ the following estimation equations, in sequence, depending on the source data available. Once all conditions in the equation are satisfied, the Company will use the resulting EU for billing purposes. If all conditions in the equation are not satisfied, the Company will attempt to use the next equation to develop the EU.

<b>Equation</b>	<b>Data used in monthly estimated usage determination</b>	<b>Time period</b>
11	Same location - calculation	Prior billing period
12	Same location - calculation	Same billing period prior year
13	Same location - calculation	Same billing period 2 years prior
14	Same location, prior month estimated usage - calculation	Prior billing period
15	Manual calculation	

The equations are as follows:

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Please note that missing usage data is estimated on the day immediately subsequent to the end of the day for which usage is missing, even if the Customer is billed on a fixed rate applied to all usage within the Billing Period. If actual usage is received for the previously missing day(s) and the account is still within the current Billing Period, the estimated usage is replaced with the actual usage for billing purposes.

**A. Equation 11 - Prior Month Estimation Method**

$$\text{CMEE} = \frac{\text{PME}}{\text{PMT}} \times \text{CMT} \times \text{PU}$$

Where:

CMEE = Current Month Estimated Energy, in Therms, equals the estimated gas delivered to the Customer during the current monthly Billing Period.

PME = Prior Month Energy, in Therms, equals the measured gas delivered to the Customer during the prior monthly Billing Period.

PMT = Prior Month Time, in days, equals the number of days in the Customer's prior monthly Billing Period.

CMT = Current Month Time, in days, equals the number of days in the Customer's current monthly Billing Period.

PU = The Percent of Use Factor is calculated by comparing accounts that have billed with actual readings in the current month and the prior month and determine the percent increase or decrease. At least 10 accounts in the same weather group, tariff and bill group must have billed in either of the last two business days otherwise a factor of 1 will be used. In addition, if the calculated factor is outside the currently effective parameters, a factor of 1 will be used.



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**B. Equation 12 - Prior Year Estimation Method**

$$\text{CMEE} = \frac{\text{PYME}}{\text{PYMT}} \times \text{CMT}$$

Where:

CMEE = Current Month Estimated Energy, in Therms, equals the estimated gas delivered to the Customer during the current monthly Billing Period.

PYME = Prior Year Month Energy, in Therms, equals the measured gas delivered to the Customer during the monthly Billing Period in the prior year that corresponds to the current monthly Billing Period.

PYMT = Prior Year Month Time, in days, equals the number of days in the Customer's monthly Billing Period in the prior year that corresponds to the current monthly Billing Period.

CMT = Current Month Time, in days, equals the number of days in the Customer's current monthly Billing Period.

**C. Equation 13 - 2 Year Prior Estimation Method**

$$\text{CMEE} = \frac{2\text{YPME}}{2\text{YPMT}} \times \text{CMT}$$

Where:

CMEE = Current Month Estimated Energy, in Therms, equals the estimated gas delivered to the Customer during the current monthly Billing Period.

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2YPME = Two Years Prior Month Energy, in kWh, equals the measured gas delivered to the Customer during the monthly Billing Period from two years ago that corresponds to the current monthly Billing Period.

2YPMT = Two Years Prior Month Time, in days, equals the number of days in the Customer's monthly Billing Period from two years ago that corresponds to the current monthly Billing Period.

CMT = Current Month Time, in days, equals the number of days in the Customer's current monthly Billing Period.

**D. Equation 14 - Estimated Prior Month Estimation Method**

$$CMEE = \frac{PMEE}{PMT} \times CMT \times PU$$

Where:

CMEE = Current Month Estimated Energy, in Therms, equals the estimated gas delivered to the Customer during the current monthly Billing Period.

PMEE = Prior Month Estimated Energy, in Therms, equals the estimated gas delivered to the Customer during the prior monthly Billing Period.

PMT = Prior Month Time, in days, equals the number of days in the Customer's prior monthly Billing Period.

CMT = Current Month Time, in days, equals the number of days in the Customer's current monthly Billing Period.

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PU = The Percent of Use Factor is calculated by comparing accounts that have billed with actual readings in the current month and the prior month and determine the percent increase or decrease. At least 10 accounts in the same weather group, tariff and bill group must have billed in either of the last two business days otherwise a factor of 1 will be used. In addition, if the calculated factor is outside the currently effective parameters, a factor of 1 will be used.

**E. Equation 15 - Manual Calculation**

Billing data will be calculated by a Company employee trained to make such estimations as detailed in Equation 9 above.

- \* **4. Meter data for all GDS-4, GDS-5, and GDS-6 Customers, and any Customer who has selected the optional Daily Usage Information Service.**

**A. Equation 16 - Manual Calculation**

Billing data will be calculated by a Company employee trained to make such estimations as detailed in Equation 9 above.

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**M. Flex Pay Payment Option**

Flex Pay is a voluntary payment option that provides Residential Customers with AMI metering the ability to determine: 1) when to make payments for gas service, and 2) the amounts they want to pay towards service, based on their daily account balance. Customers participating in Flex Pay will retain their eligibility for this billing option by maintaining a positive balance in their account. The Company will provide reminder notices delivered electronically to participating Customers when their estimated days of paid service reach threshold levels established by the Customer and/or the Company.

1. Availability

Any Residential Customer (Rate GDS-1) with an AMI Meter may elect to participate in the Company's Flex Pay payment option except for Customers participating in the Percentage of Income Payment Plan (PIPP) program. Customers receiving Low Income Heating Energy Assistance Program (LIHEAP) funds are eligible to participate in Flex Pay. Eligible Customers receiving natural gas service from the Company who also receive electric service from the Company may participate in Flex Pay.

The Customer may initiate service under Flex Pay during any month of the year. Customers may enroll in Flex Pay by calling the Company.

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2. Guidelines

The Company will use its AMI system to upload usage information on a daily basis for participating Customers. The Company will apply that usage information to the billing determinants contained in the applicable Delivery Service and Supply Service tariffs to calculate the charges for service for that day. Company shall then compare those charges to the amount of funds paid to date by the participating Customers to determine whether the amount of monies paid to date by the Customer are sufficient to cover that day's service.

The Company will then compare the remaining amount of funds paid to date by the Customer to the Customer's actual daily usage information and billing determinants, and will calculate an estimated number of days of service that can be paid for using those remaining funds. If the estimated remaining days of paid service calculation results in a figure that falls below minimum thresholds established by the Customer and/or the Company, an electronic notification will be sent to the Customer via their preferred form of electronic communication, including email, and/or text message. The Customer will be responsible for maintaining a valid form of electronic communication, The Customer will use the notification to determine whether they want to make payments for service at that time. The Customer is responsible for monitoring usage and payments, and maintaining a positive balance of estimated days of paid service. Customers can check their estimated days of paid service at any time using the electronic format of their choosing.

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If the preceding calculation results in a negative balance, the Company reserves the right to suspend the Customer's participation in Flex Pay for a minimum of six Billing Periods. If participation is suspended, the Customer will be returned to the standard billing and payment process outlined in this section of the Customer Terms and Conditions tariff.

Suspension from use of this option will not result in any credit actions against the Customer or be used as a factor in calculating the credit-worthiness of the Customer. While participating in this Flex Pay payment option, Customers will not receive late payment charges nor be subject to Credit & Collection actions, including disconnection of service, for payments related to current service. Company may pursue collection of debts incurred prior to Customer's enrollment in this payment option.

Calculation and delivery of actual bills will continue for participants in this payment option using the processes outlined in the Company's tariffs. Participating Customers will continue to receive a monthly billing statement delivered to them using an option of their choosing.

New Customers from whom the Company would otherwise require a deposit may enroll in this Flex Pay payment option in lieu of being billed a deposit.

Any LIHEAP monies received on behalf of participating Customers will be applied first to Customer arrearages.

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3. General

A Customer may cancel participation in the Flex Pay payment option at any time and will be returned to the standard billing and payment process outlined in this section of the Customer Terms and Conditions tariff. Customers who cancel their participation in the Flex Pay payment option may re-enroll in Flex Pay after the sixth Billing Period following cancellation.

Service hereunder is subject to the Customer Terms and Conditions, Standards and Qualifications for Gas Service, Tax Additions, and Supplemental Customer Charge Tariffs of this Schedule, as well as any other applicable Rates, Riders, taxes, adjustments, fees or charges that may be approved by the ICC from time to time and in effect.

The Company reserves the right to terminate this payment option at any time upon no less than 90 days' notice is provided to Customers enrolled in the Flex Pay payment option.

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**9. TECHNICAL REQUIREMENTS FOR CUSTOMERS USING ALTERNATE OR BACKUP FUEL AND OPERATIONAL REQUIREMENTS**

The Technical and Operational Requirements associated with Customers Using Alternate or Backup Fuel are located in the Technical Requirements For Customers Using Alternate or Backup Fuel And Operational Requirements Section of the Standards and Qualifications for Gas Service.

**10. SWITCHING RULES AND PROCEDURES**

The Company's switching rules and procedures shown below, which pertain to switching between gas supply options involving a Supplier or Customer, as applicable, must be followed.

**A. Rider S Switching Procedures**

Rider S is the default gas supply service under this Schedule for Rate GDS-1, GDS-2, GDS-3, GDS-4, GDS-5, and GDS-6 Service Points.

**1. New Service Points**

An Applicant requesting new service at a Rate GDS-1, GDS-2, GDS-3, GDS-4, GDS-5, or GDS-6 Service Point shall be assigned to Rider S effective upon commencement of service. An Applicant requesting new service at a Rate GDS-2, GDS-3, GDS-4, GDS-5, or GDS-6 Service Point will have the option of receiving gas supply service under Rider T effective upon commencement of service with proper notification.

**2. Rider T to Rider S**

An Account receiving gas supply under Rider T which contains only Rate GDS-2, GDS-3, GDS-4, GDS-5, or GDS-6 Service Point(s) may be switched to Rider S only by the Customer. The switch from Rider T to Rider S shall be initiated by the Customer contacting the Company and requesting that the Account be switched to Rider S. Banked gas associated with such Service Point(s) shall be cashed out pursuant to Rider T.



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The request to switch to Rider S must be received and processed by the Company no earlier than January 1<sup>st</sup> and no later than twelve business days prior to April 1<sup>st</sup> in order for the switch to effectuate on May 1<sup>st</sup>. Once the Company processes a valid switch request, the Company shall provide written notice to the Customer notifying them of the switch and the opportunity for Customers served under Rate GDS-2 or GDS-5 as of the switch request, to rescind the switch within ten business days after the date on the notice. The last day of the rescission window must always precede April 1<sup>st</sup> by at least two business days in order for the switch to be effectuated May 1<sup>st</sup>.

**B. Rider T Switching Procedures**

Rider T is the default gas supply service under this Schedule for Rate GDS-7 Service Points. Rider T is an optional gas supply service available to new and existing Non-Residential Customers with Accounts containing Rate GDS-2, GDS-3, GDS-4, GDS-5, and/or GDS-6 Service Points.

A Customer's Supplier may request that the Company transport Customer-Owned Gas under Rider T, if eligible pursuant to Company's tariffs.

**I. Rider S to Rider T**

**a. Accounts and/or Service Points Less Than Three Billing Periods Old**

An Account receiving gas supply under Rider S which contains only Rate GDS-2, GDS-3, GDS-4, GDS-5, and/or GDS-6 Service Points that have billed on Rider S for at least one Billing Period but less than three total Billing Periods may be switched at the Account level or at the individual Service Point level to Rider T. A switch of such an Account and/or Service Point shall always be effectuated on a Rider T scheduled meter read date (1<sup>st</sup> day of month).

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To switch an Account or Service Point to Rider T, an enrollment DASR specifying the Account number or Service Point number(s) to be switched shall be submitted by the Supplier and received by the Company no earlier than 45 calendar days and no later than twelve business days prior to the requested switch date in order for the switch to effectuate on the requested switch date. Once the Company processes a valid enrollment DASR, the Company shall provide written notice to the Customer notifying them of the switch and the name of the Supplier that will be providing Rider T gas supply service. Customers served under Rate GDS-2 or GDS-5 as of the switch request shall have the opportunity to rescind the switch within ten business days after the date on the notice. The last day of the rescission window must always precede the requested switch date by at least two business days in order for the switch to be effectuated on the requested switch date.

The Account or Service Point(s) shall remain on Rider T through April 30<sup>th</sup>. The Account or Service Point(s) shall remain on Rider T until proper notice to switch off of Rider T is received by the Company.

**b. Accounts and/or Service Points Three or more Billing Periods Old**

An Account receiving gas supply under Rider S which contains only Rate GDS-2, GDS-3, GDS-4, GDS-5, and/or GDS-6 Service Points that have billed on Rider S for three or more Billing Periods may be switched at the Account level or at the individual Service Point level from Rider S to Rider T effective May 1<sup>st</sup> each year.

To switch such an Account or Service Point to Rider T, an enrollment DASR specifying the Account number or Service Point number(s) to be switched shall be submitted by the Supplier and received by the Company no earlier than January 1<sup>st</sup> and no later than twelve business days prior to April 1<sup>st</sup> in order for the switch to effectuate May 1<sup>st</sup>. Once the Company processes a valid enrollment DASR, the Company shall provide written notice to the Customer notifying them of the switch and the name of the Supplier that will be providing Rider T gas supply service. Customers served under Rate GDS-2 or GDS-5 as of the switch request shall have the opportunity to rescind the switch within ten business days after the date on the notice. The last day of the rescission window must always precede April 1<sup>st</sup> by at least two business days in order for the switch to be effectuated on May 1<sup>st</sup>.

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An Account or Service Point(s) shall remain on Rider T through April 30<sup>th</sup>. The Account or Service Point(s) shall remain on Rider T until proper notice to switch off of Rider T is received by the Company.

**11. CUSTOMER INFORMATION**

**A. Customer Specific Usage Information**

A Customer or a RGS that has obtained a Letter of Agency as provided herein may request Customer specific information that includes gas usage for the last 24 billing periods. The Company will provide available usage history upon receipt of a valid request for such information. Requests can be made via EDI or by contacting the Company's Customer Contact Center or on the Company's web site, [www.amerenillinois.com](http://www.amerenillinois.com).

**B. Customer Specific Billing Information to RGS**

The Company will not release to the RGS a Customer's credit or payment history or Customer's billed amounts in dollars, except when specific written authorization to release this information has been received from the Customer and presented to the Company by the Customer or the RGS. A RGS, who has a signed authorization from the Customer and is acting as an authorized agent of the Customer, may request Customer specific billing and usage information. A signed standard LOA is not sufficient authorization for release of this information reflecting said Customer's credit or payment history, or Customer's billed amounts in dollars. After the request has been validated, a historical billing and usage report will be mailed, e-mailed, or faxed to the Customer's billing address or to the address specified by the agent.

**C. No Release of Information**

No RGS or other Person who has obtained Customer information provided by the Company shall release Customer information to any Person other than the Customer, except as provided in Section 2FFF of the Consumer Fraud and Deceptive Business Practices Act (815 ILCS 505/2FFF).

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**D. Customer Information Center**

The Company will maintain a Customer contact center where Customers can reach a representative and receive current information. The Company will periodically notify Customers on how to reach the contact center.

**12. DISCONNECTION AND RECONNECTION**

**A. Discontinuance of Service**

It is the responsibility of the Customer to notify the Company when a Customer wishes to discontinue gas service from the Company. Only the Company shall have the right to discontinue service to any Customer and to remove its property from Customer's Premises, after due notice for the following situations:

1. Non-payment of past due bill for the same class and type of service;
2. Non-payment of valid Company service deposit owing on account;
3. Non-payment of a deposit owing as result of Company evidence of a problem described in Section 280.210;
4. Failure to provide access in multi-meter premises to Company facilities after attempts by the Company to gain access as described in Section 280.140;
5. Failure to provide access to Company facilities after four attempts (two attempts if in order to meet regulatory requirements) by the Company to gain access to a single Customer Premises, provided that the Company must comply with the same notification and record keeping requirements as in Section 280.140(c)(1), (2) and (3);
6. Occupant usage without a valid Customer of record;
7. Theft of service and/or tampering as described in Section C below;
8. Non-compliance with any rules of the Company on file with the Commission for which the Company is authorized by tariff to disconnect service in the event of non-compliance;
9. Non-compliance with an order of the Commission;
10. Unsafe conditions; or
11. Cooperation with civil authorities.

- \* Notwithstanding the above, for the period from March 13, 2020 through at least July 26, 2020, the Company shall not disconnect service to Customers for situations 1, 2 or 3 as stated above. If a Customer served under this Schedule requests the Company to

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**CUSTOMER TERMS AND CONDITIONS**

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disconnect the service and remove Company facilities, Customer shall pay to the Company at the time of reconnection the total cost to the Company of installing and removing said facilities, less salvage, if any.

**B. Customer Reconnection**

A Customer's service so disconnected shall be reconnected after Customer has done the following:

1. Pursuant to the 83 Ill. Adm. Code 280, paid delinquent bills, established credit and paid a service reconnection charge as set forth in the Miscellaneous Fees and Charges tariff, or
2. Furnished satisfactory evidence of the compliance with Company's rules or terms and conditions and paid a service reconnection charge as set forth in the Miscellaneous Fees and Charges tariff.

When Company has taken action which results in service being physically cut at or near the main due to inability to gain access to metering equipment for disconnection purposes, Customer shall pay the Physical Service Reconnection Charge provided for in the Miscellaneous Fees and Charges tariff. Work associated with the physical service reconnection will only be performed during regular working hours.

**C. Meter Tampering**

The Company shall have the right to discontinue gas service to any Customer and remove its property from Customer Premises as provided for in 83 Ill. Adm. Code 280, where the Company discovers evidence of tampering with any meter or service piping leading thereto, and where such tampering is for the purpose of reducing the registration of the Customer's gas consumption. A Customer's service so disconnected shall be reconnected after Customer has furnished satisfactory evidence of the compliance with Company's rules or terms and conditions and paid all service charges as hereinafter set forth:

1. All delinquent bills, if any;
2. The amount of any Company revenue loss attributable to said tampering;

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**CUSTOMER TERMS AND CONDITIONS**

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3. Expenses incurred by the Company in replacing or repairing the meter or other appliance or equipment and in the preparation of the bill;
4. A cash deposit, the amount of which shall not exceed the maximum amount determined in accordance with 83 Ill. Adm. Code 280, less the amount of any cash deposit which the Customer currently has on file with the Company.

**D. Customer Notification**

Prior to discontinuance of gas service to a Customer for the same class of service furnished at the same or another location, the Company will, under the terms of 83 Ill. Adm. Code 280, mail to the Customer a disconnect notice.

**E. Customer Requested Discontinuance of Service for Less than 12 Months**

When a Customer served under this Schedule requests the Company to discontinue service, and where said service is discontinued for fewer than 12 months, Customer shall pay to the Company at the time of service reactivation an amount equal to the applicable monthly minimum charges times the number of months service was discontinued, plus a service reconnection charge.

**F. Property Management Agreement**

In order to aid Property Owners (landlord) and/or Property Managers in retaining service between Residential tenants, a landlord/property manager shall have the option to participate in the Ameren Illinois' Property Management Program (Program). Under the Program a landlord/property manager shall assume bill payment responsibility and continuance of service when a tenant who had utility service in the tenant's name leaves the Premises and the Company has no Customer of record for the Premises. The Company and landlord/property manager shall agree in writing to the Property Management Agreement which details the prearranged procedures associated with the Program.

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**CUSTOMER TERMS AND CONDITIONS**

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A copy of the Property Management Agreement is shown in Appendix B. Absent written agreement with a landlord/property manager, the Company shall not place service in the name of the landlord/property manager unless the landlord/property manager contacts the Company to apply for service.

**13. DISPUTE RESOLUTION**

A Customer receiving gas service under this Schedule shall have the right to have Company personnel review any dispute. The Company shall address all Customer disputes pursuant to the 83 Ill. Adm. Code 280.220.

**14. MISCELLANEOUS GENERAL PROVISIONS**

**A. Tariffs Subject to Illinois Commerce Commission**

All charges, Terms and Conditions, Riders and Tax Additions of the Company applicable to service supplied under this Gas Service Schedule are subject to approval, termination, change or modification by the Illinois Commerce Commission, to the extent permitted by law.

**B. Limitation of Liability**

The Company will use reasonable diligence in furnishing uninterrupted and regular gas service, but will in no case be liable for interruptions, deficiencies or imperfections of said service, except to the extent of a pro rata reduction of the monthly charges.

The Company does not guarantee uninterrupted service and shall not be liable for any damages, direct or otherwise, which the Customer may sustain by reason of any failure or interruption of service, increase or decrease in pressure or change in character of gas supply, whether caused by accidents, repairs or other causes except when caused by gross negligence on its part; however, in no event shall the Company be liable for any loss by Customer of production, revenues or profits or for any consequential damages whatsoever on account of any failure or interruption of service or increase or decrease in pressure or change in character of gas supply; nor shall the Company be liable for damages that may be incurred by the use of gas appliances or the presence of the Company's property on the Customer's Premises. Company is not responsible for or liable for damage to Customer's equipment or property caused by conditions not due to negligence of Company. The Company shall not be responsible or liable for any losses suffered due to the termination of service.

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**CUSTOMER TERMS AND CONDITIONS**

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The Company shall not be responsible or liable for the failure of any other party to perform. Further, the Company is not liable to the Customer for any damages resulting from any acts, omissions, or representations made by the Customer's agent or other parties in connection with soliciting the Customer for third party supply or Delivery Service or performing any of the agent's functions in rendering third party supply or Delivery Service. In no event shall a Customer's agent be considered an agent on behalf of the Company.

The Company shall not be responsible nor liable for gas from and after the point at which it first passes to the pipes or other equipment owned or controlled by the Customer, and Customer shall protect and save harmless Company from all claims for injury or damage to Persons or property occurring beyond said point, except where injury or damage shall be shown to have been occasioned solely by the negligence of the Company. The Customer will be held responsible and liable for all gas used on the Premises until notice of termination of service is received by the Company and Company shall have taken the final meter readings.

The Company will not be responsible for damages for any failure, interruption or backfeed of the supply of gas, increase or decrease in pressure, or change in characteristics of gas supply.

The Company is not liable for any damages caused by the Company's conduct in compliance with or as permitted by the Company's Gas Service Schedule or other agreements, or any other applicable rule, regulation, order or tariff.

The Company shall endeavor to provide service connections to new Customers within a reasonable time and to furnish continuous service to Customers attached to the Company's facilities.



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**CUSTOMER TERMS AND CONDITIONS**

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**C. Non-Discriminatory Access**

Delivery Service shall be priced and made available to all Customers on a non-discriminatory basis regardless of whether the Customer chooses the Company, an affiliate of the Company, or another entity as its Supplier of gas in accordance with applicable Commission Rules.

**D. Exclusive Service**

The Company shall be the sole provider of the Delivery Service to each Premises.

**E. Unusual Conditions**

Company reserves the right to shut off the supply of gas at any time when such action is necessary for the purpose of making repairs or in case of an emergency. Company shall make reasonable efforts to notify Customer in advance of shutting off the supply of gas for the purpose of making repairs where no emergency is involved.

**F. Protection of Service**

The Company will not render service to any Customer for use by the Customer which shall have a detrimental effect upon the service rendered to Company's other Customers.

**G. Assignment**

No agreement for service may be assigned or transferred without the written consent of the Company.

**H. Resale and Redistribution of Gas**

The Company will not furnish gas supply for resale or redistribution. Resale means the sale of gas by Customer to a third Person or Persons. Resale of gas is generally prohibited unless resale is explicitly allowed under the Company's Gas Service Schedule.

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**CUSTOMER TERMS AND CONDITIONS**

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If Customer distributes and uses gas from a single point of usage to separate points or buildings on its Premises, such use shall not be considered resale provided (1) Customer owns or possesses the Premises and only Customer's business is operated there (excluding renting space in the Premises), and (2) Customer is a corporation, partnership or any entity affiliated with such corporation or partnership.

Redistribution of gas is prohibited. Redistribution means the furnishing of gas by Customer to a third Person or Persons in exchange for a benefit, a promise, or other consideration under conditions which do not constitute resale.

**I. Curtailment Plan**

**A. Priorities of Service**

1. Purpose

The purpose of this plan is to establish the priority of service required to be provided by Company during periods of curtailments caused by natural gas supply deficiencies and/or pipeline capacity constraints.

2. Curtailment

During periods of natural gas supply deficiencies and/or capacity constraints on any part of the Company's distribution system, the Company will curtail or limit gas service to its Customers on this part of the distribution system to maintain system integrity as provided in this plan. Curtailment may be initiated due to a supply deficiency, a limitation of pipeline capacity or a combination of both. For the purposes of this plan, interruption of service to a particular Customer due to the failure of the Customer's transportation volumes to be delivered by the Company does not constitute curtailment under this plan.

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**CUSTOMER TERMS AND CONDITIONS**

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3. **Priority Categories**  
During the first step of the process and if there is ample time to conduct, all Customers will be asked to voluntarily reduce gas used for non-essential purposes, to reduce space heating levels and to switch to alternative fuels, if available. The Company will make a public plea for the reduced use of gas with regular public announcements about this program. For the next step in the curtailment process, each Customer's requirements shall be classified into three priority categories. During periods in which the Company determines, in its sole discretion, that gas supply available to its system is, or will be, insufficient to meet Customer requirements the Company will endeavor to curtail or discontinue gas service in the following order of categorical steps, with curtailment to be directed and achieved whenever feasible in each step on a pro rata basis before proceeding to the next step. Curtailment will be terminated in reverse order as gas supplies permit. In extreme emergency, such as the loss of firm service from an interstate or intrastate pipeline or the loss of a critical transmission line segment on the Company's system, the Company may deviate from this plan. An interstate or intrastate pipeline issuing an Operational Flow Order (OFO) would not constitute as an extreme emergency.

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**CUSTOMER TERMS AND CONDITIONS**

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Category 1: Customers taking service under Rates GDS-4, 5, 6 and 7, except those Customers identified under Category 3.

Category 2: Customers taking service under Rates GDS-2 and GDS-3 except those Customers identified under Category 3.

Category 3: Residential Customers and public housing authorities, hospitals, and other human needs Customers.

4. **Curtailement Notification**

If practical, the Company shall provide notification to the Commission and the public upon initiating its Curtailement Plan. Should the need to implement the Company's Curtailement Plan arise from the Company receiving notice from an interstate pipeline of conditions which threaten the capacity or supply of gas on the Company's system, the Company will begin notifying its affected Customers as quickly as practicable upon receiving any such notice from the pipeline. Notification will include the extent of emergency, the volumes required to be curtailed and the time by which curtailement must occur. Notice shall be given to affected Customers in Category 1 above by phone, fax, electronic mail, or some other means, at the Company's option. Notice shall be given to Category 2 and 3 Customers via mass media (radio and television). The Customer shall be deemed to have received notice for example if the telephone is not answered when called by the Company, or in the event of a mechanical breakdown or interruption of telephone service which prevents the call from being received. Each Category 1 Customer shall provide the Company with one or more contact persons and respective phone numbers for notification purposes.

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**CUSTOMER TERMS AND CONDITIONS**

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5. **Failure to Comply with Curtailment**  
Any Customer failing to comply with curtailment of service under the above terms will be charged Unauthorized Gas Use Charges per the provisions detailed below. Customers who are curtailed and who have gas volumes being transported to the Company's distribution system shall use best efforts to maintain deliveries to the Company until after the curtailment has ended. The non-pipeline penalty portion of the Unauthorized Gas Use Charges may be waived by the Company, at the Company's sole discretion, upon written request by the Customer if the violation was incurred to protect public health and/or safety. The Customer's request must include the circumstances and cause of the excess consumption. The Company will maintain a log detailing each instance where it exercised discretion, as required by 83 Ill. Adm. Code 550.140.

**B. Unauthorized Gas Use Charges:**

If during any period of curtailment, any Customer takes a volume of gas in excess of the curtailment period volumes authorized to be used by such Customer, said excess volumes shall be considered unauthorized use. The Company shall bill all excess volumes an Unauthorized Gas Use Charge of \$6.00 per Therm.

The payment for unauthorized use gas by a Customer shall not, under any circumstances, be considered as giving the Customer the right to continue to take unauthorized use gas, nor shall such payments be considered as a substitute for any other remedies available to the Company for failure of the Customer to curtail the Customer's service in compliance with the terms of this tariff.

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**CUSTOMER TERMS AND CONDITIONS**

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**C. Relief from Liability**

The Company shall be relieved of all liabilities, penalties, charges, payments and claims and losses of whatever kind, contractual or otherwise, resulting from or arising out of the Company's failure to deliver all or any portion of the volumes of gas desired by a particular Customer to the extent that such failure results from the curtailment/ implementation of the priority of service plan or curtailment procedures herein prescribed or from any other orders or directives of duly constituted authorities, including, but not limited to, all regulatory agencies having jurisdiction. If continuity of fuel supply is required by the Customer, the Customer should install and maintain whatever stand-by fuel and fuel burning equipment that may be needed.

**J. Contracts**

Customers with large or unusual requirements for gas, as determined by Company, may enter into special contracts with the Company setting forth mutually-agreeable conditions under which service will be provided.

**K. Customer Designated Agent**

The Customer may designate an agent for their Accounts. The Customer must complete an Account Agent Designation Statement to establish the agent and is subject to terms and conditions of said document.

**CUSTOMER TERMS AND CONDITIONS**  
**APPENDIX A**

**SAMPLE RESIDENTIAL BILL FORM – Page 1 of 4**



f t **AmerenIllinois.com**  
 Customer Service 1.800.755.5000

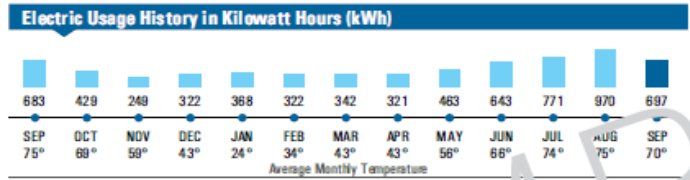
**Statement Issued** 09/07/2017  
**Amount Due** \$116.05  
**Due Date** Sep 28, 2017

**Account Number** 1234567890  
**Customer Name** JOHN SMITH  
 JAN SMITH  
**Service Address** 123 MAIN ST  
 ANYWHERE, IL 45678

**Last Payment** \$102.17  
*Payment received. Thank you.*

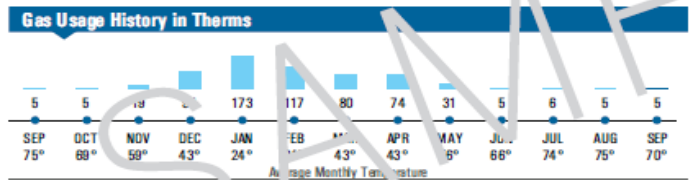
Current Charge Summary for Statement 09/07/2017	
Total Electric Charge	\$89.76
Total Gas Charge	\$26.29
<b>Subtotal Current Charges</b>	<b>\$116.05</b>
<b>Total Amount Due</b>	<b>\$116.05</b>

**Important Account Messages**  
 You're in control with Budget Billing. Your energy payments will be predictable. Avoid surprises, and gain peace of mind. Enroll in Budget Billing Rollover Program by sending only \$102.00. Payment must be received by the due date on this bill.



**Average Daily Electric Use (kWh)**

TIME PERIOD	AVG. DAILY USE
CURRENT MONTH	22.23 kWh
LAST MONTH	31.29 kWh
LAST YEAR	22.17 kWh



**Average Daily Gas Use (Therms)**

TIME PERIOD	AVG. DAILY USE
CURRENT MONTH	0.17 Therms
LAST MONTH	0.16 Therms
LAST YEAR	0.17 Therms

13073  
 00001 2278261 000001 000001 00010002  
 INTERNAL USE ONLY



See page 2 for account messages and tips from Ameren Illinois. *Keep this portion for your records.* Page 1 of 4



Please detach stub and return this portion with your payment.

See reverse side if your address has changed and for details on other ways to pay your bill.

**Account Number** 1234567890  
**Amount Due** \$116.05  
**Due Date** 09/28/2017  
**Amount Enclosed** \_\_\_\_\_

>000001 2278261 0001 092139 10Z  
 JOHN SMITH  
 JAN SMITH  
 123 MAIN ST  
 ANYWHERE, IL 45678

AMEREN ILLINOIS  
 PO BOX 88034  
 CHICAGO IL 60680-1034



1040000 0012345678900 00000000 00116050 00116050

**CUSTOMER TERMS AND CONDITIONS**  
**APPENDIX A**


**SAMPLE RESIDENTIAL BILL FORM – Page 2 of 4**



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Customer Service 1.800.755.5000

 <b>Account Messages from Ameren Illinois</b>
Direct Pay Makes Paying Bills Easier - For an easy way to pay your bill, consider Direct Pay. To learn more or enroll, please visit <a href="http://AmerenIllinois.com">AmerenIllinois.com</a> , or call 1.800.755.5000 to request a brochure.
Ameren Illinois offers a variety of ways to pay your bill, including electronic check and credit or debit card payments through Western Union Speedpay. Visit <a href="http://AmerenIllinois.com">AmerenIllinois.com</a> to learn more about our convenient payment and billing options or call 1.888.777.3108 to make a payment.
 <b>Safety Messages from Ameren Illinois</b>
<b>Important Message for Gas Customers - Be Safe</b> If you ever smell gas, call Ameren Illinois at 1.800.755.5000 to investigate the problem. We respond to gas odors 24 hours a day, 7 days a week and there is no charge.
It's never too early to teach your kids how to stay safe around electricity and natural gas. Go to <a href="http://KidsActOnEnergy.com">KidsActOnEnergy.com</a> for fun lessons on energy safety - lessons that can last a lifetime!

SAMPLE

 **Questions?** Contact Ameren Illinois at 1.800.755.5000 or visit [Ameren.com/Illinois/contact-us](http://Ameren.com/Illinois/contact-us) to connect with customer service online.  
\* Please contact your utility provider for assistance before calling the Illinois Commerce Commission (ICC) at 1.800.524.0795.

Page 2 of 4

**Address Update**

ADDRESS \_\_\_\_\_  
CITY, STATE, ZIP \_\_\_\_\_  
PHONE NUMBER \_\_\_\_\_

**Ways to Pay**

 <b>ONLINE</b> E-CHECK	 <b>PHONE</b> 888.777.3108	 <b>IN PERSON</b> FIND A PAY STATION AT <a href="http://AMERENILLINOIS.COM/PAYSTATION">AMERENILLINOIS.COM/ PAYSTATION</a>
 <b>ONLINE</b> CREDIT CARD	 <b>MAIL</b> STUB & CHECK	



**CUSTOMER TERMS AND CONDITIONS**  
**APPENDIX A**

**SAMPLE RESIDENTIAL BILL FORM – Page 3 of 4**



f t [AmerenIllinois.com](http://AmerenIllinois.com)  
 Customer Service 1.800.755.5000

**Account Number** 1234567890  
**Customer Name** JOHN SMITH  
 JAN SMITH  
**Service Address** 123 MAIN ST  
 ANYWHERE, IL 45678

**Statement Issued** 09/07/2017  
**Amount Due** \$116.05  
**Due Date** Sep 28, 2017

**Payment Details**

**Payment Received** DATE August 14, 2017 AMOUNT \$102.17

**Electric Service Residential Billing Detail - Rate Zone I** 08/06/2017 - 09/05/2017 (30 days)

**Electric Meter Read for 08/06/2017 - 09/05/2017 (30 days)**

READ TYPE	METER NUMBER	CURRENT METER READ	PREVIOUS METER READ	READ DIFFERENCE	MULTIPLIER	USAGE
Total kWh	12345678	33633.0000 Actual	32936.0000 Actual	697.0000	1.0000	697.0000

**Usage Summary**

Total kWh 697.0000 Summer kWh 697.0000

Smart Meter

CHARGE DESCRIPTION	USAGE	UNIT	RATE	CHARGE
<b>Electric Delivery</b>				
Ameren Illinois Customer Charge				\$12.32
Meter Charge				\$4.79
DS-1 Residential Delivery Service	697.00 kWh		@ \$0.04613000	\$32.15
<b>Electric Delivery</b>				<b>\$49.26</b>
<b>Electric Supply</b>				
Ameren Illinois Purchased Electric Summer	697.00 kWh		@ \$0.04343000	\$30.27
Purchased Electricity Adjustment	697.00 kWh		@ -\$0.00329665	\$-2.30
BGS-1 Base Generation Supply Cost Adjustment	697.00 kWh		@ \$0.00112000	\$0.78
Transmission Service Charge	697.00 kWh		@ \$0.00914000	\$6.37
<b>Electric Supply</b>				<b>\$35.12</b>
<b>Taxes and Other Fees</b>				
Clean Energy Assistance Charge	697.00 kWh		@ \$0.00178000	\$1.24
Renewable Energy Assistance	697.00 kWh		@ \$0.00196000	\$1.37
EDT Cost Recovery	697.00 kWh		@ \$0.00130150	\$0.91
Electric Environmental Adjustment	697.00 kWh		@ -\$0.00063380	\$-0.44
Illinois State Electricity Excise Tax				\$2.30
<b>Total Tax Related Fees</b>				<b>\$5.38</b>

**Total Electric Charges** \$89.76

**Details From Your Electric Supplier**  
 For more information about your electric supply choices, visit [www.pluginillinois.org](http://www.pluginillinois.org).

**CUSTOMER TERMS AND CONDITIONS**  
**APPENDIX A**

**SAMPLE RESIDENTIAL BILL FORM – Page 4 of 4**



f t [AmerenIllinois.com](http://AmerenIllinois.com)  
 Customer Service 1.800.755.5000

**Gas Service Residential Billing Detail - Rate Zone I** **08/06/2017 - 09/05/2017 (30 days)**

Gas Meter Read for 08/06/2017 - 09/05/2017 (30 days)						
READ TYPE	METER NUMBER	CURRENT METER READ	PREVIOUS METER READ	READ DIFFERENCE	MULTIPLIER	USAGE
Total Therms	12345678	2085.0000 Actual	2080.0000 Actual	5.0000	1.0000	5.0000

Usage Summary	
Total Therms	5.0000

Smart Meter

	CHARGE DESCRIPTION	USAGE	UNIT	RATE	CHARGE
<b>Gas Delivery</b>	Customer Charge				\$21.82
Ameren Illinois	Distribution Delivery Charge	5.00	Therms	@ \$0.14807000	\$0.74
GDS-1 Residential Gas	Volume Balancing Adjustment	5.00	Therms	@ \$0.02650000	\$0.13
Delivery Space Heat	Qualifying Infrastructure Plant Surchg	\$22.08		@ 4.640000%	\$1.02
	<b>Gas Delivery</b>				<b>\$23.71</b>
<b>Gas Supply</b>	Purchased Gas Adjustment Charge	5.00	Therms	@ \$0.41686717	\$2.09
Ameren Illinois					
	<b>Gas Supply</b>				<b>\$2.09</b>
<b>Taxes and Other Fees</b>	Gas Energy Efficiency Cost Recovery	5.00	Therms	@ \$0.02489000	\$0.12
	Gas Environmental Adjustment	5.00	Therms	@ \$0.04339140	\$0.22
	Illinois State Gas Revenue Tax				\$0.12
	Illinois State Commerce Commission Tax				\$0.03
	<b>Total Tax Related Fees</b>				<b>\$0.49</b>
	<b>Total Gas Charges</b>				<b>\$26.29</b>

Questions? Contact Ameren Illinois at 1.800.755.5000 or visit [Ameren.com/illinois/contact-us](http://Ameren.com/illinois/contact-us) to connect with customer service online. *Page 4 of 4*

**CUSTOMER TERMS AND CONDITIONS**  
**APPENDIX A**

**SAMPLE NON-RESIDENTIAL BILL FORM – Page 1 of 4**



f t **AmerenIllinois.com**  
 Customer Service 1.800.232.2477

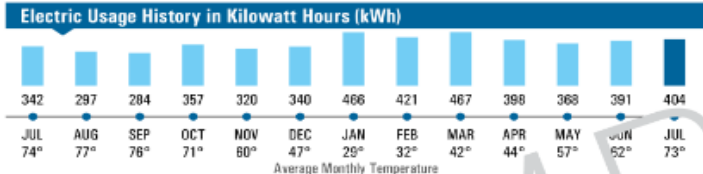
<b>Statement Issued</b>	07/05/2017
<b>Amount Due</b>	<b>\$143.82</b>
<b>Due Date</b>	Jul 19, 2017
<b>Last Payment</b>	\$136.91
	<i>Payment received. Thank you.</i>

**Account Number** 1234567890  
**Customer Name** ACME COMPANY  
 DBA MAIN STREET BAKERY  
**Service Address** 123 MAIN ST  
 ANYWHERE, IL 45678

Current Charge Summary for Statement 07/05/2017	
Total Electric Charge	\$86.65
Total Gas Charge	\$57.17
<b>Subtotal Current Charges</b>	<b>\$143.82</b>
<b>Total Amount Due</b>	<b>\$143.82</b>

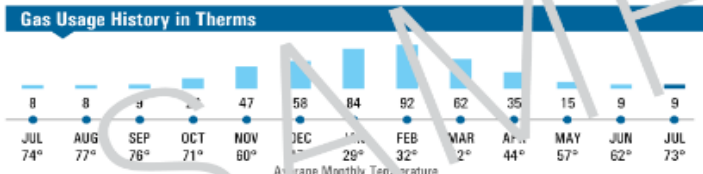
**Important Account Messages**

You're in control with Budget Billing. Your energy payments will be predictable. Avoid surprises, and gain peace of mind. Enroll in Budget Billing Rollover Program by sending only . Payment must be received by the due date on this bill.



**Average Daily Electric Use (kWh)**

TIME PERIOD	AVG. DAILY USE
CURRENT MONTH	10.33 kWh
LAST MONTH	11.03 kWh
LAST YEAR	10.19 kWh



**Average Daily Gas Use (Therms)**

TIME PERIOD	AVG. DAILY USE
CURRENT MONTH	0.29 Therms
LAST MONTH	0.30 Therms
LAST YEAR	0.25 Therms

13073  
 00001 2267510 00001 000001 00010002  
 INTERNAL USE ONLY

See page 2 for account messages and tips from Ameren Illinois. *Keep this portion for your records.* *Page 1 of 4*



Please detach stub and return this portion with your payment.

See reverse side if your address has changed and for details on other ways to pay your bill.

<b>Account Number</b>	1234567890
<b>Amount Due</b>	<b>\$143.82</b>
<b>Due Date</b>	07/19/2017
<b>Amount Enclosed</b>	_____

>000001 2267510 0001 092139 102

ACME COMPANY  
 DBA MAIN STREET BAKERY  
 123 MAIN ST  
 ANYWHERE, IL 45678

AMEREN ILLINOIS  
 PO BOX 88034  
 CHICAGO IL 60680-1034

00700000 0012345678900 000000143820 000000143820

**CUSTOMER TERMS AND CONDITIONS**  
**APPENDIX A**

**SAMPLE NON-RESIDENTIAL BILL FORM – Page 2 of 4**



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Customer Service 1.800.232.2477



**Account Messages from Ameren Illinois**

**Direct Pay Makes Paying Bills Easier** - For an easy way to pay your bill, consider Direct Pay. To learn more or enroll, please visit [AmerenIllinois.com](http://AmerenIllinois.com) or call 1.800.232.2477 to request a brochure.

Ameren Illinois offers a variety of ways to pay your bill, including electronic check and credit or debit card payments through Western Union Speedpay. Visit [AmerenIllinois.com](http://AmerenIllinois.com) to learn more about our convenient payment and billing options or call 1.888.777.3108 to make a payment.



**Safety Messages from Ameren Illinois**

**Important Message for Gas Customers - Be Safe** If you ever smell gas, call Ameren Illinois at 1.800.755.5000 to investigate the problem. We respond to gas odors 24 hours a day, 7 days a week and there is no charge.

Help our workers stay safe - don't attach signs or decorations to utility poles. The nails, staples or wire used to attach items to poles can create safety hazards for our line crews - and even delay recovery from power outages.

SAMPLE



**Questions?** Contact Ameren Illinois at **1.800.232.2477** or visit [Ameren.com/Illinois/contact-us](http://Ameren.com/Illinois/contact-us) to connect with customer service online.

\* Please contact your utility provider for assistance before calling the Illinois Commerce Commission (ICC) at 1.800.524.0795.

Page 2 of 4

**Address Update**

ADDRESS \_\_\_\_\_  
CITY, STATE, ZIP \_\_\_\_\_  
PHONE NUMBER \_\_\_\_\_

**Ways to Pay**



**ONLINE**  
E-CHECK



**PHONE**  
888.777.3108



**IN PERSON**  
FIND A PAY STATION AT  
[AMERENILLINOIS.COM/  
PAYSTATION](http://AMERENILLINOIS.COM/PAYSTATION)



**ONLINE**  
CREDIT CARD



**MAIL**  
STUB & CHECK

**CUSTOMER TERMS AND CONDITIONS**  
**APPENDIX A**

**SAMPLE NON-RESIDENTIAL BILL FORM – Page 3 of 4**



f t [AmerenIllinois.com](http://AmerenIllinois.com)  
 Customer Service 1.800.232.2477

**Statement Issued** 07/05/2017  
**Amount Due** \$143.82  
**Due Date** Jul 19, 2017

**Account Number** 1234567890  
**Customer Name** ACME COMPANY  
 DBA MAIN STREET BAKERY  
**Service Address** 123 MAIN ST  
 ANYWHERE, IL 45678

**Payment Details**

**Payment Received** DATE: July 3, 2017 AMOUNT: \$136.91

**Electric Service Non Residential Billing Detail - Rate Zone III** 06/01/2017 - 07/02/2017 (31 days)

**Electric Meter Read for 06/01/2017 - 07/02/2017 (31 days)**

READ TYPE	METER NUMBER	CURRENT METER READ	PREVIOUS METER READ	READ DIFFERENCE	MULTIPLIER	USAGE
Total kWh	12345678	50997.0000 Actual	50593.0000 Actual	404.0000	1.0000	404.0000

**Usage Summary**

Total kWh 404.0000 Summer kWh 404.0000

Advanced Meter

CHARGE DESCRIPTION	USAGE	UNIT	RATE	CHARGE
<b>Electric Delivery</b>				
Ameren Illinois Customer Charge				\$35.80
DS-2 Small General Delivery Service Meter Charge				\$7.79
Distribution Delivery Charge Summer Service	404.00	kWh	@ \$0.04080000	\$16.48
<b>Electric Delivery</b>				<b>\$60.07</b>

<b>Electric Supply</b>				
ABC Supply Energy Energy Charge	404.00	kWh	@ \$0.05408000	\$21.85
<b>Electric Supply</b>				<b>\$21.85</b>

<b>Taxes and Other Fees</b>				
Clean Energy Assistance Charge	404.00	kWh	@ \$0.00178000	\$0.72
Renewable Energy Adjustment	404.00	kWh	@ \$0.00098000	\$0.40
EDT Cost Recovery	404.00	kWh	@ \$0.00125610	\$0.51
Electric Environmental Adjustment	404.00	kWh	@ \$0.00145100	\$0.59
Municipal Tax				\$1.18
Illinois State Electricity Excise Tax				\$1.33
<b>Total Tax Related Fees</b>				<b>\$4.73</b>

**Total Electric Charges \$86.65**

**Details From Your Electric Supplier**

ABC Supply Energy  
 www.abcsupply.net  
 999.999.9999  
 Refer to supply contract for details.  
 For more information about your electric supply choices, visit [www.pluginillinois.org](http://www.pluginillinois.org).

0001 2267516 000002 000003 00020002



**CUSTOMER TERMS AND CONDITIONS**  
**APPENDIX A**

**SAMPLE NON-RESIDENTIAL BILL FORM – Page 4 of 4**



f t [AmerenIllinois.com](http://AmerenIllinois.com)  
 Customer Service 1.800.232.2477

**Gas Service Non Residential Billing Detail - Rate Zone III 06/01/2017 - 07/02/2017 (31 days)**

**Gas Meter Read for 06/01/2017 - 07/02/2017 (31 days)**

READ TYPE	METER NUMBER	CURRENT METER READ	PREVIOUS METER READ	READ DIFFERENCE	MULTIPLIER	USAGE
Total Therm	12345678	4844.0000 Actual	4835.0000 Actual	9.0000	1.0000	9.0000

**Usage Summary**

Total Therms	9.0000
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Advanced Meter

	CHARGE DESCRIPTION	USAGE	UNIT	RATE	CHARGE
<b>Gas Delivery</b> Ameren Illinois	Customer Charge				\$48.30
	Distribution Delivery Charge	9.00	Therms	@ \$0.11688000	\$1.05
	GDS-2 Sm Gas Delivery	9.00	Therms	@ \$0.04500000	\$0.41
	Space Heat - < 600 Therms			@ 3.9900000%	\$1.76
				<b>Gas Delivery</b>	<b>\$51.52</b>
<b>Gas Supply</b> Ameren Illinois	Purchased Gas Adjustment Charge	9.00	Therms	@ \$0.39614347	\$3.57
				<b>Gas Supply</b>	<b>\$3.57</b>
<b>Taxes and Other Fees</b>	Gas Energy Efficiency Cost Recovery	9.00	Therms	@ \$0.00112000	\$0.01
	Gas Environmental Adjustment	9.00	Therms	@ \$0.02669350	\$0.24
	Illinois State Gas Revenue Tax				\$0.22
	Illinois State Commerce Commission Tax				\$0.06
	Municipal Gross Revenue				\$1.57
				<b>Total Tax Related Fees</b>	<b>\$2.08</b>
				<b>Total Gas Charges</b>	<b>\$57.17</b>

Questions? Contact Ameren Illinois at 1.800.232.2477 or visit [Ameren.com/Illinois/contact-us](http://Ameren.com/Illinois/contact-us) to connect with customer service online. *Page 4 of 4*

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**CUSTOMER TERMS AND CONDITIONS**  
**APPENDIX B**

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**Ameren Illinois Property Management Agreement**

Property Owner: \_\_\_\_\_  
Management Company (if applicable): \_\_\_\_\_  
Address: \_\_\_\_\_  
Mailing Address (if applicable): \_\_\_\_\_  
Phone 1: (\_\_\_\_\_) \_\_\_\_\_  
Phone 2: (\_\_\_\_\_) \_\_\_\_\_

The undersigned ("Property Owner"), desires to participate in Ameren Illinois' Property Management Program ("the Program"), the general purpose of which is to aid Property Owner and/or Property Manager (if applicable) in retaining service between residential tenants.

As such, Property Owner, having the legal authority and capacity to do so, requests, and Ameren Illinois ("Company") agrees, that electric and/or natural gas service shall be continued at the residential premises subject to this Agreement during any period of vacancy of which the Company has been provided reasonable notification. The Property Owner agrees to pay for such continued service in accordance with the Company's applicable tariffs.

In the case of Property Owners who do not use Ameren Illinois' online Property Management Portal, this Agreement shall extend to only those addresses listed on Ameren Illinois' Property Listing Form, a copy of which will be provided by Ameren Illinois. In the case of Property Owners who do use Ameren Illinois' online Property Management Portal, this Agreement shall extend to only those addresses listed in said Portal. It is the sole responsibility of Property Owner to ensure that the listing of properties to which this Agreement applies is at all times accurate and up to date. Property Owner may add addresses to or remove addresses from this Agreement without terminating said Agreement.

In addition, it is and shall be the responsibility of the Property Owner to notify Ameren Illinois of any change of property ownership and/or property management and to notify Ameren Illinois of any change in contact information of Property Owner and/or property management.

This Agreement shall continue into perpetuity unless affirmatively terminated by the Property Owner or the Company. In the case of termination of this Agreement by Property Owner, Property Owner shall provide Company with written notice of termination at least five (5) business days prior to the requested effective date of said termination. For avoidance of doubt, this Agreement will not terminate automatically upon sale of property, and it remains the responsibility of Property Owner to request termination in those situations, subject to the notification period referenced above.

The terms of this Agreement do not prevent disconnection of a tenant's service due to nonpayment of utility service nor do they prevent disconnection of a tenant's service due to or for safety reasons.

In order to be and to remain eligible for the Program, the Property Owner must keep all of Property Owner's account balances current, including any balances for which Property Owner is liable under the terms of this Agreement. Any past due balances for which Property Owner may be liable, may, at the sole discretion of Ameren Illinois, result in termination of this Agreement.

Ameren Illinois will not be bound by any written or oral agreement between Property Owner and a tenant, and will not adjust billing to account(s) due to a conflict between Property Owner and tenant over occupancy dates.

If Property Owner has entered into an agreement with a property manager ("Property Manager") to serve as Property Owner's agent for purposes of participating in the Program, Property Manager must provide the information requested below. Ameren Illinois will assume this agency relationship remains in force and effect until a Termination of Account Agent Designation Statement is received revoking the designation of Property Manager to act on Property Owner's behalf.

If listed below, Ameren Illinois may rely on any representation made by Property Manager regarding the account(s) subject to this Agreement and need not question the authority of the Property Manager to act on the Property Owner's behalf. Ameren Illinois shall not be liable for any action taken in response to a representation made by Property Manager. Property Owner shall be solely liable for any action taken by Property Manager on Property Owner's behalf, including any action or inaction taken by the Company at the Property Manager's request.

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Date of Filing, February 22, 2019

Date Effective, February 26, 2019

Filed Pursuant to ICC Order in

Issued by R.J. Mark, President & CEO

Docket No. 18-1008/18-1009 (Cons.)

10 Executive Drive, Collinsville, IL 62234

\*Asterisk denotes change

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**CUSTOMER TERMS AND CONDITIONS**  
**APPENDIX B**

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In the case of Property Owner who chooses to not use Ameren Illinois' online Property Management Portal, Ameren Illinois will mail written notification to Property Owner, at Property Owner's mailing address on file, via the United States Postal Service within two business days of each time an enrolled premises reverts to billing in Property Owner's name. If Property Owner is participating in the Company's Property Management Program but chooses to not use Ameren Illinois' online Property Management Portal, Ameren Illinois will not mail other written notifications to Property Owner regarding their Property Management Agreement. These other notifications may include, but are not limited to, notifications indicating a disconnect notice was sent, a service is scheduled to be disconnected, a service has been disconnected for non-payment, and/or a service has been turned on in a tenant's name.

In the case of Property Owner who chooses to use Ameren Illinois' online Property Management Portal, Ameren Illinois will send electronic notification to Property Owner, in place of the mailed written notification described in the paragraph above, each time an enrolled premises reverts to billing in Property Owner's name. In addition, Ameren Illinois will also send electronic notifications to Property Owner that may include, but are not limited to, notifications indicating a disconnect notice was sent, a service is scheduled to be disconnected, a service has been disconnected for nonpayment, and/or a service has been turned on in a tenant's name.

A Property Owner may choose to enroll in Ameren Illinois' online Property Management Portal at any time by registering at AmerenIllinois.com.

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Property Owner's Signature (Required)

Date

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Property Owner's Social Security Number or Federal Tax Identification Number (Required)  
(If you wish to use another form of identification please call us at 1.800.487.5795.)

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Property Manager's Signature (Required - if applicable)

Date

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Property Management User ID & email address (if one already exists)



**CUSTOMER TERMS AND CONDITIONS  
APPENDIX B**

**AMEREN ILLINOIS PROPERTY MANAGEMENT PROGRAM PROPERTY LISTING FORM**

Property Owner: \_\_\_\_\_  
 Property Management Account #: \_\_\_\_\_  
 Management Company (if applicable): \_\_\_\_\_

In accordance with the terms and conditions outlined on your Property Management Agreement, the following accounts are to be added to or removed from your current signed agreement on file. Please list each unit individually. (\*) indicates required field.

METER NUMBER and/or ACCOUNT NUMBER	CURRENT LESSEE	*SERVICE ADDRESS Including apt/lot number/letter	*CITY	*ZIP	*ADD/ REMOVE  (Circle One)
1.					ADD REMOVE
2.					ADD REMOVE
3.					ADD REMOVE
4.					ADD REMOVE
5.					ADD REMOVE
6.					ADD REMOVE
7.					ADD REMOVE
8.					ADD REMOVE
9.					ADD REMOVE
10.					ADD REMOVE
11.					ADD REMOVE
12.					ADD REMOVE
13.					ADD REMOVE
14.					ADD REMOVE
15.					ADD REMOVE

\_\_\_\_\_  
Owner's Signature                                  Date

\_\_\_\_\_  
Property Manager's Signature                                  Date

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