

APPLYING TO MISSOURI SERVICE AREAGENERAL RULES AND REGULATIONSVI. DEPOSIT PRACTICESA. RESIDENTIAL CUSTOMERS1. Deposit Requirements For Initial Service

Company may, as a condition to furnishing service initially, require any applicant for residential service to make a cash deposit or furnish a written guarantee of a responsible party, due to any of the following:

- a. The applicant has an unpaid bill, which accrued within the last five (5) years and at the time of the request for service, remains unpaid and not in dispute with a utility for the provision of the same type of service; or
- b. The applicant has, in an unauthorized manner, within the past five (5) years prior to applying for service, interfered with or diverted the service of a utility in the provision of the same type of service; or
- c. The applicant has not had service with the Company within the past five (5) years and has an Equifax Advanced Energy Risk Score (EAER Score) of 699 or lower. Those customers without an EAER Score will not be assessed a deposit under this subsection; or
- d. The customer fails to provide proof of identity upon request. Proof of identity is to include official picture identification or other verifiable documentation of identity, and correct social security number.

*2. Deposit Requirements For Continued Service or Re-established Service

Company may, as a condition of continued or re-established service, require any residential customer to make a cash deposit or furnish a written guarantee of a responsible party, due to any of the following:

- a. The service of the customer has been disconnected for nonpayment of a delinquent account not subject to a bona fide dispute, or
- b. The customer has in an unauthorized manner tampered with the Company's facilities or interfered with or diverted the service of Company situated on or about or delivered to the customer's premises, or
- c. The customer has failed to pay an undisputed bill on or before the delinquency date for five billing periods out of twelve consecutive billing periods, except:

*Indicates Change

DATE OF ISSUE June 27, 2014DATE EFFECTIVE July 27, 2014ISSUED BY Michael Moehn
NAME OF OFFICERPresident & CEO
TITLESt. Louis, Missouri
ADDRESS

MO.P.S.C. SCHEDULE NO. 6 2nd Revised SHEET NO. 140CANCELLING MO.P.S.C. SCHEDULE NO. 6 1st Revised SHEET NO. 140APPLYING TO MISSOURI SERVICE AREAGENERAL RULES AND REGULATIONSVI. DEPOSIT PRACTICES (Cont'd.)*** A. RESIDENTIAL CUSTOMERS (Cont'd.)**2. Deposit Requirements For Continued Service (Cont'd.)

c. (Cont'd.)

- i. The Company shall not assess a deposit to a customer if all of the following conditions are present: the customer's outstanding balance does not exceed three hundred dollars (\$300), the customer is not making payments under a previously arranged payment plan, and the customer has made a payment on or before the delinquency date each of the previous twelve (12) consecutive billing periods of at least seventy-five dollars (\$75) or twenty-five percent (25%) of the total outstanding balance.
- ii. Deposit requirements during the months of November, December, and January for reasons other than unauthorized use or diversion of service, may, if the customer is unable to pay the entire deposit, be paid by installments over a six month period, unless the Company can show a likelihood that the customer does not intend to pay for continued service.
- iii. The Company shall not assess new deposits nor bill previously assessed deposits to customers who enter into and make timely payments in accordance with the Missouri Public Service Commission's "Cold Weather" rule.
- d. Prior to requiring a customer to post a deposit, Company shall send the customer a written notice explaining the Company's right to require a deposit or include such explanation with each written discontinuance notice.

*** B. NON-RESIDENTIAL CUSTOMERS**

Company may at any time, as a condition to furnishing or continuing service, require any customer or applicant for non-residential service to make a cash deposit or, at Company's option, furnish a personal guarantee of a responsible party with established credit satisfactory to Company.

*Indicates Reissue

DATE OF ISSUE April 29, 2016 DATE EFFECTIVE May 29, 2016ISSUED BY Michael Moehn President St. Louis, Missouri
NAME OF OFFICER TITLE ADDRESS

MO.P.S.C. SCHEDULE NO. 63rd Revised SHEET NO. 141CANCELLING MO.P.S.C. SCHEDULE NO. 62nd Revised SHEET NO. 141APPLYING TO MISSOURI SERVICE AREAGENERAL RULES AND REGULATIONSVI. DEPOSIT PRACTICES (Cont'd.)C. GENERAL PROVISIONS*1. Deposit Limits

A deposit for initial service will not exceed the charges applicable for one-sixth (1/6) of the estimated annual bill for residential customers, and usage during one estimated maximum monthly billing period plus thirty days for non-residential customers. For residential or non-residential customers, when a deposit is required as a condition for continued service, the deposit will not exceed two times the highest bill actually incurred, or estimated to be incurred, by the customer during the most proximate twelve (12) month period at the service location.

All deposit levels referred to herein will be established based upon usage levels and associated billings applicable to periods representative of actual meter readings and undisputed billing amounts.

2. Deposit Refunds

The credit of the residential customer will be established and the deposit and accrued interest, if any, will be refunded, or the guarantor released, upon satisfactory payment before the delinquency date of all proper charges for service for a period of twelve successive months, or customer has closed its account. The credit of the non-residential customer will be reviewed after three years and the deposit returned if in the opinion of the Company, the customer has established satisfactory credit. The Company may withhold refund of the deposit or release of the guarantor pending the resolution of a matter in dispute involving disconnection for nonpayment or unauthorized interference by the customer. The Company may apply all deposits subject to refund and accrued interest, if any, against undisputed utility charges provided the amount of the refund is identified and disclosed on the bill. Company shall make all reasonable efforts to return a deposit when the customer is entitled to the return of the deposit and shall keep records of efforts to return a deposit.

*Indicates Change

DATE OF ISSUE April 29, 2016DATE EFFECTIVE May 29, 2016ISSUED BY Michael Moehn
NAME OF OFFICERPresident
TITLESt. Louis, Missouri
ADDRESS

APPLYING TO MISSOURI SERVICE AREA

GENERAL RULES AND REGULATIONS

VI. DEPOSIT PRACTICES (Cont'd.)

C. GENERAL PROVISIONS (Cont'd.)

*3. Interest Paid On Deposits

Interest will be credited annually on all residential deposits. Interest will be either credited to the service account of the residential customer on an annual basis or paid upon the return of the deposit. Simple interest will be payable upon the return of a non-residential deposit held by the Company for six months or longer. Interest shall not accrue on any cash deposit after the date the deposit is applied to the customer's account, or Company has made a reasonable effort to return such deposit to the customer. Interest will be paid at a per annum rate equal to the prime bank lending rate, as published in the Wall Street Journal for the last business day of November of the preceding calendar year, plus one percentage point.

*4. Final Billed Accounts

Upon termination of service, the deposit, with accrued interest, will be credited to the final bill and the balance, if more than \$1.00, will be returned within twenty-one (21) days to the customer. If such amount is less than \$1.00, it will be returned upon request of customer.

*Indicates Reissue

DATE OF ISSUE April 29, 2016

DATE EFFECTIVE May 29, 2016

ISSUED BY Michael Moehn
NAME OF OFFICER

President
TITLE

St. Louis, Missouri
ADDRESS