

### Customer Experience

314-621-6960

Toll-free: 1-800-887-4173  
(outside St. Louis Metro area)

### Correspondence

Drawer 9, St. Louis, MO 63166

To report an emergency or gas odor:

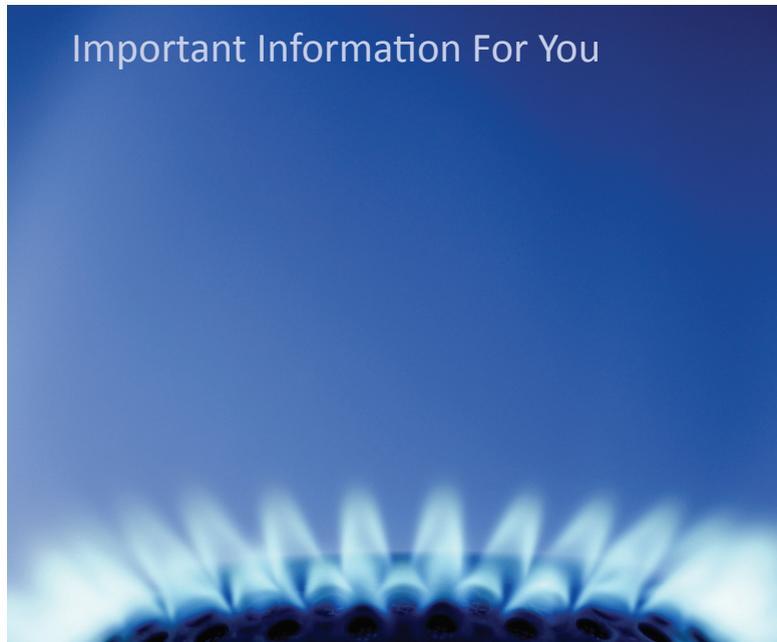
314-342-0800

# Natural Gas Customer Reference Guide

Connect with Laclede Gas



Important Information For You



# Contact Us

**To report an emergency or gas odor:**  
314-342-0800

**Customer Experience:**  
314-621-6960

Toll-free: 1-800-887-4173  
(outside St. Louis Metro area)

**Call Before You Dig:**  
Call to locate underground utilities before you dig. It's the law. See page 4 for additional details.

Call 811 (national one-call number)  
or visit [www.call811.com](http://www.call811.com)

Missouri-only: 1-800-DIG-RITE  
(1-800-344-7483)

**For Appliance Repair and Inspection:**  
314-621-6960

Toll-free: 1-800-887-4173  
(outside St. Louis Metro area)

\*Gas appliance service work is not subject to Missouri Public Service Commission (PSC) regulation.

**Community Services:**  
314-342-0675

**General Offices:**  
314-342-0500

## Welcome to the Laclede Gas family of customers!

Thank you for choosing to use natural gas, an energy source that is safe, reliable, efficient and virtually pollution-free. In this Customer Reference Guide, you'll find important information on our services, including contact numbers, safety tips, billing and payment options and money-saving energy efficiency programs.

Please read this information and hold on to it for future reference. For questions, please call us—we have listed important phone numbers on the back of this booklet. Thank you for being a Laclede Gas customer.

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# Important Gas Safety Information

## To report an emergency or gas order:

314-342-0800

## Customer Experience:

314-621-6960

Toll-free: 1-800-887-4173 outside St. Louis Metro area

### If you smell the odor of natural gas:

- Leave the building or area immediately
- Warn others to stay away
- Avoid creating a spark. Do not light a match, use a cell phone, or turn any electrical appliances on or off, including light switches
- Call for help. Once you are safely away from the area, call 911 and the emergency number listed above

### Report unusual conditions immediately, such as:

- Any gas fire, flash or explosion occurring at or near a gas appliance or gas piping
- Any known or possible damage to a gas pipe, meter or main
- Any change in the appearance of your pilot light or burner flame. A burner flame that is yellow, wavy or substantially higher than normal may be an indication of excessive pressure

### Signs of a potential pipeline leak include:

- Hissing sound or odor of gas near a pipeline or in and around any building
- Ice formation on the ground above a pipeline
- Distressed or dead vegetation above a pipeline

## Natural Gas Pipeline System

Pipelines play an important role in our lives, and are among the safest, most reliable and efficient means of transporting natural gas and other petroleum products.

We take many steps to ensure that the health, safety and security of the communities and the environment along our pipelines are maintained. These steps include, but are not limited to, routine monitoring and patrolling of our pipelines via aircraft, vehicles and on foot.

While we work hard to maintain a safe and reliable system, an occasional leak or damage may occur. In the event a natural gas pipeline is damaged, the accident could result in a fire or explosion, causing significant property damage, personal injury or even death.

If you would like more information on how we maintain our network, please email [CustomerService@LacledeGas.com](mailto:CustomerService@LacledeGas.com). For more information on the pipeline industry, go to [www.Pipeline101.org](http://www.Pipeline101.org).

## Call Before You Dig

Underground utilities are located everywhere, even in your yard. Careless digging can cause disruption of vital utility services and environmental damage, even serious injury or death.

The law requires you to **call 811** (the national one-call number) **at least three days before you dig** to have underground utilities located. This is a free service.

After calling, please wait the required amount of time for marking and confirm response from the utility. Then, be aware of the marks as you dig carefully with a shovel.

If a gas line breaks or any damage occurs, call **911** immediately. Then, notify Laclede Gas at **314-342-0800** and call **811**.

## Check Your Furnace and Flue

Make sure your heating equipment, other natural gas-powered appliances and appropriate connectors are clean and in good working order. Properly-adjusted pilots and burners, as well as clean filters, chimneys, vents and flues pay off in both safety and savings.

Obstructions can cause injury or death due to exposure to carbon monoxide (CO). If you find something you can't handle, call Laclede Gas or a licensed heating contractor.

## Watch Your Hot Water Setting

A child's skin burns more easily than an adult's. If you turn up the thermostat on your water heater for any reason, remember to turn it down when you're finished to avoid accidental scalding. Otherwise, keep your water heater setting no higher than "Normal."

## Let Gas Pipes Be Gas Pipes

Gas pipes should not be used as clotheslines, free-form closets or grounds for electrical appliances. Also, if a gas appliance is disconnected from the gas pipe, be sure the gas pipe is capped. If your gas meter is located inside, we must be given access to perform periodic maintenance and safety inspections.

## Appliances and Meters Need Space

Do not store flammable materials close to gas appliances. Obstructions such as snow, ice and other debris left next to gas meters and gas appliance vents can create hazardous situations.

## Guard Against Carbon Monoxide

Properly working gas appliances are very safe, so your first line of defense against carbon monoxide (CO) poisoning is to have your furnace inspected annually, either by a certified Laclede Gas technician or a licensed heating contractor. Make sure to use a CO detector that is UL-approved with an alarm-sounding device. If your CO detector alarm sounds, call your local fire department immediately.

## **Make Sure Your Appliances and Gas Lines Meet Local Codes**

Take charge of your safety. Make sure your gas appliances and piping are installed, operated and maintained in accordance with local codes and manufacturers' specifications. Do not use any gas appliances and piping that are determined to be unsafe.

## **Buried Fuel Lines**

We operate and maintain all gas piping up to, and including, the gas meter. In most cases, we do not maintain gas piping located beyond the meter. These gas lines are your personal property and your responsibility. If you have any buried gas lines beyond the gas meter, maintenance should be performed to prevent potential hazards by periodically inspecting for corrosion on metallic lines and damage and leaks on all lines.

If unsafe conditions are found, the lines should be repaired or promptly disconnected. If excavating near your buried gas piping, locate the lines in advance and hand dig in their vicinity. Our company and some plumbing and heating contractors can assist in locating, inspecting and repairing buried gas lines.

## **Meter Accessibility**

To ensure proper service, Laclede must have access to its gas meters. If you are planning to do work on your premises that will affect the location or accessibility of your gas meter or service line, please call Laclede Customer Experience at 314-621-6960.

## **Check Plastic Vent Pipes**

Some furnaces and boilers installed after September 1987 use high-temperature plastic vent (HTPV) pipes that could, under certain circumstances, crack or separate. Manufacturers replace these venting systems free of charge.

To determine if you are eligible for the free replacement program, first check the vent pipes attached to your furnace or boiler. If those pipes are gray or black plastic with the names "Plexvent," "Plexvent II" or "Ultravent" stamped on the pipe or printed on stickers, call 1-800-758-3688 any day between 6 a.m. and 10 p.m.

## **Have Older, Flexible Gas Connectors Replaced**

Uncoated brass flexible connectors installed prior to 1977—generally to connect appliances such as stoves and dryers with natural gas supply pipes—are susceptible to cracking, breaking and deterioration caused by, among other things, moving, bending, corrosion, and some types of detergents, cleaning solvents or ammonia and cooking grease.

If you think you have an uncoated brass flexible connector in your home, have Laclede Gas or a qualified service contractor replace it with a new one made of stainless steel or plastic-coated brass.

Do not attempt to move an appliance to inspect the connector because moving the appliance could strain the connector and possibly cause it to crack.

Let Laclede or a qualified service contractor conduct an inspection. It is also a good practice to have a qualified professional inspect and, if necessary, replace any flexible connector that is more than 10 years old. Such service work is not subject to Missouri Public Service Commission (PSC) regulation.

## **Excess Flow Valves**

In accordance with federal regulations, an excess flow valve that meets federal government performance standards may be installed in a service line that is installed or replaced to a residence. An excess flow valve is installed in a qualifying gas service line close to the location where the service line is connected to the gas main. It is designed to shut off the flow of gas automatically if the service line is broken.

However, while the valve provides enhanced measures of safety, it is not intended to prevent all gas-related mishaps or injuries, nor is it designed to operate in response to small leaks in the service line or leaks on customer fuel lines.

There is no charge for the installation of an excess flow valve during the installation or replacement of a qualifying service line. If you are interested in having an excess flow valve installed in an existing service line, please call us at 314-621-6960. We will determine whether the service line is eligible and, if appropriate, arrange for the installation.

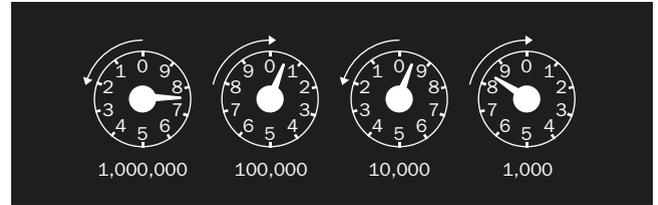
## Going Out of Town?

Consider asking a neighbor, friend or family member to check on your residence if you plan to be away for an extended period of time. Occasionally, we are required to interrupt your natural gas service temporarily in order to conduct unanticipated repair work on our system. Before restoring your service, we are required to enter your residence to check appliances. If we cannot enter your residence, we will not be able to restore gas service.

## How to Read a Gas Meter

Gas meters record usage on dials that register 100 cubic feet or more per revolution. When a pointer is between two numbers, care must be exercised to read the number that the hand has just passed, which will always be the smaller of the two numbers.

Reading Example: 7098



To calculate usage, assume the first reading is 6980 and the second reading is 7098; and then subtract the first reading from the second reading.

<b>Second Reading</b>	<b>7098</b>
<b>First Reading</b>	<b>6980</b>
<b>Gas Usage</b>	<b>118 ccf (hundred cubic feet)</b>

In order for you to verify the usage on your gas bill, you need to read the meter on or about the same day that we obtain a reading from the Automated Meter Reading (AMR) device. If you read the meter on a different date than we obtained the billing read, which is printed on your bill, the readings and usage will likely vary.

*NOTE: Missouri Public Service Commission regulations require that we change our gas meters periodically. If you have an inside meter, it is necessary for us to enter your home to complete the meter change process. Regardless of whether your meter is inside or outside, it will be necessary for our technician to enter your home to relight pilot lights and check your appliances. There is no charge for this service.*

## **Budget Billing Plan**

Our Budget Billing Plan allows you to equalize your monthly payments. With Budget Billing, we estimate your total annual gas usage (based on prior usage and other factors) and divide the total into 12 equal monthly payments. We will continue to collect readings from the gas meter each month.

If we find during our review of your account that you used significantly more or less gas than expected, your monthly budget payment will be adjusted accordingly. We offer Budget Billing enrollment throughout the year. Customers may enroll through Customer Connection, our free online account management tool. For more details, visit [www.LacledeGas.com/bill/pay/billing.php](http://www.LacledeGas.com/bill/pay/billing.php) or call us at 314-621-6960.

## **Automated Meter Reading (AMR)**

AMR is a state-of-the-art technology allowing for consistent, timely and accurate collection of customer natural gas usage data. The AMR system employs a wireless network that transmits data to us on a daily basis from each gas meter equipped with a device, enabling us to issue timely bills based on actual natural gas usage.

AMR virtually eliminates the need for a technician to enter a customer's home or business to obtain a natural gas meter read manually, providing you with additional convenience.

## **Purchased Gas Adjustment (PGA)**

The highest portion of your gas bill reflects the cost of the natural gas we purchase to supply our customers, as well as the cost of storing and transporting that gas. The wholesale cost of gas fluctuates periodically because it is established in a deregulated, competitive marketplace. Through a Purchased Gas Adjustment account (PGA), increases and decreases in our gas costs are periodically passed through to our customers.

In obtaining gas supply, we seek to purchase adequate and reliable supplies to meet your current and future needs at a reasonable cost.

## **How to Pay Your Bill**

### **Customer Connection**

Customer Connection is our free, online account management tool. The service allows you to obtain your balance and pay your bill. In addition, monthly billing statements are available for viewing and comparison over a 13-month period.

You can also sign up for programs such as Budget Billing or donate to DollarHelp; view account status information; perform a usage analysis; view scheduled service requests and more. Visit [www.LacledeGas.com](http://www.LacledeGas.com) to enroll.

### **E-bill**

E-bill is a faster, easier way to receive and pay your bill and is environmentally friendly. Visit [www.LacledeGas.com/bill/pay/ebill](http://www.LacledeGas.com/bill/pay/ebill) for more information and to enroll in our free e-bill service. Your gas bill may also be available electronically through your bank's online bill payment service.

### **Easy-Pay Direct**

Easy-Pay Direct offers a free, easy and convenient way to pay your gas bill. Set up automatic monthly payments directly from your bank account. For more information or to enroll, visit [www.LacledeGas.com/bill/pay](http://www.LacledeGas.com/bill/pay), set up your account through our Customer Connection, or call 314-621-6960.

### Pay Online

Make a one-time electronic payment from your bank account (at no additional charge) or with a credit card (Visa, MasterCard, Discover or American Express). A convenience fee does apply to credit card charges. For more information, visit [www.LacledeGas.com/bill/pay](http://www.LacledeGas.com/bill/pay) or call 314-621-6960 or toll-free at 1-800-887-4173.

### Pay by Mail

Mail your check or money order (please do not send cash) with the bottom portion of your gas bill to:

Laclede Gas Company  
Drawer 2  
St. Louis, MO 63171-0001

### Pay by Phone

Call 1-877-839-2478 to pay your bill from your bank account or with a credit card (Visa, MasterCard, Discover or American Express). No pre-enrollment is required. A convenience fee applies.

### Pay in Person

Pay your bill by cash, check or money order through one of our authorized payment agents. A complete list is available at [www.LacledeGas.com/bill/pay/agents](http://www.LacledeGas.com/bill/pay/agents). Most agents charge a convenience fee.

### Late Payment Charge

A late payment charge will be applied to amounts remaining unpaid after the delinquent date shown on your gas bill. For most customers, the late payment charge is 1.5% of the past-due balance. The date we receive payment will determine whether there is a late payment charge. Be sure to allow sufficient time for Post Office processing if mailing your payment.

### Returned Payment Charge

A charge of \$15 is assessed for any payment returned unpaid by your bank.

### Service Initiation Fee

Laclede Gas charges a fee to establish service. However, you have the option of paying the entire connection fee on one bill or spreading it out over four months.

### Deposits

Customers applying for new service may be required to pay a deposit equal to two (2) average monthly bills, based on their credit score criteria. You may pay the deposit in installments if you make prior arrangements with Laclede Gas.

In lieu of a deposit, we may accept a written guarantee of payment for your account by a responsible party who is an existing customer.

We may also require a deposit (or, if you currently have a deposit, we may increase the amount) if you meet one of the following conditions:

- You failed to provide adequate documentation of your identity;
- Your gas service has been disconnected for non-payment of a delinquent account;
- You have failed to pay your bill before the delinquent date for five out of the last 12 months;
- You have a debt outstanding with another gas utility within the past five years;
- You have illegally obtained gas from Laclede or another gas utility within the past five years. Only our employees are permitted to work with the company-owned meter and other equipment to initiate gas service.

Under these circumstances, the amount of the deposit will not exceed four times the average monthly bill for utility charges actually incurred or estimated to be incurred during the most recent 12-month period at the service location.

If a deposit is assessed during the months of November, December or January due to an unsatisfactory payment history, you may request the billing of the deposit over a six-month period.

If you pay Laclede a deposit, you will receive interest on that deposit. The interest paid on your deposit is equal to the prime bank lending rate as published in the Wall Street Journal on the last business day of the preceding calendar year plus one percentage point and is compounded annually. The rate is adjusted as of January 1 of each calendar year if the prime lending rate changes.

If you pay your gas bill on time each month for 12 consecutive months, your gas bill will be credited with the amount of the deposit and the interest earned. Any remaining credit may be refunded upon request.

## Disconnection and Reconnection

### Disconnection of Natural Gas Service

Natural gas service may be disconnected for several reasons, including:

- Non-payment of a delinquent gas bill
- Failure to pay a deposit or provide an acceptable guarantee
- Unauthorized interference with or use of our gas service
- Failure to fulfill the terms of a payment arrangement
- Refusal to grant access at reasonable times to our employees for inspection, maintenance or replacement of meters
- Misrepresentation of identity to obtain service
- Violation of any rules on file with the Missouri Public Service Commission
- Unsafe equipment or facilities

If your gas is going to be disconnected for non-payment, you will be notified in writing at least 10 days before the disconnection.

In addition to this first notice, you will receive another written notice approximately 48 to 96 hours before the disconnection of gas service.

At the time of disconnection and consistent with safety practices, we will attempt to contact a responsible person at the premises to identify ourselves and the purpose of the visit. After gas service is disconnected, we will leave a written notice at the residence.

To discuss available payment arrangements to avoid disconnection, call the Customer Experience department on or before the delinquent date listed on your bill. We do not collect or accept onsite payments at a home or business.

### Restoring Disconnected Service

When you have paid the gas amount due or have met the November 1 through March 31 Cold Weather Rule requirements (see Special Circumstances below), please call the Customer Experience department to get your service restored. Customer service representatives are available Monday through Friday from 7 a.m. to 7 p.m. and Saturday from 8 a.m. to 4:30 p.m. to answer questions about restoring gas service and to schedule appointments.

Under normal circumstances, we can make an appointment to restore your service no later than the next working day after you call.

You will be billed a reconnection fee after gas service is restored.

*NOTE: You must contact us BEFORE the delinquent date shown on your bill to determine if payment arrangements can be made to avoid disconnection.*

### Cold Weather Rule

Special payment arrangements are available from November 1 through March 31, which is known as the Cold Weather Rule period. This rule assists eligible customers who are unable to pay their bills in full. Call us at 314-621-6960 for more information on this rule or to make payment arrangements.

### Heating Assistance

Government funds may be available for eligible households under the Low Income Home Energy Assistance Program, administered during the heating season by the Missouri Division of Family Services. Eligibility is determined by the Missouri Division of Family Services, which can be reached at 1-800-392-1261 (St. Louis City residents) or 314-426-9600 (St. Louis County residents).

If you are a member of a low-income household, you may be eligible even if you are not behind in paying your heating bill.

Additional assistance with heating bills may also be available from a number of programs, including DollarHelp. Contact the Missouri Division of Family Services or call the appropriate social service agency listed below.

#### City of St. Louis and Wellston

**Urban League of Metropolitan St. Louis**  
314-615-3600 [ulstl.com](http://ulstl.com)

**People's Community Action Corporation**  
314-862-6270 [pcacstl.org](http://pcacstl.org)

#### St. Louis County

**Community Action Agency of St. Louis County**  
314-863-0015 [caastlc.org](http://caastlc.org)

#### St. Charles County

**North East Community Action Corporation**  
636-272-3477 [necac.org](http://necac.org)

#### Jefferson and Franklin Counties

**Jefferson-Franklin Community Action Corporation**  
636-789-2686 [jfcac.org](http://jfcac.org)

#### Franklin County

**Loving Hearts Outreach**  
636-390-8300 [lovingheartsoutreach.weebly.com](http://lovingheartsoutreach.weebly.com)

#### Iron, Madison, St. Francois and Ste. Genevieve Counties

**East Missouri Action Agency**  
573-431-5191 800-392-8663 [eastmoaa.org](http://eastmoaa.org)

#### Butler County

**South Central Missouri Community Action Agency**  
573-325-4255 [scmcaa.org](http://scmcaa.org)

### Medical Emergencies

In the case of a medical emergency, we will postpone disconnection of gas service to a residential customer for up to 21 days. To ensure such a postponement, you should notify us in advance that the service disconnection will aggravate a current medical emergency of yours or a permanent member of your household. You may be required to give us a physician's written evaluation stating a medical emergency exists at your home.

### Elderly and Disabled Notification Program

Registration for Elderly and Disabled Assistance is available if you or any member of your household is age 65 or older, or is disabled and cannot leave your home without assistance. This program requires that extra notices be given before your natural gas service may be disconnected. Call us at 314-621-6960 for information on registering for the notification program.

You may also give us the name of a family member, social agency, charitable organization or another adult to notify in the event your gas service is in jeopardy of being disconnected.

### Extended Payment Date Program

If either you or your spouse is receiving Social Security benefits, you can enroll in our Extended Payment Date Program. This program may help ease the budget crunch if your gas bill comes due before your monthly benefit check arrives.

The Extended Payment Date Program will not change your current billing schedule but, as long as you keep your account current, the delinquent date on your bill will be extended by as much as one additional week. To request an application to enroll in the Extended Payment Date Program, call us at 314-621-6960.

### **Customer Assistance Program**

We provide individual monitoring of customers who have needed heating assistance within the past year. We coordinate with the Missouri Division of Family Services to see if they need additional help for a new heating season. The program focuses primarily on elderly and disabled customers.

### **Bill Supplements for Visually Impaired**

Customers with visual impairments can request either a large-print or Braille bill supplement at no extra charge. Call us at 314-621-6960 to make the request.

### **Energy Conservation Workshops**

We offer free workshops on energy conservation to small groups of low-income customers through government agencies, civic organizations and churches. These workshops address many of the special circumstances addressed in this section. Call our Community Services department at 314-342-0675 for information.

## **DollarHelp**

DollarHelp is an easy way to lend a hand to St. Louis-area families struggling to stay warm in the winter. In partnership with the United Way of Greater St. Louis, Laclede Gas provides financial assistance to low-income, elderly and disabled neighbors who need it most.

To give a tax-deductible gift:

- Check the Red Box on your gas bill to add \$1 to your gas bill each month.
- Sign up online at [www.DollarHelp.org](http://www.DollarHelp.org) to specify the monthly amount you wish to give, which will be added to your monthly gas bill; or
- Mail a check for any amount to: DollarHelp  
P.O. Box 8798, St. Louis, MO 63101

One hundred percent of each dollar donated goes directly to qualified recipients. As a service to the community, Laclede Gas provides administrative services to DollarHelp free of charge. We also donate more than \$50,000 in matching gifts to the program each year.

Together we can make a difference. For more information, visit [www.DollarHelp.org](http://www.DollarHelp.org).

## **Additional Services**

### **Gas Appliance Service**

Employees in our Service and Installation department are certified technicians who provide expert repair service for your gas appliances at competitive rates. Charges for service work will be billed on your monthly gas bill. Gas appliance service work is not subject to Missouri Public Service Commission (PSC) regulations.

## Furnace Inspections

Our Service and Installation department offers natural gas safety inspections that can be billed on your monthly gas bill for a flat fee of \$150. We recommend having your furnace inspected annually in late summer or early fall before the winter heating season begins.

## Gift Certificates

We sell gift certificates which can be used to help pay for appliance repair work, furnace inspections and gas service. The gift certificates, sold in \$25 denominations, are available by mail order by contacting Laclede Gas, Attention: Gift Certificates, Drawer 9, St. Louis, MO 63166.

Please include your check or money order with your gift certificate order and allow five business days for processing and return delivery.

## Energy Efficiency

### Rebates and Savings

We offer energy efficiency rebates for households looking to save money, so you can enjoy improved comfort while helping to protect the environment. Receive hundreds of dollars back when you upgrade your home's heating system, including new gas furnaces, water heaters, boilers and programmable thermostats. Customized programs are also available for commercial customers. Visit [www.LacledeGas.com/savings](http://www.LacledeGas.com/savings) to learn more.

### EnergyWise Dealer Program

Laclede Gas can help you purchase a high-efficiency natural gas furnace and other energy-efficient gas appliances at competitive interest rates.

This program is open to credit-qualified residential and commercial customers. We will finance up to \$10,000 per heating system, including some additional appliances, that you can pay for on your monthly gas bill. A down payment of five percent (5%) is required and the program has a lifetime limit of four heating systems per customer.

Call us at 314-621-6960 or your local, licensed heating and cooling contractor for more information.

### Insulation Financing Program

Through our Insulation Financing Program, we provide loans up to \$2,000 at a three percent (3%) annual interest rate to insulate your home for increased energy efficiency. Any remaining borrowed funds can be used for other energy-saving modifications, such as adding storm windows or doors.

You can qualify for insulation financing if:

- Funds are available when you apply
- You meet our standard credit requirements

Call us at 314-621-6960 for more information or a list of participating contractors.

## Your Rights and Obligations

### Call Us

If you have a question or issue you would like to discuss, please contact us and we will work with you to resolve it.

When a billing dispute is settled in your favor, we will promptly credit your account or return any money owed to you.

When an issue is settled in our favor, you are responsible for the specified amount.

If you have a billing issue that is not resolved immediately, you are still responsible for paying any undisputed amounts, which is based on your previous usage under similar conditions. You must pay this amount within four business days after the date you report an issue, or by the delinquent date of the bill, whichever date is later.

If you cannot pay the amount due, you may enter into a settlement agreement. Based on your individual circumstances, the agreement will allow you to pay the amount due over a reasonable period of time. If the settlement agreement extends beyond 60 days, we will put it in writing and send you a copy.

To avoid disconnection, you must notify Laclede Gas at least 24 hours prior to the date of a proposed service disconnection. Our customer service representatives are available Monday through Friday from 7 a.m. to 7 p.m. and Saturday from 8 a.m. to 4:30 p.m.

*NOTE: We will not discontinue your service for disputed items during the time your account is being reviewed. However, any undisputed amounts are still due.*

## **Missouri Public Service Commission**

We are a public utility subject to the regulations of the Missouri Public Service Commission. If your dispute is not resolved to your satisfaction, you may register an informal complaint with the Commission.

Informal complaints should be made in writing and may be initiated by contacting the offices of the Commission:

Missouri Public Service Commission  
P.O. Box 360  
Jefferson City, MO 65102  
Phone: 1-800-392-4211

Provide your name, address, name of the utility and nature of the complaint. Describe the relief sought and tell them if you have tried to resolve the problem with the utility.

The Commission Staff will attempt to resolve the matter. If no resolution is achieved, the Commission Staff will advise both parties of its recommendation. If either party finds the recommendation unacceptable, then either may file a formal complaint per the Commission Rules of Practice and Procedure, which can be found on the Commission's website at [www.psc.mo.gov/General/Statutes\\_and\\_Rules](http://www.psc.mo.gov/General/Statutes_and_Rules).

## **The Office of the Public Counsel**

The Office of the Public Counsel works to represent the interests of utility customers in proceedings before the Missouri Public Service Commission and in appeals in the courts. To contact the Office of the Public Counsel, call or write to them at:

The Office of the Public Counsel  
P.O. Box 2230  
Jefferson City, MO 65102  
866-922-2959  
[mopco@ded.mo.gov](mailto:mopco@ded.mo.gov)

The Laclede Group, Inc. (NYSE: LG), headquartered in St. Louis, Missouri, is a public utility holding company. The Gas Utility segment serves St. Louis and eastern Missouri through Laclede Gas Company and serves Kansas City and western Missouri through Missouri Gas Energy. Together they provide more than 1.13 million residential, commercial and industrial customers with safe and reliable natural gas service. Laclede's primary non-utility business, Laclede Energy Resources, Inc., is included in the Gas Marketing segment, providing non-regulated natural gas services.



*NOTE: This booklet is provided as a service to our customers, in accordance with the Missouri Public Service Commission.*