

natural gas  
**user's  
guide**

important  
information  
for you

Laclede Gas  
& Missouri Natural Gas

---

**In case of an emergency  
or to report a natural gas odor:**

Laclede Gas: 314-342-0800  
(1-800-887-4173)

Missouri Natural: Call your nearest  
District Office (see back cover for  
contact information)

---

**For Customer Service:**

Laclede Gas: 314-621-6960  
(1-800-887-4173)

Missouri Natural: Call your nearest  
District Office (see back cover for  
contact information)

---

**Call Before You Dig:**

website: [www.mo1call.com](http://www.mo1call.com)  
Have underground utilities located  
before you dig. It's the law. See  
page 4 for additional details.  
1-800-DIG-RITE (1-800-344-7483)  
811 (national one-call number)

---

**For Appliance Repair:**

Laclede Gas: 314-621-6960  
(1-800-887-4173)

Missouri Natural: Call your nearest  
District Office (see back cover for  
contact information)

Gas appliance service work is not  
subject to PSC regulation.

---

**Consumer Education:**

314-768-7730

---

**Community Services:**

314-342-0675

---

**For Individuals or Departments  
in Our General Offices:**

Laclede Gas: 314-342-0500

Missouri Natural: Call your nearest  
District Office (see back cover for  
contact information)

## **Welcome to the Laclede Gas family of customers.**

You have chosen to use natural gas,  
an energy source that is comfortable,  
efficient and virtually pollution-free.

In this User's Guide, you'll find  
information on numerous topics,  
including, services we offer, billing  
matters, payment information and  
what to do if you have a concern  
about service.

Please read this information and keep  
this guide for reference in the future.

Please feel free to contact us if we  
can be of further assistance. Contact  
information is on the back of this  
booklet. Thank you.

## Table of Contents

### Important Gas Safety Information

Emergencies/Customer Service .....	3
The Natural Gas Pipeline System.....	4
Dig Safely .....	4
Guard Against Carbon Monoxide.....	4
Watch Your Hot Water Setting.....	5
Make Sure Your Appliances and Gas Lines Meet Local Codes..	5
Buried Fuel Lines .....	5
Accessibility of Meters.....	6
Let Gas Pipes Be Gas Pipes.....	6
Check Your Furnace and Flue .....	6
Check Plastic Vent Pipes.....	7
Have Older, Flexible Gas Connectors Replaced.....	7
Excess Flow Valves.....	8

### Billing

How to Read a Meter.....	9
Budget Billing Plan .....	10
Automated Meter Reading (AMR).....	10
Purchased Gas Adjustment (PGA) .....	10

### How to Pay Your Bill

Mail .....	11
E-bill.....	11
Online .....	11
Easy-Pay Direct.....	12
Phone .....	12
Pay in Person .....	12
Late Payment Charge.....	12
Returned Payment Charge.....	12

### Deposits

Service Initiation Fee .....	13
Deposits.....	13

### Service Connection

Disconnection and Reconnection of Natural Gas Service .....	15
Restoring Disconnected Service .....	16

### Special Circumstances

Cold Weather Rule.....	16
Heating Assistance .....	16
Medical Emergencies.....	17
Elderly and Disabled Assistance.....	17
Extended Payment Date Program.....	18
Customer Assistance Program.....	18
Bill Supplements for Visually Impaired .....	18
Energy Conservation Workshops.....	18

### Dollar-Help .....

### Customer Connection .....

### Additional Services

Gas Appliance Service .....	20
Furnace Inspections .....	20
Gift Certificates.....	20

### EnergySmart

Consumer Education Program .....	21
Energywise Dealer Program .....	21
Insulation Financing Program.....	22

### Your Rights & Obligations

Call Us .....	23
The Missouri Public Service Commission .....	24
The Office of the Public Counsel .....	24

## Important Gas Safety Information

### Emergencies:

**Laclede Gas:** 314-342-0800 (1-800-887-4173)

**Missouri Natural:** Call your nearest District Office  
(see back cover for contact information)

### Customer Service:

**Laclede Gas:** 314-621-6960 (1-800-887-4173)

**Missouri Natural:** Call your nearest District Office  
(see back cover for contact information)

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

- Don't turn on or off any electrical appliances, even light switches or cell phones, to avoid creating a spark.
- Leave the building immediately and warn others. Then, from another location, call the emergency number listed above.

### In case of an emergency:

- 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 level of your pilot light or burner flame. Your pilot or burner flame being substantially higher than normal may be an indication of excessive pressure.

### Signs of a potential pipeline leak:

- 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.

---

## The Natural Gas Pipeline System

Pipelines play an important role in everyone's lives and are essential to the nation's industries. Pipelines are the safest, most reliable and efficient manner of transporting natural gas and other petroleum products. 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, severe injury or death may occur as a result of an ignition, an explosion or asphyxiation. 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/or on foot using a number of technologies. If you would like more information on how we maintain the piping system, please contact us at [customerservice@lacledegas.com](mailto:customerservice@lacledegas.com). If you would like more information on the pipeline industry, go to [www.pipeline101.org](http://www.pipeline101.org).

---

## Dig Safely

Don't accidentally break a gas line or other underground service while digging in your yard. **Before you dig, call 1-800-DIG-RITE or 811 (national one-call number) or visit [www.mo1call.com](http://www.mo1call.com) to have underground utilities located and marked free of charge.** Wait for the locate to be completed. Then, be aware of the marks as you dig carefully with a shovel. Careless digging can not only damage and disrupt vital utility services, but can cause injury or even loss of life. If a gas line break occurs, call Missouri One Call at 1-800-DIG-RITE and then call us. Also, call 911.

---

## Guard Against Carbon Monoxide

Properly working gas appliances are very safe, so your first line of defense against carbon monoxide

(CO) is to **have your furnace inspected annually**, either by us or your heating contractor. If you use a CO detector, make sure it is a UL-approved, alarm-sounding device. If your CO detector alarm sounds, call your local fire department.

---

## Watch Your Hot Water Setting

A child's skin burns more easily than an adult's. So, **if you turn up the thermostat on your water heater for any reason, remember to turn it down when you're finished** to avoid small children scalding themselves.

---

## 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 property and responsibility. **If you have any buried gas lines beyond the gas meter, it is recommended that maintenance 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 disconnected promptly. 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.

---

### Accessibility of Meters

To ensure proper service, **gas meters must be accessible.** 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 our Customer Service number listed inside the front cover to arrange for us to evaluate your plans.

---

### Let Gas Pipes Be Gas Pipes

**Gas pipes have a job of their own to do and shouldn't be used for anything else** — certainly not clotheslines, free-form closets or grounds for electrical appliances. Also, if a gas appliance is disconnected, be sure the gas pipe is capped. If your gas meter is located inside, we must be given access to it to perform periodic safety inspections. Avoid allowing damp corrosive environments around inside gas pipes and take corrective action if you see a badly corroded pipe. If the badly corroded pipe is on the street (inlet side of the meter, call our Customer Service number listed inside the front cover to report this condition. In most cases, we do not maintain gas piping located beyond the gas meter.

---

### Check Your Furnace and Flue

**Have your furnace checked and cleaned annually to ensure that your heating equipment is clean and in good working order.** Properly adjusted pilots and burners and clean filters pay off in both safety and savings. Also **clear chimneys, vents and flues periodically**, because leaves, birds' nests, fallen bricks or mortar can mean problems, including exposure to carbon monoxide (CO). If you find something you can't handle, call us or your heating contractor. Gas appliance service work is not subject to PSC regulation.

---

### 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 are replacing 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 6:00 a.m. and 10:00 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 us 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 us 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 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.

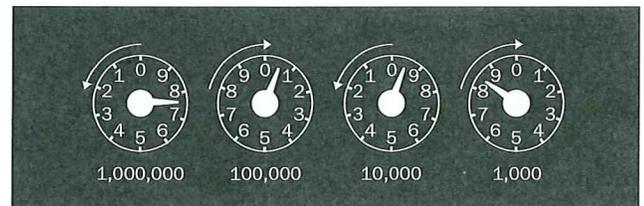
**There is no charge for the installation of an excess flow valve during the installation or replacement of a qualifying service line.** If you are interested in having an excess flow valve installed in an existing service line, please call us. We will determine whether the service line is eligible and,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

## Billing

### How to Read a Meter

Gas meters record usage on dials that register 1,000 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.

**Second Reading 7098**

**First Reading 6980**

**Gas Usage 118 ccf (hundred cubic feet)**

**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.** Under 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](http://www.lacledegas.com) or call us.

---

## 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 user's home or business to obtain a natural gas meter read manually, allowing for enhanced customer convenience.

---

## Purchased Gas Adjustment (PGA)

The major portion of your monthly 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 at the wellhead fluctuates periodically because it is established in a deregulated, competitive marketplace. Through a Purchased Gas Adjustment (PGA), increases and decreases in our gas costs are periodically passed through to our customers.

To maintain the cost of gas at as low a level as possible, we seek cost-efficient, yet adequate and reliable supplies of natural gas to meet your current and future needs.

## How to Pay Your Bill

---

### Mail

Mail your check or money order (please do not send cash) with the bottom portion of your gas bill to:  
Laclede Gas Company or Missouri Natural Gas  
Drawer 2  
St Louis, MO 63171-0001

---

### E-bill

It's a faster, easier way to receive your bill and pay it on the exact date you select. Visit [www.lacledegas.com/bill/pay/ebill](http://www.lacledegas.com/bill/pay/ebill) for more information and to enroll for the free e-bill service provided by our e-bill partner, CheckFree. Other online billing service providers are available, some of which charge a monthly fee for their service packages.

---

### Online

You can pay your bill online with your credit or debit card or have the amount taken directly from your bank account. We have partnered with ChoicePay, an industry leader, to keep you in control of your bill payments. No registration or recurring commitment is required. You can pay one month with a credit card and have the balance taken out of a checking or savings account the next. The choice is yours. For more information, visit [www.lacledegas.com/bill/pay](http://www.lacledegas.com/bill/pay) or call Customer Service. ChoicePay charges a convenience fee for this service.

---

## Easy-Pay Direct

Easy-Pay Direct is a free, easy and convenient way to pay your gas bill. Each month the amount of your bill is automatically deducted from your checking or savings account on the due date shown on your bill. For more information or to get an enrollment form, visit [www.lacledegas.com/bill/pay](http://www.lacledegas.com/bill/pay) or call Customer Service.

---

## Phone

You can pay from your bank account or with your Visa, MasterCard or Discover credit or debit card. Call our partner, ChoicePay, at 1-877-839-2478 to initiate a payment. No pre-enrollment is required. ChoicePay charges a convenience fee for this service.

---

## Pay in Person

All Dierbergs and Schnucks, as well as a number of independent grocers and other retailers, are authorized to accept your payment. Please bring your entire gas bill with you. Most agents charge a fee for this service. Visit [www.lacledegas.com/bill/pay/agents](http://www.lacledegas.com/bill/pay/agents) for a list of current agent locations, or call Customer Service to locate an agent near you. Missouri Natural Gas customers may also pay at their nearest District Office.

---

## Late Payment Charge

A late payment charge of 1.5% will be applied to amounts remaining unpaid after the delinquent date shown on your gas bill. 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.

## Deposits

---

### Service Initiation Fee

**Customers will be charged a fee for the initiation of service.** A customer may choose to have the total fee billed on one month's bill or spread over four months.

---

### Deposits

New customers may be required to pay a deposit equal to one-sixth of the estimated annual bill based on credit score criteria, history with previous utility providers or failure to provide adequate verification of identity upon request. You may pay the deposit in installments if you so request.

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.

**As a current customer without a deposit,** we may require a deposit (or, if you currently have a deposit, we may increase the amount) if you meet one of the following conditions:

- Your gas service has been disconnected for nonpayment 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 illegally obtained gas. Only our employees are permitted to work with the company-owned regulator, meter and outside metering device.

For an existing customer, 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 are required to pay 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<sup>st</sup> 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.

## Service Connection

### Disconnection and Reconnection of Natural Gas Service

Reasons natural gas service may be disconnected:

- Nonpayment of a delinquent gas bill.
- Failure to pay a deposit or provide an acceptable guarantee.
- Unauthorized interference with 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 our meter or other equipment.
- Misrepresentation of identity to obtain service.
- Violation of any of our 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 between 48 and 96 hours before the disconnection of gas service.

Immediately before disconnection we will attempt to contact a responsible person at the premises about paying the delinquent gas amount due. If this amount is not paid, your gas service will be cut off with written notice left at the residence.

As of November 2, 2009, we will no longer collect payments at your home or business.

To discuss available payment arrangements to avoid disconnection, call us on or before the delinquent date listed on your bill.

---

## Restoring Disconnected Service

Call us for information on how to get your service restored. Company representatives are available Monday through Saturday during regular business hours to answer questions about restoring gas 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), your service will be restored, if possible, on the day restoration is requested. However, under normal circumstances, your service will be restored no later than the next working day.

You will be billed a reconnection charge after we restore your gas service.

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

## Special Circumstances

---

### Cold Weather Rule

Special payment arrangements are available during the November 1 through March 31 "Cold Weather Rule" period to assist eligible customers who are unable to pay their bills in full. Call us for more information on this rule.

---

### 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 (city of St. Louis 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 Dollar-Help. Contact the Missouri Division of Family Services or call us for more information about how to contact appropriate agencies.

---

## Medical Emergencies

**We will postpone disconnection of gas service to a residential customer for up to 21 days if a medical emergency exists.** You must notify us in advance that the service disconnection will aggravate a current medical emergency of yours or a permanent member of your household. You will be required to give us a physician's written evaluation stating a medical emergency exists at your home.

---

## Elderly and Disabled Assistance

**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 plan requires that extra notices be given before your natural gas service may be disconnected. Call us for information on registering for the Company Notification Plan.

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.

### Customer Assistance Program

We provide individual monitoring of customers who have needed heating assistance within the past year. We coordinate with the 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 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.

## Dollar-Help ([www.dollarhelp.org](http://www.dollarhelp.org))

We support the not-for-profit corporation Dollar-Help, Inc., which provides last-resort financial assistance to households that have exhausted federal or state assistance and still need additional funds either to avoid loss of heating service or to restore service after disconnection.

Dollar-Help needs your contribution to help low-income, elderly or disabled people keep warm in the winter. To help with a tax deductible gift:

- **Check a Red Box on your gas bill** to add \$1, \$2 or \$5 to your gas bill each month.
- **Overpay your gas bill** by exactly \$1.
- **Join the Automatic Giving option.** Call us, or visit Dollar-Help's website, [www.dollarhelp.org](http://www.dollarhelp.org), to tell us the amount you wish to give monthly, and we will add that amount to your monthly gas bill.
- **Mail a check** for any amount to:  
Dollar-Help, Inc., c/o Cass Bank  
P.O. Box 330, St. Louis, MO 63166
- **Make a bequest to Dollar-Help, Inc. in your will.**

As a service to the community, we provide administrative services to Dollar-Help, Inc., so that every dollar you donate passes directly to qualified recipients. In addition, for every \$5 donated, Laclede will contribute \$1, up to \$4,500 per month!

## 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 donating to Dollar-Help; view

account status information; perform a usage analysis; view scheduled service requests and more. Enroll at [www.lacledegas.com](http://www.lacledegas.com).

## Additional Services

### Gas Appliance Service

**Our Service and Installation Department personnel 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 PSC regulation.

### Furnace Inspections

**Our Service and Installation Department offers furnace inspections you can pay for on your monthly gas bill.** We recommend having your furnace inspected each year in late summer or early fall before the winter heating season begins. Gas appliance service work is not subject to PSC regulation.

### 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, 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.

## EnergySmart

### Consumer Education Program

Our Consumer Education staff can provide:

- Free speakers for your club, organization or school.
- Information on natural gas safety, energy conservation and the economic and environmental benefits of natural gas appliances.
- Information on the selection and care of the gas range and gas grill.
- Recipes prepared on the gas range and gas grill.

### Energywise Dealer Program

**We will help you purchase a high-efficiency natural gas furnace and other energy-efficient and environmentally friendly gas appliances as well as high-efficiency air conditioners 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 5% is required and the program has a lifetime limit of four heating systems per customer.

Call us or your local heating and cooling contractor for more information.

## Insulation Financing Program

Through our Insulation Financing Program **we will lend you up to \$2,000 at 3% yearly interest if you are using part or all of the money to insulate your home.** Any remaining borrowed funds can be used for other energy-saving modifications like adding storm windows or storm doors.

You can qualify for insulation financing if:

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

Call us for more information, or a list of participating contractors.

## Your Rights & Obligations

### Call Us:

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

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

**When a dispute is settled in our favor,** you must pay the disputed amount.

**If you have a dispute that is not resolved immediately,** you must pay the amount not in dispute — which we base on your past usage under similar conditions. You must pay this amount four business days after the date you register your dispute or by the delinquent date of the bill, whichever date is later.

**If you cannot pay the amount owed,** 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.

**You must notify us at least 24 hours prior to the date of a proposed service disconnection that you have a dispute about your bill to avoid disconnection.** Our Customer Service representatives are available Monday through Saturday during regular business hours.

**NOTE:** We will not discontinue your service for the issue in dispute while complaint procedures are in operation. However, the amount not in dispute must be paid.

---

### **The 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 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 <http://www.psc.mo.gov/statutes-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 them at:

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

**P.O. Box 7800**

**Jefferson City, MO 65102**

**Phone: 573-751-4857**

**Laclede Gas Company** is the largest natural gas distribution utility in Missouri, serving approximately 632,000 residential, commercial and industrial customers in the city of St. Louis and ten other counties in Eastern Missouri. As an adjunct to its gas distribution business, the Company operates underground natural gas storage fields and is engaged in the transportation and storage of liquid propane. **Missouri Natural Gas** is a division of Laclede Gas Company.



**NOTE:** This booklet is provided in accordance with the rules of the Missouri Public Service Commission.



**Laclede Gas**  
**[www.lacledegas.com](http://www.lacledegas.com)**

To report an emergency or gas odor:  
314-342-0800 (1-800-887-4173)

All other calls:  
314-621-6960 (1-800-887-4173)

Correspondence:  
Drawer 9, St. Louis, MO 63166

**Missouri Natural Gas**  
**[www.lacledegas.com](http://www.lacledegas.com)**

Contact your nearest District Office for  
all circumstances, including gas odors  
and emergencies:

- |              |  |
|--------------|--|
| Farmington   | 105 S. Washington St., 63640<br>573-431-2020<br>573-783-6451 (Fredericktown)<br>573-546-3539 (Iron County) |
| Festus       | 410 W. Main St., 63028<br>636-931-8383 (1-877-664-2726)  |
| Poplar Bluff | 313 S. Broadway St., 63901<br>573-785-9681   |
| Union        | 6 Progress Parkway, 63084<br>636-584-8440 (1-800-675-6577)   |