

MO.P.S.C. SCHEDULE NO. 6 3rd Revised SHEET NO. 130CANCELLING MO.P.S.C. SCHEDULE NO. 6 2nd Revised SHEET NO. 130APPLYING TO MISSOURI SERVICE AREAGENERAL RULES AND REGULATIONSV. BILLING PRACTICES**A. MONTHLY BILLING PERIODS**

Each customer billed by the Company for an entire calendar year will be billed for twelve (12) periods of approximately thirty (30) days each. Through calendar year 2020, for any given customer, the first five (5) and the last three (3) billing periods of each calendar year will be billed on the Company's applicable winter rate schedule. The sixth (6th) through the ninth (9th) billing periods of each calendar year will be billed on the Company's applicable summer rate schedule. Each customer billed by the Company for an entire calendar year will, thus, receive eight (8) billings based upon the Company's winter rates and four (4) billings based upon the Company's summer rates.

\* Where bills are rendered for periods of use in excess of or less than the period provided for herein, all base rate components will be prorated.

Beginning in calendar year 2021, summer rates will be applicable for service rendered from June 1st through September 30th. Where a bill includes any portion of both Summer and Winter periods the rate application will be prorated.

\*\* A customer exercising Section V.O. Preferred Due Date Selection may result in either a longer or shorter period between meter readings for the first bill after the election. (This section reflects a variance from Rules 20 CSR 4240-13.015(1)(C) and 20 CSR 4240-13.020(6) granted by Commission in Case EE-2019-0385.)

**B. COMBINATION BILLING OPTION**

Customers regularly being the responsible party for service at ten or more premises may submit a written request for a single bill with a due date, designated by the Company, for the bills for all such premises. Such single bill will have an attached statement of charges for each account.

**C. INACCESSIBLE METERS**

Where a meter is inaccessible to the meter reader during scheduled working hours on repeated occasions, such that a customer must arrange for meter reading by appointment to avoid discontinuance of service, the customer may at customer's expense have the meter relocated to an accessible location, if feasible.

\*Indicates Reissue.

\*\*Indicates Change.

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NAME OF OFFICER TITLE ADDRESS

APPLYING TO

MISSOURI SERVICE AREA

GENERAL RULES AND REGULATIONS

V. BILLING PRACTICES (Cont'd.)

\* D. METER READINGS

The Company will secure, per billing period, a minimum of one register meter reading for meters billed through the register reading or sufficient interval readings to determine total use for meters billed through interval data, except when it is necessary and allowed to estimate a bill as described in General Rules and Regulations, V. Billing Practices pursuant to the variances from Rules 20 CSR 4240-13.020(2)(A)3 and 20 CSR 4240-13.020(3) and 20 CSR 4240-13.040(3) granted by Commission in File No. EE-2019-0382.

Company will retain for a minimum of five (5) years the meter information relied upon to generate bills for such customers.

Residential Rate Schedule Procedures: For residential customers that are eligible for rate schedules which require cumulative usage to be determined for unique time periods during a billing period and usage is determined through interval metering data, beginning and ending meter readings for that billing period may not be utilized in lieu of the interval metering data. In such cases, a customer's bill will reflect the total consumption for each relevant time period but will not indicate a beginning or ending metering reading for the cumulative billing period pursuant to the variances from Rule 20 CSR 4240-13.020(9)(A) granted by Commission in File Nos. EE-2019-0382 and EE-2021-0103.

E. ESTIMATED BILLING

1. Estimated Bill

An estimated reading will be used to compute an estimated bill for customer's electric service where it is not feasible to obtain regular meter readings or when conditions beyond the control of the Company, such as weather emergencies, work stoppages, and inability to gain access to the meter prevent obtaining an actual meter reading or when an inaccurate reading results from equipment or mechanical failure where the Company could not reasonably detect such failure. An estimated reading may also be used to compute an estimated bill when an inaccurate or unreliable reading results from human or billing system error, from failure of a remote meter reading device to transmit a reliable reading, or as a result of a failure to detect and verify usage due to a meter with a status of vacant; except Company may not issue an estimated bill due to any of these three (3) stated conditions for more than three (3) consecutive months.

Company shall maintain accurate records of the reasons for an estimated bill and all efforts made to secure an actual reading and clearly note on the bill that it is based on estimated usage.

\*Indicates Change.

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ISSUED BY Martin J. Lyons  
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**GENERAL RULES AND REGULATIONS**

**V. BILLING PRACTICES (Cont'd.)**

**E. ESTIMATED BILLING (Cont'd.)**

\* 2. Estimated Initial and Final Bills

Meter readings for initial and final bills may be estimated if the customer's notification is received too late to obtain an actual meter reading on the date that the customer desires to have service commenced or terminated (the "customer's responsible date"). If a meter reading is obtained within three days of the customer's responsible date, no other reading shall be deemed necessary. If customer notification is received up to two workdays after the customer's responsible date, an attempt to obtain an actual meter reading will be made within the next two workdays. Readings obtained in either manner will be adjusted to the customer's responsible date. No final bill will be rendered where the amount of the bill for electric usage is less than \$1.00, except for those accounts where a customer deposit is being refunded to customer.

\*\* 3. Estimating Procedures

Bills rendered for electric service in billing periods in which meters are not read will be subject to all rules and regulations applicable to bills based on actual meter readings.

In estimating readings, Company will generally use the methods detailed in this section except where such methods fail or produce flawed estimates or where refinements are necessary for initial bills, final bills, etc.

In estimating meter readings:

- a. For all meters that do not have communication capability (manual meters), all AMR register meters and any AMI meters that have been in service for less than twelve (12) billing periods, the Company will generally use the average daily use during the corresponding billing period of the prior year. If the customer did not use service at this location at that time, the estimated usage is based upon the average daily use during the immediately preceding billing period of the current year. If neither prior year nor prior month usage is available then either a similar customer's usage or another method will be used.
- b. For all AMR interval meters, an estimate will be performed manually in order to consider any unique customer specific circumstances.

\*Indicates Reissue.

\*\*Indicates Change.

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GENERAL RULES AND REGULATIONSV. BILLING PRACTICES (Cont'd.)E. ESTIMATED BILLING (Cont'd.)3. Estimating Procedures (Cont'd.)

- c. For AMI meters which are billed using the register reading and which have been in service for twelve (12) or more billing periods and for which a valid register reading occurred sometime during the billing period, that register reading will be used and only a portion of the billing period will be estimated to arrive at a final estimated reading. The portion of the billing period for which a register reading must be estimated will be based upon the following rules with the first successful rule applying: Bills rendered using the same customer and location, use the calculated average daily usage:

- 1) From the prior year's same billing period.
- 2) From the prior month's billing period.
- 3) From the current billing period.
- 4) For the last two year's billing month period.

Using the same customer and location, use the last good read for the same day type where day type is weekday or weekend:

- 5) Use the week-old good read
- 6) Use the two-week-old good read
- 7) Use the three-week-old good read
- 8) Use the four-week-old good read
- 9) Use the eight-day-old good read

Using the same location, use the calculated average daily usage:

- 10) From the prior year's same billing period.
- 11) From the prior month's billing period.
- 12) From the current billing period.
- 13) For the last two year's billing month period.

Using a similar customer, use the calculated average daily usage:

- 14) From the prior year's same billing period.
- 15) From the prior month's billing period.

- d. For AMI meters which are billed using the interval readings, any missing interval data will be estimated based upon the following rules with the first successful rule applying:

- 1) Using same day's historical data.
- 2) Using like day's historical data.
- 3) Using flat line estimation

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MO.P.S.C. SCHEDULE NO. 6 2nd Revised SHEET NO. 132CANCELLING MO.P.S.C. SCHEDULE NO. 6 1st Revised SHEET NO. 132APPLYING TO MISSOURI SERVICE AREAGENERAL RULES AND REGULATIONSV. BILLING PRACTICES (Cont'd.)**\*F. TRANSFER OF BALANCES**

In the event of disconnection or termination of service at a separate customer metering point, premise or location, Company may transfer any unpaid balance to any other service account of the customer having a comparable class of service.

**G. BILLING ADJUSTMENTS**1. Residential

For all residential billing errors, the Company will determine from all related and available information the probable period during which the error condition existed and shall make billing adjustments for the estimated period involved as follows:

- a. In the event of an overcharge, an adjustment shall be made for the entire period that the overcharge can be shown to have existed not to exceed sixty (60) consecutive monthly billing periods calculated from the date of discovery, inquiry or actual notification of the Company whichever comes first;
- b. In the event of an undercharge, an adjustment shall be made for the entire period that the undercharge can be shown to have existed not to exceed twelve (12) monthly billing periods calculated from the date of discovery, inquiry or actual notification of the Company, whichever was first and the Company will offer a repayment period of double the period covered by the adjusted bill though the customer may elect a shorter repayment period;
- c. Where, upon test, an error in measurement is found to be within the limits prescribed by Commission rules, no billing adjustment will be made;
- d. When evidence of obstruction is found, or there are misrepresentations of the use of service by the customer, the Company will calculate the billing adjustment period in accordance with the applicable statute of limitations for the prosecution of such claim after determining the probable period during which such condition existed from all related and available information; and
- e. In any event, no billing adjustment will be made where the full amount of the adjustment is less than one dollar (\$1) and no interest shall be paid or collected on any billing adjustment provided for herein.

\*Indicates Reissue.

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NAME OF OFFICER TITLE ADDRESS

APPLYING TO MISSOURI SERVICE AREAGENERAL RULES AND REGULATIONSV. BILLING PRACTICES (Cont'd.)G. BILLING ADJUSTMENTS (Cont'd.)1. Residential (Cont'd.)

- f. No corrections to metering data for meter error shall extend beyond the in-service date of the meter discovered to be in error, nor shall any correction be required to extend beyond the date upon which the current customer first occupied the premises at which the error is discovered.

2. Non-Residential

For all non-residential billing errors, the Company will determine from all related and available information the probable period during which the error condition existed and shall make billing adjustments for the estimated period involved as follows:

- a. No billing adjustment will be made where the dollar amount of the adjustment is less than \$15.00. No interest shall be paid or collected on any billing adjustment provided for herein.
- b. Where upon test an average meter error is found to be greater than 2 percent a billing adjustment will be made to compensate customer where the meter reads fast, and to compensate Company where the meter reads slow. However, any such billing adjustment will be applicable only for the probable period during which the meter error existed and shall be limited to the twenty-four (24) billing periods preceding the one in which the error was determined plus the elapsed period in the current billing period during which the test was made.
- c. Where a non-registering meter is found, Company will determine from all related and available facts the probable period during which such inaccuracy existed and render adjusted bills for the period involved, provided, however, that such period shall not exceed the preceding six (6) billing periods plus the elapsed time in the current billing period during which each inaccuracy was determined.
- d. Bills rendered which are based on incorrect registrations due to improper meter connections, the application of an improper meter constant, improper application of any rate schedule not selected by customer, or similar reasons, shall be subject to adjustment for the current and twenty-four (24) prior billing periods, as can be substantiated by Company records.
- e. "Average meter error" shall be determined in accordance with provisions set forth in rules of the Missouri Public Service Commission.

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APPLYING TO

MISSOURI SERVICE AREAGENERAL RULES AND REGULATIONSV. BILLING PRACTICES (Cont'd.)G. BILLING ADJUSTMENTS (Cont'd.)2. Non-Residential (Cont'd.)

- f. No corrections to metering data for meter error shall extend beyond the in-service date of the meter discovered to be in error, nor shall any correction be required to extend beyond the date upon which the current customer first occupied the premises at which the error is discovered.

H. CHANGE OF RATE

1. The rate selected by customer and specified by contract for service (if a written contract is required) shall be applied to customer's account for a period of not less than one year unless customer elects to transfer to a different rate during the first ninety (90) days of service. If so elected, the new rate shall be applied retroactively to the commencement date of customer's service.
2. Upon completion of the initial term of use of service under any rate, customer may select any other applicable rate and the rate so selected shall apply for a period of not less than that specified in the term of use of such selected rate.
- \* 3. Selection of rate shall be the obligation of the customer. A new rate when selected under and subject to the provisions set forth above, or subject to the provisions of the residential service tariffs, will be placed in effect in the billing period following receipt of customer's request therefore.
4. Where a customer's load is abnormally affected during temporary periods of construction, alteration, preliminary or experimental operations, fire, or acts of God, Company may, upon prior agreement with customer, adjust or modify its billing or other charges otherwise applicable during the current or succeeding months in consideration of the particular circumstances in each such case.
5. Where abnormal and significant reductions in customer's operations occur due to events such as production curtailments, plant alteration, labor stoppages, fires or other acts of God, etc. which reduce customer's monthly billing demand below 100 kilowatts, customer may transfer to the Small General Service Rate for all billing periods subsequent to the initial billing period under such abnormal operation, following Company's receipt of written request for such change from customer. During such billing periods under the Small General Service Rate, any billing discounts under Riders B and C shall not apply.
6. Customers will not be permitted to evade the intent of the provisions of this paragraph H by temporarily terminating service.
- \*\* 7. As it relates to Residential Service only items 3 and 6 above will apply.

\*Indicates Change. \*\*Indicates Addition

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NAME OF OFFICER

TITLE

ADDRESS

MO.P.S.C. SCHEDULE NO. 6 1st Revised SHEET NO. 135CANCELLING MO.P.S.C. SCHEDULE NO. 6 Original SHEET NO. 135APPLYING TO MISSOURI SERVICE AREAGENERAL RULES AND REGULATIONSV. BILLING PRACTICES (Cont'd.)I. \*BUDGET BILLING PLAN

Customers who are billed under Service Classification No. 1(M) or No. 2(M) with postcard or electronic billing and, at Company's option, certain eleemosynary customers may elect to be billed and pay for all electric service under Company's Budget Billing Plan provided customer shall have satisfied Company's credit requirements. The provisions of the Budget Billing Plan are as follows:

1. Upon enrollment in the Budget Billing Plan by customer, the average monthly bill amount will initially be equal to one-twelfth of the estimated annual billing to the customer with a one hundred dollar (\$100) minimum average monthly bill applicable to customers with less than twelve (12) months of billing history for the current account.
2. Company will re-evaluate the estimated annual billing to an actual use basis on the sixth month following the customer's enrollment in the program or anniversary date for existing Budget Bill customers. Thereafter, during the May and November bill cycles, the Company will re-evaluate the estimated annual bill and adjust the Budget Billing Plan amount where such adjustment will result in a change of at least three (\$3.00) per month.
3. Budget Bill settlement will occur annually during either the Company's May or November bill cycles with the initial settlement occurring more than six (6) but less than twelve (12) months after the customer's enrollment in the program or the anniversary date for existing Budget Bill customers. Any under or over collection balance existing at the settlement month will be rolled over and spread equally across all monthly bills in the next Budget Billing Plan year, unless customer requests the balance to be fully included on the settlement month's bill.
4. Customers that were enrolled in the Budget Billing Plan prior to the effective date of this tariff will be converted to the new program on their next anniversary date.
5. Company may terminate this Budget Billing Plan to any customer who shall fail to make payment hereunder by the delinquent date, and, upon such termination and thereafter, such customer shall be billed in accordance with the terms of Company's standard monthly billing practice. Any billing adjustments required at the date of such termination shall be included in the next bill rendered to customer.
6. Customer may, at any time, elect to terminate the application of this Budget Billing Plan by requesting such termination and thereafter paying when due any amounts, including billing adjustments, which may be necessary in order to settle the account hereunder.
7. Final bills, whenever rendered, will include such amounts as may be necessary to settle the account based on actual usage as of the date of final meter reading unless, beginning with the August 2015 billing cycle, the balance is transferred to customer's new account.

\* Indicates Change

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NAME OF OFFICER TITLE ADDRESS



MO.P.S.C. SCHEDULE NO. 6 1st Revised SHEET NO. 136CANCELLING MO.P.S.C. SCHEDULE NO. 6 Original SHEET NO. 136APPLYING TO MISSOURI SERVICE AREA**GENERAL RULES AND REGULATIONS****V. BILLING PRACTICES (Cont'd.)****\*J. LATE PAYMENT CHARGE**

Any portion of any bill, other than deposit arrears, remaining unpaid after the delinquent date indicated thereon will have a late payment charge of 1.5 percent of the gross unpaid amount added and shown on the next bill. Any portion of such "arrears" remaining unpaid after the delinquent date on any subsequent bill will also have a late payment charge of 1.5 percent added thereto. When a customer's payment is received by mail not more than two business days after the delinquent date it shall be deemed a timely payment. If the bill does not show a designated "delinquent date," for purposes of this paragraph the "due date" shall be deemed to be the delinquent date. The specific late payment charge and delinquent dates referred to above will be subject to variation for State of Missouri and U.S. Government accounts, where required by law or other regulation. Failure to pay any late payment charge shall be grounds for disconnection of service in accordance with these rules and regulations.

The late payment charge will not be applied to amounts being collected through any and all deferred payment arrangements and settlement agreements between a residential customer and the Company where the residential customer continues to meet its obligations under the deferred payment agreement. Any missed payment pursuant to these arrangements and agreements will be subject to the late payment charge only on the amount of the missed payment.

**\*K. RENT INCLUSION**

The furnishing of electric service by a customer to a third party as an unidentifiable rental component, without such service being segregated and billed to the third party by Company, is generally prohibited by the Commission's rules. Separate metering shall be required for each unit in multiple occupancy buildings constructed after June 1, 1981, except for the following electrical usage:

1. For transient multiple occupancy buildings and transient mobile home parks, e.g., hotels, motels, dormitories, rooming houses, hospitals, nursing homes, fraternities, sororities, campgrounds, and mobile home parks which set aside, on a permanent basis, at least eighty percent (80%) of their mobile home pads or comparable space for use by travel trailers.
2. Where commercial unit space is subject to alteration with change in tenants as evidenced by temporary versus permanent type of wall construction separating the commercial unit space, e.g., space at a trade fair.
3. For commercial adjacent buildings.

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MO.P.S.C. SCHEDULE NO. 6 1st Revised SHEET NO. 137CANCELLING MO.P.S.C. SCHEDULE NO. 6 Original SHEET NO. 137APPLYING TO MISSOURI SERVICE AREAGENERAL RULES AND REGULATIONSV. BILLING PRACTICES (Cont'd.)\*K. RENT INCLUSION (Cont'd.)

4. For that portion of electricity used in central space heating, central hot water heating, central ventilating, and central air conditioning systems.
5. For buildings or mobile home parks where alternative renewable energy resources are utilized in connection with central space heating, central hot water heating, central ventilating, and central air conditioning systems.
6. For all portions of electricity in commercial units in buildings with central space heating, ventilating and air conditioning systems.

Any person or entity affected by the provisions of this Section V.L. Rent Inclusion may file an application with the Commission seeking a variance from all or parts of such provisions for good cause shown, pursuant to the Commission's rules applicable thereto.

Nursing homes, as referenced in (1.) above, shall include all facilities licensed by the State of Missouri Department of Social Services Division of Aging. Central space heating, water heating and air conditioning systems referred to in (4.) above shall include those systems employing individual heating/cooling units interconnected with centralized heating/cooling sources by means of a central piping system containing water or other fluids suitable for such purposes.

\*L. RESALE OF SERVICE

The furnishing of metered electric service by a customer of Company to a third party for a specific identifiable charge based upon such metered consumption is prohibited except where such practice originated prior to July 24, 1958. Where such practice has continued since July 24, 1958, the charge for electric service from a customer to a third party shall not exceed the charge which would result from the application of Company's appropriate rate, contained herein, for comparable electric service.

For such exceptions, the practice of resale shall be discontinued when such premises are remodeled, rebuilt or replaced.

The provision of electric vehicle charging service is not prohibited by this tariff.

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If a partial payment is made on a billing including only current charges, the Company shall first credit the payment to the balance outstanding for utility charges before crediting a deposit. If a partial payment is made on a billing which includes a previous balance, the Company will credit the payment first to previous utility charges, then to previous deposit requirements before applying any payment to current charges. No portion of any payment will be applied to special charges until all utility charges are paid in full and all required deposits have been made. (This section reflects a variance from Rule 4 CSR 240-13.020(11) granted by the Commission in Case No. EO-98-263.)

**N. PAPERLESS BILLING**

Residential customers who enroll in paperless billing for the first time, are not currently enrolled in paperless billing, and have not received paperless billing in the past, will receive credit on their monthly bill for a term not to exceed a one-year period. Upon enrollment, the credit will be applied beginning with the Customer's next available billing month. The available monthly credit for qualifying enrollees is listed on Sheet No. 63, Miscellaneous Charges.

**\* O. PREFERRED DUE DATE SELECTION**

Customers receiving service under Service Classification 2M - Small General Service Rate or residential service under any of the Service Classification 1M options may select the date their bill will become due provided their service is equipped with an advanced meter reading device. If the customer's preferred date is not available, they will be given the option of selecting a different due date or retaining their existing due date.

Customer's selected due date will become effective no later than the second bill issued after customer's selection and cannot be implemented for bills already issued.

The first bill issued following implementation of a due date selected by customer may result in a bill period that is either longer or shorter than normal and may also be prorated.

Customer may not make a due date selection more frequently than once every 12 months except by Company approval. (This section reflects a variance from Rules 4 CSR 240-13.015(1)(C) and 4 CSR 240-13.020(6) granted by Commission in Case EE-2019-0385.)

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**UNION ELECTRIC COMPANY**

**ELECTRIC SERVICE**

MO.P.S.C. SCHEDULE NO. 6

1st Revised

SHEET NO. 138.1

CANCELLING MO.P.S.C. SCHEDULE NO. 6

Original

SHEET NO. 138.1

APPLYING TO

MISSOURI SERVICE AREA

\*THIS SHEET RESERVED FOR FUTURE USE

\*Indicates Change.

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