#### BEFORE THE STATE CORPORATION COMMISSION OF THE STATE OF KANSAS

In the Matter of the Application of	)
Southern Pioneer Electric Company	)
Seeking Waiver of Minimum Standards	)
For Payment Methods for Utility Bills and	)
Allowing the Acceptance of Credit Cards	)
and the Approval of Revisions to their	)
Schedule of Fees Related to the Assessment	)
of Credit Card Convenience Fees	)

Docket No. 18-SPEE-241-TAR

#### **COMPLIANCE FILING**

COMES NOW Southern Pioneer Electric Company ("Southern Pioneer") and hereby submits updated executed Rules and Regulations to incorporate the State Corporation Commission of the State of Kansas' ("Commission" or "Staff" respectively) Order Allowing Bill Payment from All Southern Pioneer Customers, issued August 30, 2018 ("Order").

#### **Background**

1. On December 8, 2017, Southern Pioneer filed an application with the Commission for the purpose of seeking (i) a waiver of certain minimum standards for payment methods for utility bills and allowing the acceptance of credit cards; and (ii) approval to make certain revisions to Southern Pioneer's Schedule of Fees related to the assessment of credit card convenience fees as contained in the Commission-approved Southern Pioneer Rules and Regulations for the geographic service territory served by Southern Pioneer, and for other related relief may be required.<sup>1</sup>

<sup>&</sup>lt;sup>1</sup> See Application of Southern Pioneer Electric Company Seeking Waiver of Minimum Standards for Payment Methods for Utility Bills and Allowing the Acceptance of Credit Cards and the Approval of Revisions to their Schedule a Fees Related to the Assessment of Credit Card Convenience Fees (December 8, 2017) ("Application").

2. On December 15, 2017, the Citizens' Utility Ratepayer Board ("CURB") filed its Petition to Intervene and the Commission granted same intervention December 21, 2017.

3. On July 3, 2018, the Staff filed its Report and Recommendation ("Staff R&R" or "Report and Recommendation"). Staff recommended that Southern Pioneer be allowed to eliminate its credit card convenience fee and revise its Schedule of Fees accordingly.<sup>2</sup>

On July 13, 2017, CURB filed its Response, urging the Commission to adopt Staff's
 R&R and request to make certain revisions to Southern Pioneer's Schedules of Fees.<sup>3</sup>

5. On July 16, 2017, Southern Pioneer filed its Response to Staff's R&R, disputing Staff's recommendation to allow all customers classes to pay with credit cards.<sup>4</sup>

6. On July 25, 2018, Staff filed its Reply to Southern Pioneer and CURB, reiterating its belief that limiting the option of paying with credit card to residential customers is unreasonably discriminatory.<sup>5</sup>

7. On August 30, 2018, the Commission adopted the Staff's position and granted Southern Pioneer a waiver from Sections(D)(2) and (I)(2) of the payment standards. The waiver allows Southern Pioneer to accept monthly bill payments by credit or debit cards from all customers and eliminate the \$3.95 convenience fee.

#### **Southern Pioneer's Updated Rules and Regulations**

<sup>&</sup>lt;sup>2</sup> Staff Report and Recommendation, p. 2

<sup>&</sup>lt;sup>3</sup> CURB Response to Staff R&R, p.3.

<sup>&</sup>lt;sup>4</sup> Response of Southern Pioneer Electric Company to Notice of Filing of Staff Report and Recommendation and CURB's Response to Staff's Report and Recommendation, July 16, 2018, p.6.

<sup>&</sup>lt;sup>5</sup> Staff's Reply to Southern Pioneer's Response to Staff and CURB's Recommendations, July 25, 2018, ¶11.

8. To implement the waiver and elimination of transaction fee, Southern Pioneer submits for approval revisions to Index No. R7, Section VII, K, Sheets 1-3 <u>and</u> Index No. R4, Section IV, G, Sheets 1-16 of its Commission-approved Rules and Regulations.

9. In Index No. R7, Section VII, K, Sheet 3 (Schedule of Fees), under subsection 7), Southern Pioneer has eliminated all language referencing the charging of \$3.95 per transaction fee.

10. In Index No. R4, Section IV, G, Sheets 15-16 (Payment Methods for Utility Bills), Southern Pioneer has made the following additional revisions in order to (i) remove erroneous language no longer applicable; (ii) accurately reflect Southern Pioneer's current payment practice; and (iii) remove any reference to assessment and collection of transaction fees by third-party vendors for certain payment methods.

- a. Section G, 2) <u>Bank Withdrawal</u> replaced "CheckLine" with "Automatic Bank Draft" to remove reference to former Aquila-West Plains bank withdrawal method.
- b. Section G, 3) <u>Pay in Person</u> inserted e-Checks, credit or debit cards and Kiosk station to better describe and define Pay in Person options.
- c. Section G, 4) <u>Pay On-Line</u> inserted e-Checks and debit cards and listed various Company-provided payment portals (SmartHub, Mobile E-bill and PayNow, etc.) and removed language indicating customer may be charged a fee for this payment method.
- d. Section G, 5) <u>Pay By Phone</u> inserted e-Checks and debit cards and removed language indicating customer may be charged a fee for this payment method.

WHEREFORE, Southern Pioneer hereby respectfully requests that the proposed revisions to its Commission-Approve Rules and Regulations as outlined herein to enact the Commission's Order authorizing waiver of certain Billing Standards, elimination of the assessment of a convenience fees, and language clarification be approved as soon as administratively feasible.

.

Respectfully submitted,

[s] Lindsay A. Campbell

Lindsay A. Campbell, #23276 Executive Vice President – General Counsel Southern Pioneer Electric Company 1850 West Oklahoma Street P.O. Box 430 Ulysses, Kansas 67880-0368 (620) 424-5206 telephone (620) 356-4306 fascimile Icampbell@pioneerelectric.coop

ATTORNEY FOR SOUTHERN PIONEER ELECTRIC COMPANY

#### **CERTIFICATE OF SERVICE**

I do hereby certify that on the \_\_\_\_\_ day of October, 2018, I electronically filed via the Kansas Corporation Commission's Electronic Filing System a true and correct copy of the above and foregoing Response with a copy emailed to the below parties of record.

|s| Lindsay A. Campbell

THOMAS J. CONNORS, Attorney at Law CITIZENS' UTILITY RATEPAYER BOARD 1500 SW ARROWHEAD RD TOPEKA, KS 66604 <u>tj.connors@curb.kansas.gov</u>

TODD E. LOVE, ATTORNEY CITIZENS' UTILITY RATEPAYER BOARD 1500 SW ARROWHEAD RD TOPEKA, KS 66604 <u>t.love@curb.kansas.gov</u>

DAVID W. NICKEL, CONSUMER COUNSEL CITIZENS' UTILITY RATEPAYER BOARD 1500 SW ARROWHEAD RD TOPEKA, KS 66604 D.NICKEL@CURB.KANSAS.GOV

SHONDA RABB CITIZENS' UTILITY RATEPAYER BOARD 1500 SW ARROWHEAD RD TOPEKA, KS 66604 s.rabb@curb.kansas.gov

DELLA SMITH CITIZENS' UTILITY RATEPAYER BOARD 1500 SW ARROWHEAD RD TOPEKA, KS 66604 <u>d.smith@curb.kansas.gov</u>

PHOENIX ANSHUTZ, LITIGATION COUNSEL KANSAS CORPORATION COMMISSION 1500 SW ARROWHEAD RD TOPEKA, KS 66604 <u>p.anshutz@kcc.ks.gov</u>

BRIAN G. FEDOTIN, DEPUTY GENERAL COUNSEL KANSAS CORPORATION COMMISSION 1500 SW ARROWHEAD RD TOPEKA, KS 66604 <u>b.fedotin@kcc.ks.gov</u>

AMBER SMITH, CHIEF LITIGATION COUNSEL KANSAS CORPORATION COMMISSION 1500 SW ARROWHEAD RD TOPEKA, KS 66604 a.smith@kcc.ks.gov

#### SOUTHERN PIONEER ELECTRIC COMPANY

(Name of Issuing Utility)

#### SERVICE AREA

Schedule: <u>R&R Utility</u>

Replacing Schedule <u>R&R UtilityORIGINAL</u> Which was filed <u>November 21, 2013INITIAL</u>

Territory to which schedule is applicable)
No supplement or separate understanding
shall modify the tariff as shown hereon.

Sheet 1 of 3 Sheets

#### VII. <u>UTILITY'S SERVICE OBLIGATIONS</u>

#### A. <u>TYPE OF SERVICE</u>

The service to be furnished under these rules shall be at 120/240 volts, 60 cycle, single-phase, or three-phase where available.

#### B. <u>CONTINUITY OF SERVICE</u>

The Company will use reasonable diligence in furnishing a regular and uninterrupted service, but it shall not be liable in damages for any interruption of service due to accidents, legal processes, breakdown or injury to the equipment of the Company, or other conditions beyond the control of the Company.

#### C. <u>TEMPORARY</u> <u>SERVICE</u>

Service for any period of less than the regular contract period of five (5) years may be furnished at the request of the customer and the Company shall charge the energy rate herein provided and a minimum charge based on the cost of the construction to serve the temporary customer plus all labor costs of connection and disconnection of the customer. Connection of such temporary nature shall not affect the minimum charge of existing customers.

#### D. <u>REQUEST FOR INVESTIGATION</u>

The Company stands ready to render adequate and satisfactory service. If the customer feels that service is not satisfactory, the nearest office of the Company should be notified in order that a proper investigation may be made.

#### E. <u>SAVING CLAUSES</u>

#### 1) <u>Rates</u>

The rates under which the bills for services are rendered are the present legal rates of the Company on file with the Commission and are subject to change in manner authorized or permitted by Law.

Issu	ed	November	<mark>2</mark> 1	201 <mark>83</mark>
		Month	Day	Year
Effe	ctive	November Month	21 Day	201 <mark>83</mark> <sub>Year</sub>
By				
	Rand	lall D. Magnis	son	Executive VP – Assistant CEO

#### SOUTHERN PIONEER ELECTRIC COMPANY

(Name of Issuing Utility)

#### SERVICE AREA

Schedule: <u>R&R Utility</u>

Replacing Schedule <u>R&R UtilityORIGINAL</u> Which was filed <u>November 21, 2013INITIAL</u>

Territory to which schedule is applicable)
No supplement or separate understanding
shall modify the tariff as shown hereon.

Sheet 2 of 3 Sheets

#### 2) Rules and Regulations of the State Corporation Commission

These rules, regulations and conditions of service in no way supersede or modify any general rules or lawful orders of the Commission. If there is any conflict it shall be understood that the standard rules and regulations and the lawful orders of the Commission shall control, unless the Commission shall give approval of the Company's rules or regulations.

#### 3) Franchise Provisions

If any rule or regulation herein shall conflict with the provisions of any franchise under which the Company is now operating or may hereafter operate in any municipality, then the provision of such franchise shall govern unless and until same shall have been changed by lawful order of the State Corporation Commission.

#### F. WAIVER OF REQUIREMENTS

The requirements contained in these standards may be waived in individual cases by the Commission upon written request by the utility and a showing that compliance with the requirement would serve the interests of neither the utility nor the customer.

#### G. MAINTENANCE AND REPLACEMENT OF SERVICES

Company will maintain and replace when necessary all service wires, and appurtenances furnished by Company to serve customer. Customer will maintain and replace when necessary all wires, and appurtenances furnished by customer for reception and use of electrical energy, and maintain them at all times in condition to render satisfactory service.

#### H. INFORMATION REGARDING LOCATION AND CHARACTER OF SERVICE

Upon request by any party interested therein, the Company shall furnish necessary information regarding the location of its distribution pole lines, service wires or underground wires, and the character of service available to any location.

Issued	November	<mark>2</mark> 1	20183
	Month	Day	Year
Effective	November	<mark>2</mark> 1	201 <mark>83</mark>
	Month	Day	<sub>Year</sub>
By Rand	all D. Magnis	on	Executive VP – Assistant CEO

#### SOUTHERN PIONEER ELECTRIC COMPANY

(Name of Issuing Utility)

#### SERVICE AREA

Schedule: <u>R&R Utility</u>

Replacing Schedule <u>R&R UtilityORIGINAL</u> Which was filed <u>November 21, 2013INITIAL</u>

#### Sheet 3 of 3 Sheets

#### I. CHARGES FOR WORK DONE ON CUSTOMER'S PREMISES

The Company shall charge for all material and labor furnished at customer's request in the replacement or repair of customer owned wiring or equipment. The Company shall not charge for any costs of replacements or repairs to equipment furnished and owned by the Company on customer's premises except when damage is due to negligence or misuse of customer or when moved at customer's request.

#### J. <u>AVAILABILITY</u>

Service under these rules shall be available to any new customer within such Company's certified territory and upon execution of a contract for a minimum period of 5 years.

#### K. <u>SCHEDULE OF FEES SECTION</u>

Applicable for customer charges under the Company's Rules and Regulations currently on file or as re-filed from time to time with the Kansas Corporation Commission.

	1)	Bus. Hrs.After Hrs. (A)Connection Charge\$8.00\$16.00Customers must be informed of after-hours charges.\$16.00	
	2)	Collection charge\$15.00	
	3)	Disconnection charge\$15.00	
	4)	Reconnection charge\$15.00	
	5)	Meter Reading charge\$15.00	
	6)	Returned Check Charge (Per KSA 60-2610)	
	,	Bill Payment Pay in Person No Fee	
		Pay On-Line (credit card only) \$3.95 per transaction	
		Pay By Phone (credit card only) \$3.95 per transaction	
		(A) Customer must be informed of after hour charges.	
Issued	Novembe	er <u>21 20183</u> Day Year	
Effective	Novembe	er <u>21 20183</u> Day Year	
By	all D. Magr	nison Executive VP – Assistant CEO	
itailua	an D. Mayi		

Index No. R4

#### SOUTHERN PIONEER ELECTRIC COMPANY (Name of Issuing Utility)

### SERVICE AREA

Schedule: R&R Billing

Replacing Schedule <u>R&R Billing</u> Which was filed <u>OctoberNovember 21, 20173</u>

2	rritory to which schedule is applicable)
	No supplement or separate understanding
	shall modify the tariff as shown hereon.

Sheet 1 of 16 Sheets

#### IV. BILLING AND PAYMENT

#### A. <u>GENERAL</u>

The Company will normally bill each customer each billing period in accordance with its applicable rate schedules. Billings will be issued on a monthly or self-billing basis. Meters shall be read periodically at intervals of approximately thirty (30) days and bills shall be payable monthly. Company reserves the right to adopt the plan of dividing the municipality or territory served into districts and to render bills in each district at a selected time. Each utility bill rendered to the customer shall show:

1) The beginning and ending meter registration for the reading period, except that estimated billings shall disclose that it is based on estimated meter reading. The entire word "Estimated" shall be shown on the bill.

2) The date of the meter reading and the date of the bill. The Company shall read meters in a range of no less than 26 days and no more than 36 days for monthly billing. The Company may vary its meter reads from this period to take into account the effects of connections, disconnections and for customers directly affected by rerouting.

3) The final date by which a payment can be received before a delinquent charge is imposed.

4) The actual or estimated usage during the billing period.

5) The amount due for prompt payment and the amount due after delinquency in payment.

6) The fuel, power or energy cost adjustment in cents per kilowatt-hour (kWh) and the total amount due.

7) If the energy cost adjustment is prorated each proration factor and associated usage shall be shown on the bill.

8) The amount of additional charges due for past due accounts, security deposits, collection, connection or disconnection charges, installment payments, and other utility charges authorized by the Commission.

9) The total amount due for the current billing period.

10) The amount due for franchise use, occupation, sales taxes, research and development surcharges, or other tax, stated separately.

Issued	November <del>Octobe</del> Month Day	<mark>f 1</mark> Year	201 <mark>87</mark>
Effective _	November <del>Octobe</del> Month Day	<mark>+ 1</mark> Year	201 <mark>87</mark>
By Randa	all D. Magnison E:	ecutive VP-4	Assistant CEO

SOUTHERN PIONEER ELECTRIC COMPANY (Name of Issuing Utility)

Schedule: R&R Billing

Replacing Schedule R&R Billing

ritory to which sche No supplement or s	dule is applicable) eparate understanding	
	ff as shown hereon.	Sheet 2 of 16 Sheets
		ephone number of the Company and the identification of the person or ay report a disputed bill, make an inquiry concerning a bill, delinquency o therwise complain.
		explaining overall changes in rates shall be made available to customers t mail when new rates are implemented due to a rate case.
	customer meter read determined by a me R9, Sheet 7, and Se calculated for the pe Company. If the adj given the opportunit period of time equal customer shall be gi Number R9, Sheet 7	also show any adjustment to previous billings based on estimated usage d dings. The adjustment shall be made after actual usage has been ter reading by the Company pursuant to Section IX, P, (2), Index Number ction IX, N, Index Number R9, Sheet 5. The adjustment shall be riod between the prior and the most recent meter reading by the ustment shows a net balance due to the Company, the customer shall be y, if requested, to pay the additional charges in equal installments over a to the adjusted billing period. If a net balance is due to the customer, the ven either a credit on subsequent bills pursuant to Section IX, P (2), Index Y, and Section IX, N, Index Number R9, Sheet 5, or a refund, if the ded \$10 and a refund is requested.
	services. Special set by the Commission, therewith. Charges charges for utility se Company shall cred with the oldest servio	may include on the bill for utility services other charges for special ervices are those not authorized by tariff or otherwise specifically regulate such as the sale of merchandise or services performed in connection for special services shall be designated clearly and separately from rvices. If the customer makes partial payment for the total bill, the it payment: a) first to the balance outstanding for utility service beginning ce debt, b) then to additional utility charges (such as disconnection tion fees), and c) then to special charges as defined above.
	clearly disclose the	r is paying under a level or average payment plan, each bill shall also overage or underage of the amounts paid to date as compared to the age, in dollars to date.
		r is paying down an arrearage under the Cold Weather Rule or other monthly amounts shall be printed on the bill and clearly labeled.
Issued	October 1 2017 Month Day Year	·
Effective	October 1 2017 Month Day Year	7

SOUTHERN PIONEER ELECTRIC COMPANY (Name of Issuing Utility)

#### \_\_\_\_.

#### SERVICE AREA (Territory to which schedule is applicable)

No supplement or separate understanding

shall modify the tariff as shown hereon.

Schedule: <u>R&R Billing</u>

Replacing Schedule <u>R&R Billing</u> Which was filed <u>OctoberNovember 21, 20173</u>

Which was filed OctoberNovem

Sheet 3 of 16 Sheets

#### -

#### B. <u>RESPONSIBILITY FOR PAYMENT OF A BILL</u>

The Company shall not threaten or refuse service to, or threaten or disconnect the service of, an individual for an outstanding debt on an account unless that individual either signed the service agreement on the account or agreed orally at the time the service was established to be responsible for the account. The only exception to this rule is when the individual and the customer, who signed the service agreement or agreed orally at the time service was established to be responsible for the account. The only exception to this rule is when the individual and the customer, who signed the service agreement or agreed orally at the time service was established to be responsible for the account, lived together when the debt was incurred and continue to live together.

The Company shall not threaten or refuse service to or threaten or disconnect the service of an individual for an outstanding debt more than five (5) years old if the service agreement was signed and three (3) years if the agreement was oral.

Once a year, the Company shall mail to each of its customers a notice apprising them of the Commission's complaint procedure including its role in settling complaints which have reached an impasse. The notice should include the Commission's Consumer Protection Office's telephone number as well as a comment/complaint form concerning the Company's performance. The notices or copies of the notices shall be sent to the Commission.

#### C. DELAYED PAYMENT CHARGES

1) All bills for utility service are due and payable upon receipt. A customer of the Company taking both gas and electric service shall be able to specify to which utility service the payment (s) are to be applied, regardless of whether the payments are for current usage or arrearages. The Company shall inform its customers of the ability to specify to which utility service the payment (s) are to be applied. A bill shall be deemed delinquent if payment thereof is not received by the Company or its authorized agent on or before the date stated on the bill which date shall be:

a. For residential customers, the last date on which payments received can, in the normal and reasonable course of the Company's procedures, be credited to the customer's account in preparing his next normal billing.

Issued	NovemberOctober 1 20187 Month Day Year
Effective	NovemberOctober 1 20187 Month Day Year
By Randall	I D. Magnison Executive VP-Assistant CEO

Index No. R4

SOUTHERN PIONEER ELECTRIC COMPANY (Name of Issuing Utility)

Schedule: <u>R&R Billing</u>

Replacing Schedule R&R Billing Which was filed OctoberNovember 21, 20173

RVICE ARI		Which was filed OctoberNovember 21, 201
	separate understanding	
shall modify the tar	iff as shown hereon.	Sheet 4 of 16 Sheets
	b. For all other customers, the fifteenth	(15th) day after date of billing.
		bayment charge in an amount equal to two percent utility service will be added to the customer's bill, ar itiated.
	3) If the last calendar day for remittance falls the offices of the Company are not open to the g extended through the next business day.	on a Sunday, legal holiday, or any other day when leneral public, the final payment date shall be
	procedures, the Company shall offer to mail a co the same time it is delivered to the local busines the customer the option of paying a one percent	y unable to pay its bills on time due to bill-paying opy of the bills to the customer's bill-paying office at s. If the customer chooses, the Company shall offer (1%) late fee every month for a time extension of 1 of for the customer after the customer requests it or ys established by this provision.
	arrearage with the initial payment being the arre recent billing period for which service was provide	ustomer will have up to 12 months to pay off an arage plus the bill for consumption during the most led, divided by 12. Arrearages from a previous Co yment Plan must be paid off before entering into th n.
lssued	NovemberOctober 1 20187 Month Day Year	
Effective	NovemberOctober 1 20187 Month Day Year	
Ву		
Randall	D. Magnison Executive VP-Assistant CEO	

SOUTHERN PIONEER ELECTRIC COMPANY (Name of Issuing Utility) Schedule: <u>R&R Billing</u>

Replacing Schedule <u>R&R Billing</u> Vhich was filed <u>OctoberNovember 21, 20173</u>

ERVICE AREA erritory to which schedule is applicable)	Which was filed OctoberNovember 21, 2017
No supplement or separate understanding	
shall modify the tariff as shown hereon.	Sheet 5 of 16 Sheets
6) The Company may discontinue Section V, Index Number R5, Discont	e service for a delinquent bill after issuing the notice required by tinuance of Service to Customers.
a. Non-AMI Metered Custo	mers
customer's premises on the exact day collection or disconnection charge.	use of non-payment of a bill, or collection is made at the y disconnection is to occur, the Company shall require a Such collection or disconnection charge shall be as provided in er R7 of the Company's rules and regulations filed with and
accordance with the appropriate prov reconnection charge shall be applied.	or non-payment of a bill should service be reconnected in visions of the Company's rules, regulations and tariffs a . Such reconnection charge shall be as provided in Section VI Company's rules and regulations filed with and approved by the
b. AMI Metered Customers	
If service is discontinued becaud dollar (\$5) disconnection charge.	se of non-payment of a bill, the Company shall require a five
	or non-payment of a bill, should service be reconnected in risions of the Company's rules, regulations and tariffs, there
Issued <u>NovemberOctober</u> 1 2018 Month Day Year	<u>7</u>
Effective <u>NovemberOctober</u> 1 2018 Month Day Year	<u>}7_</u>
By	
Randall D. Magnison Executive VP-Assistant CEC	

SOUTHERN PIONEER ELECTRIC COMPANY

By\_

Randall D. Magnison

Executive VP-Assistant CEO

Schedule: <u>R&R Billing</u>

lame of Issuing Utility)		
ERVICE AREA	R. 11 N	Replacing Schedule <u>R&amp;R Billing</u> Which was filed <u>OctoberNevember 21, 2017</u>
erritory to which schedule is appl No supplement or separate un shall modify the tariff as showr	nderstanding	Sheet 6 of 16 Sheets
D. <u>COI</u>	LD WEATHER RULE	
1)	Application	
	a. The provisions of the Cold Weather Rule (CWR disconnection procedures for any Kansas residential retain or restore utility service throughout the cold we November 1 through March 31.	customers with unpaid arrearages to
2)	Prohibitions on Disconnections	
	Company shall not disconnect a customer's service b the local National Weather Service forecasts the temp be in the mid-30s or colder within a 48-hour period ur	perature will drop below 35 degrees or wil
	i. It is at the customer's request;	
	ii. The service is abandoned;	
	iii. A dangerous condition exists on the cust	omer's premises;
	<ul> <li>The customer violates any rule of the Con of the customer or other persons, or the physica system;</li> </ul>	mpany which adversely affects the safety al integrity of the Company's delivery
	<ul> <li>v. The customer causes or permits unauthor use of utility service (meter bypass) situated or premises;</li> </ul>	
	vi. The customer misrepresents his or her id retaining utility service; or	lentity for the purpose of obtaining or
	vii. The customer tenders an insufficient funds installment payment under a Cold Weather Rul insufficient payment during the 10-day period a customer.	e payment plan and does not cure the
	Under i, ii, iii and iv, the Company may disconn vi, the Company may disconnect the customer 48 hou the customer's door or a personal or telephone conta and the telephone number of the Commission's Cons customer, or (10) days after a disconnection notice is Company may disconnect the customer 10 days after customer has not cured the insufficient payment durin	urs after a disconnection notice is left on ct is made with the customer of record sumer Protection Office is given to the sent, whichever is quicker. Under vii, the r a disconnection notice is sent if the
Month	emberOctober 1 20187 Day Year emberOctober 1 20187	

Index No. R4

#### SOUTHERN PIONEER ELECTRIC COMPANY (Name of Issuing Utility)

Schedule: R&R Billing

Replacing Schedule <u>R&R Billing</u> Vhich was filed <u>OctoberNovember 21, 20173</u>

No supplement or separate understanding shall modify the tariff as shown hereon. Services disconnected under (iii) or (iv) above mu physical problems as defined in (iii) or (iv) have been or must be restored as soon as possible after payment by service. The value of the diverted service shall be estir customer or the residence.	orrected. Service disconnected under (v) the customer of the full value of the diverted
Services disconnected under (iii) or (iv) above mu physical problems as defined in (iii) or (iv) have been co must be restored as soon as possible after payment by service. The value of the diverted service shall be estir	ust be restored as soon as possible after th orrected. Service disconnected under (v) v the customer of the full value of the diverte
physical problems as defined in (iii) or (iv) have been comust be restored as soon as possible after payment by service. The value of the diverted service shall be estimated to the diverted service serv	orrected. Service disconnected under (v) the customer of the full value of the diverted
3) <u>Responsibilities of Customers</u>	
In order to prevent service disconnection when the tem service reconnected regardless of temperature, a custo provisions. To qualify for the benefits of the Cold Weat	omer must comply with the following
i. Inform the Company of the customer's ina	bility to pay the bill in full;
ii. Provide sufficient information to allow the agreement;	Company to make a payment
iii. Make an initial payment of 1/12 of the arrection consumption, the full amount of any disconnection deposit and enter into an 11-month plan for payment plan as negotiated with the utility for the	on or reconnection fees, plus any applicable ment of the rest of the arrearage, or enter a
iv. Apply for federal, state, local or other assist eligible;	stance funds for which the customer is
4) Responsibilities of the Company	
i. Non-AMI Metered Customers	
a. Once a year, at least 30 days prior to the mail a written notice of the Cold Weather Rule to who is currently receiving service as well as to ear who has been disconnected during or after the m remains without service. Company shall file a company shall file	ach non-AMI metered residential customer nost recent cold weather period and who
b. Company shall send one written notice matermination of service. A customer may not be d the activating temperature is predicted by the Na hours, which will be the day prior to disconnection telephone call attempt with the customer of record contact with the customer of record on the day p contact on that day was not made. The telephone day prior to disconnection is in addition to	ational Weather Service. During the first 24 on, the Company shall make at least one rd and make one attempt at a personal rior to termination of service if telephone
anuad NevemberOsteber 1 20187	
ssued <u>NovemberOctober</u> 1 20187 Month Day Year	
Effective <u>NovemberOctober</u> 1 20187 Month Day Year	
By Randall D. Magnison Executive VP-Assistant CEO	

Index No. R4

# SOUTHERN PIONEER ELECTRIC COMPANY (Name of Issuing Utility)

Schedule: <u>R&R Billing</u>

SERVICE AREA
(Territory to which schedule i

ERVICE AREA		Replacing Schedule <u>R&amp;R Billing</u> Which was filed <u>OctoberNevember 21, 20173</u>
rritory to which schedule is applic	cable)	
No supplement or separate und	lerstanding	
shall modify the tariff as shown	hereon.	Sheet 8 of 16 Sheets
	Index No. R5, sheets 1 through 9. If the personal contact the day prior to disconnect message on the door on t this service. On the day of disconnec above the activating temperature from then forecast to be below the activati	ents contained in the Company's Rules and Regulations, the customer is not contacted during the phone call(s) or termination of service, the utility employee shall leave a the day prior to disconnect. There will be no charge for ction, the Company must receive a 24-hour forecast m the National Weather Service. If the temperature is ng temperature, the disconnection may not be carried out her 48-hour forecast above the activating temperature and disconnection.
	disconnect message on the door, in a Company's Rules and Regulations, I inform the customer of the existence	e 10-day written notice, the personal contact and the addition to the existing requirements contained in ndex R5, sheets 1 through 9, the Company shall also of the Cold Weather Rule, that the customer can avoid tion D. (3) of the Company's Rules and Regulations, and asion's Consumer Protection Office.
	c. Inform the customer of, or prov Company's Rules and Regulations.	vide a list of, the requirements of Section D. (3) of the
	d. Inform the customer of, or provassist with payment of utility bills.	ide a list of, organizations where funds are available to
	customer might qualify. Prior to disc period of fewer than 12 months, the 0 to have a level payment plan for curr	ride a list of, all other pay arrangements for which the ussing any plan for Cold Weather Rule payments over a Company must inform the customer of the customer's right ent and future consumption and to have the arrearage ent and equal installment payments over the next 11
	f. Adopt and inform customers al	pout a third-party notification plan.
Month	mberOctober 1 20187 Day Year	

By		
	Randall D. Magnison	Executive VP-Assistant CEO

Month Day

Year

Index No. R4

#### SOUTHERN PIONEER ELECTRIC COMPANY (Name of Issuing Utility)

Schedule: <u>R&R Billing</u>

Replacing Schedule <u>R&R Billing</u> Vhich was filed <u>OctoberNovember 21, 20173</u>

ritory to which schedule is applicable) No supplement or separate understandi	a	
shall modify the tariff as shown hereon.	9	Sheet 9 of 16 Sheets
ii.	AMI-Metered Customers	
is c bee	a written notice of the Cold Wea urrently receiving service as well in disconnected during or after the	prior to the Cold Weather Rule period, Company shall ther Rule to each residential AMI-metered Customer who as to each AMI-metered residential customer who has e most recent cold weather period and who remains a copy of the notice with the Commission.
to c	ination of service. Five to seven	en notice mailed first-class at least ten (10) days prior to (5-7) days prior to disconnection, the Utility shall attemp tomer's preferred choice, informing the Customer of the
c. bef	The utility should notify, or attend of the state of the	mpt to notify, customers by phone at least two (2) days
be t with on t mes If th serv on t hou fore req tem be o	perature is predicted by the Nation the day prior to disconnection, the the customer of record. If the cu- he day prior to termination of servi- sage on the door on the day prior e customer of record is contacted rice, the utility employee shall not he day prior to disconnect. On the forecast above the activating ter- cast requirement is met, the utility irred to make an on premises col- perature is then forecast to be be	nected until a 48-hour forecast above the activating onal Weather Service. During the first 24 hours, which we company shall make at least one telephone call attemp ustomer of record is not contacted during the phone call( vice, the utility employee shall leave a disconnect or to disconnect. There will be no charge for this service. If during the phone call(s) the day prior to termination of the equired to leave a disconnect message on the door ne day of disconnection, the Company must receive a 24 mperature from the National Weather Service. If the y may then disconnect the customer and shall not be lection attempt on the day of disconnection. If the elow the activating temperature, the disconnection may no st wait for another 48-hour forecast above the activating predures prior to disconnection.
Reg exis with	door, in addition to the existing re ulations, Index R5, sheets 1 thro tence of the Cold Weather Rule,	e 10-day written notice and the disconnect message on equirements contained in Company's Rules and ugh 9, the Company shall also inform the customer of th that the customer can avoid disconnection by complying Rules and Regulations, and the telephone number of th Office.
Issued <u>November</u> Month	Day Year 20187	
Effective <u>November</u>	October 1 20187 Day Year	
By Randall D. Magnison	Executive VP-Assistant CEO	

SOUTHERN PIONEER ELECTRIC COMPANY (Name of Issuing Utility)

Schedule: <u>R&R Billing</u>

Index No. R4

Rep	placing Schedule	R&R Billing
Which was filed	OctoberNovembe	<del></del>

SERVICE AREA		Which was filed OctoberNovember 21, 20173
erritory to which schedule is applicable) No supplement or separate understandin	a	
shall modify the tariff as shown hereon.	5	Sheet 10 of 16 Sheets
e. Corr	Inform the customer of, or prov pany's Rules and Regulations.	vide a list of, the requirements of Section D. (3) of the
f. assi	Inform the customer of, or prov st with payment of utility bills.	vide a list of, organizations where funds are available to
perio to ha	omer might qualify. Prior to disc od of fewer than 12 months, the ( ave a level payment plan for curr ount paid through an initial payme	vide a list of, all other pay arrangements for which the ussing any plan for Cold Weather Rule payments over a Company must inform the customer of the customer's right ent and future consumption and to have the arrearage ent and equal installment payments over the next 11
h.	Adopt and inform customers al	bout a third-party notification plan.
Issued <u>November</u>	Detober 1 20187 Day Year	
Effective <u>November</u>	Detober 1 20187 Day Year	
By Randall D. Magnison	Executive VP-Assistant CEO	

\_\_\_\_\_

Index No. R4

#### SOUTHERN PIONEER ELECTRIC COMPANY (Name of Issuing Utility)

#### Schedule: <u>R&R Billing</u>

Replacing Schedule <u>R&R Billing</u> hich was filed <u>OctoberNovember 21, 20173</u>

SERVICE AREA (Territory to which schedule is application)	able)	Which was filed OctoberNovember 21, 20173
No supplement or separate under shall modify the tariff as shown h	erstanding	Sheet 11 of 16 Sheets
5)	Other Provisions	
	a. <u>Security Deposits</u>	
	period of the payment plan, except that no	ne Cold Weather Rule may be amortized over the security deposit may be amortized over fewer b. R3, sheets 1 through 4 of the Company's Rules
	b. <u>Weatherization Programs</u>	
	The Company will inform its custome programs.	ers of the long-range advantages of weatherization
	c. <u>Default</u>	
	of the payment plan, unless subsequently the Cold Weather Rule payment plan. A c payment plan is not eligible for the arreara unless the arrearages from the prior Cold V defaults on a Cold Weather Rule payment Rule payment plan upon making an initial Regulations at Index No. R4, sheet 7, (3) i complying with the customer responsibility Regulations, Index No. R4, sheet 7, (3). A customer and the Company after the custor required to be offered under the Cold Wea payment plan. However, a customer with considered to be in default of the payment are equal or greater than the amount that p payment plan for arrearages. d. <u>Renegotiation of Cold Weather Rule</u>	A payment plan of any length that is negotiated by the omer has been informed of the payment plans ther Rule is considered to be a Cold Weather Rule a payment plan of fewer than 11 months shall not be plan if the actual payments that have been made would have been required under an 11-month <u>Agreement</u> renegotiate Cold Weather Rule payments if the
Issued <u>Nover</u>	mberOctober 1 20187 Day Year	
Effective <u>Nover</u>	mber <del>October</del> 1 2018 <del>7</del> <sub>Day Year</sub>	
By Randall D. Magniso	n Executive VP-Assistant CEO	

SOUTHERN PIONEER ELECTRIC COMPANY (Name of Issuing Utility)

Schedule: <u>R&R Billing</u>

Bit production       Sheet 12 of 16 Sheets         Sheet 12 of 16 Sheets       e. Alternative Cold Weather Rule Plans Company may file a Cold Weather Rule plan with terms as favorable or more favorable to the customer than the terms outlined above.         E. RESEARCH AND DEVELOPMENT SURCHARGE-ELECTRIC         10 Applicable         To every bill for electric service rendered by the Company, except those rendered specifically for electric power and energy sales for resale by other utilities under rates which are subject to the Company's interdepartmental sales of electricity.         0. Basis of Surcharge         Buring each calendar year, the Company will collect from its customers as a surcharge to the support proportionately with other similar utilities and angregate amount of money (i.e. total surcharge) to the Electric Industry in the United States as administered by the Electric Power Research institute. At least 90 days prior to the beginning of the calendar year, the Company shall determination. The Company also that Commission is collections and expenditures hereunder in accordance with the Commission's then current requirements.         Itssued       NovemberQetaber       1       20187_ Nor         Itssued       NovemberQetaber       1       20187_ Nor         Mem       Dry       Your	ERVICE ARE	Ā			W	Replacing Schedule <u>R&amp;F</u> hich was filed <u>October<del>Novembe</del>r 21</u>	
e. <u>Alternative Cold Weather Rule Plans</u> Company may file a Cold Weather Rule plan with terms as favorable or more favorable to the customer than the terms outlined above. E. <u>RESEARCH AND DEVELOPMENT SURCHARGE-ELECTRIC</u> () <u>Applicable</u> To every bill for electric service rendered by the Company, except those rendered specifically for electric power and energy sales for resale by other utilities under rates which are subject to the jurisdiction of the Federal Electric Power Commission. This schedule is not applicable to the Company's interdepartmental sales of electricity. () <u>Basis of Surcharge</u> During each calendar year, the Company will collect from its customers as a surcharge to the aforementioned bills in that year, and expend an aggregate amount of money (i.e. total surcharge) to support proportionately with other similar utilities a National Research and Development Program of the Electric Industry in the United States as administered by the Electric Power Research Institute. At least 90 days prior to the beginning of the calendary year, the Company shall determine and certify to the Commission such aggregate amount and the basis of its determination. The Company also shall report to the Commission its collections and expenditures hereunder in accordance with the Commission's then current requirements.			 g				
Image: Stand Stan	shall modify the tari	ff as shown hereon.				Sheet 12 of 16 Sh	eets
to the customer than the terms outlined above."  I. RESEARCH AND DEVELOPMENT SURCHARGE-ELECTRIC  () Applicable  To every bill for electric service rendered by the Company, except those rendered specifically for electric power and energy sales for resale by other utilities under rates which are subject to the jurisdiction of the Federal Electric Power Commission. This schedule is not applicable to the Company's interdepartmental sales of electricity.  () Basis of Surcharge  During each calendar year, the Company will collect from its customers as a surcharge to the aforementioned bills in that year, and expend an aggregate amount of money (i.e. total surcharge) to support proportionately with other similar utilities a National Research and Development Program of the Electric Industry in the United States as administered by the Electric Power Research Institute. A tleast 90 days prior to the beginning of the calendar year, the Company shall determination. The Company also shall report to the Commission is collections and expenditures hereunder in accordance with the Commission's then current requirements.  Issued <u>NovemberOctaber 1</u> 20187. More <u>by vert</u>		e.					
1) Applicable         1. Overy bill for electric service rendered by the Company, except those rendered specifically for electric power and energy sales for resale by other utilities under rates which are subject to the jurisdiction of the Federal Electric Power Commission. This schedule is not applicable to the Company's interdepartmental sales of electricity. <b>O Basis of Surcharge</b> During each calendar year, the Company will collect from its customers as a surcharge to the aforementioned bills in that year, and expend an aggregate amount of money (i.e. total surcharge) to the Electric Industry in the United States as administered by the Electric Power Research Institute. At least 90 days prior to the beginning of the calendar year, the Company shall determine and certify to the Commission such aggregate amount and the basis of its determination. The Company also shall report to the Commission its collections and expenditures hereunder in accordance with the Commission's then current requirements.         Issued       NovemberOcteber 1       20187_         Morin       Day       Yuar		to th				is as favorable or more favora	able
Issued       NovemberOctober       1       20187_ Log         Issued       NovemberOctober       1       20187_ Log         Issued       NovemberOctober       1       20187_ Log	E.	RESEARC	H AND DEVELOP	MENT SURCH	IARGE-ELECTRIC		
for electric power and energy sales for resale by other utilities under rates which are subject to the jurisdiction of the Federal Electric Power Commission. This schedule is not applicable to the Company's interdepartmental sales of electricity. () Basis of Surcharge During each calendar year, the Company will collect from its customers as a surcharge to the aforementioned bills in that year, and expend an aggregate amount of money (i.e. total surcharge) to the Electric Industry in the United States as administered by the Electric Power Research Institute. At least 90 days prior to the beginning of the calendar year, the Company shall determine and certify to the Commission such aggregate amount and the basis of its determination. The Company also shall report to the Commission its collections and expenditures hereunder in accordance with the Commission's then current requirements.		1) <u>Appl</u>	<u>icable</u>				
During each calendar year, the Company will collect from its customers as a surcharge to the aforementioned bills in that year, and expend an aggregate amount of money (i.e. total surcharge) to support proportionately with other similar utilities a National Research and Development Program of the Electric Industry in the United States as administered by the Electric Power Research Institute. At least 90 days prior to the beginning of the calendar year, the Company shall determine and certify to the Commission such aggregate amount and the basis of its determination. The Company also shall report to the Commission its collections and expenditures hereunder in accordance with the Commission's then current requirements.         Issued       NovemberOctober 1       20187         Effective       NovemberOctober 1       20187         Month       Day       Year		for electric jurisdiction	power and energy of the Federal Ele	sales for resa ctric Power Co	e by other utilities under mmission. This sched	er rates which are subject to t	
aforementioned bills in that year, and expend an aggregate amount of money (i.e. total surcharge) to support proportionately with other similar utilities a National Research and Development Program of the Electric Industry in the United States as administered by the Electric Power Research Institute. At least 90 days prior to the beginning of the calendar year, the Company shall determine and certify to the Commission such aggregate amount and the basis of its determination. The Company also shall report to the Commission its collections and expenditures hereunder in accordance with the Commission's then current requirements.		2) <u>Basi</u>	<u>s of Surcharge</u>				
Effective <u>NovemberOctober</u> 1 20187 Month Day Year		aforementi support pro the Electric At least 90 to the Com shall repor	oned bills in that ye oportionately with o c Industry in the Un days prior to the b mission such aggre t to the Commission	ear, and exper- other similar uti- ited States as eginning of the egate amount n its collection	d an aggregate amoun lities a National Resea administered by the El calendar year, the Co and the basis of its det	nt of money (i.e. total surcharger rch and Development Programe ectric Power Research Institu- ompany shall determine and co ermination. The Company al	ge) to m of ute. certify lso
Effective <u>NovemberOctober</u> 1 20187 Month Day Year							
Effective <u>NovemberOctober</u> 1 20187 Month Day Year							
Effective <u>NovemberOctober</u> 1 20187 Month Day Year							
Effective <u>NovemberOctober</u> 1 20187 Month Day Year							
Effective <u>NovemberOctober</u> 1 20187 Month Day Year							
Effective <u>NovemberOctober</u> 1 20187 Month Day Year							
Effective <u>NovemberOctober</u> 1 20187 Month Day Year							
	Issued	November Month D	<mark>October 1</mark> Day Year	201 <mark>87</mark>			
	Effective	November	October 1	201 <mark>87</mark>			
		wonth L	ay fear				

Index No. R4

#### SOUTHERN PIONEER ELECTRIC COMPANY (Name of Issuing Utility)

Schedule: R&R Billing

Rep	placing Schedu	le F	₹&R	Billi	ng
Vhich was filed	OctoberNovem	<del>iber</del>	<mark>2</mark> 1,	201	73

SERVICE AREA	Which was filed OctoberNovember 21, 201
(Territory to which schedule is applicable)	
No supplement or separate understanding	
shall modify the tariff as shown hereon.	Sheet 13 of 16 Sheets

#### Method of Billing Surcharge 3)

Prior to the beginning of each calendar year, the unit surcharge in cents per dollar to be added to each dollar of sales revenue to be billed in that year shall be determined by dividing one-third of the total surcharge by estimated annual gross dollars of applicable revenue. Further, the unit surcharge in cents per kilowatt hour (kWh) to be added to the price of each kWh to be delivered shall be determined by dividing the remaining two-thirds of the total surcharge by the estimated annual applicable kWh sales. Standard accrual methods shall be used to adjust at least quarterly the aforementioned unit surcharges in order to collect, insofar as practical, the total surcharge from actual applicable revenue and kWh sales billed during said calendar year. Differences in the aggregate amount collected and the total surcharge in any calendar year shall be included in the total surcharge for the following calendar year.

The amount determined by the application of such unit surcharges shall become a part of the total bill for electric service furnished and need not be itemized separately on the customer's bill.

#### F. EVEN PAYMENT PLAN

1) Availability

This plan is available to customers receiving service under rate schedule RS. Such customers may elect to be billed, and must pay for, all electric service provided by the Company under said schedule, in accordance with the terms and provisions of the Company's Even Payment Plan. The purpose of the Even Payment Plan is to levelize, insofar as possible, the amount a customer is required to pay monthly over a year's period.

2) Application

The customers electing to use the plan must contact the Company to enroll in the plan.

3) Eligibility

To be eligible to be billed under the terms and provisions of the Even Payment Plan, the customer must be taking service under the applicable tariff, and must meet the following requirements:

a) The customer must satisfy, and be in conformance with, the Company's General Rules and Regulations Applying to Electric Service.

Issued		<u>perOctob</u>	<mark>er 1</mark> Year	201 <mark>87</mark>
Effective _	Month Novemi Month	Day Der <mark>Octob</mark> Day		201 <mark>87</mark>
By Randall	D. Magnison		Executive VP-/	Assistant CEO

<u>SC</u> (Na

. dula \_ **R&R Billing** 

Index No. R4

	ELECTRIC COMPANY		Schedule: <u>R&amp;R Billing</u>
me of Issuing Utility)			Replacing Schedule <u>R&amp;R Billing</u>
RVICE AREA			Which was filed OctoberNovember 21, 2017
tory to which schedule is applicable to supplement or separate underst			
shall modify the tariff as shown here	-		Sheet 14 of 16 Sheets
	(12) months at his cu Payment Plan until th	rrent or previo	delinquent three (3) or more times in the last twelve ous location may be refused participation in the Even as established a twelve- (12) consecutive month two (2) delinquent payments.
4)	Election		
Custo			gible may elect to be billed on the Even Payment Plan. g any month of the year.
adjus any s for cu follow	age of the individual cust tment for the excess/del ignificant rate tariff chan istomers with less than t	comers' previo ficiency balan- ges that have welve (12) mo alculate the E	rsary date, the Even Payment amount is based on the us twelve (12) months net monthly bills plus an ce. The historical net monthly bills may be adjusted for taken place during the period. Even Payment amounts onths of historical information will be estimated. The ven Payment amount at the time of enrollment in the
Even Pa	yment Amount = (Previo	us 12 net moi	thly bills $\pm$ excess/deficiency balance) $\div$ 12
may	Even Payment Plan period	payments mus	t be made as scheduled even though a credit balance
ssued <u>Novemt</u>	<mark>berOctober 1</mark> Day Year	20187	
Effective Novemb	Der <mark>October 1</mark> Day Year	201 <mark>87</mark>	
By			
Randall D. Magnison	Executive VP-Assi	stant CEO	

Index No. R4

# SOUTHERN PIONEER ELECTRIC COMPANY (Name of Issuing Utility)

1

Schedule: <u>R&R Billing</u>

Jtility)	
	Replacing Schedule R&R Billing
AREA	Which was filed OctoberNovember 21, 20173
schedule is applicable)	

-				
(1	Name of Issuing Utility)			Replacing Schedule R&R Billing
~				
	ERVICE AREA			Which was filed OctoberNovember 21, 20173
(1	erritory to which schedule No supplement or separ		ing	
			-	Sheet 15 of 16 Sheets
	shall modify the tariff as	shown hereon.		Sheet 15 01 10 Sheets
		5)	Adjustment	
		Compa	o minimize, insofar as possible, the amount ny or customer may initiate the adjustment nt amount must be approved by the Compa	process. All adjustments made to the Even
		6)	Termination	
		and ma		yment Plan at any time by notifying the Company e excess/deficiency balance on the account.
		cause f paymer	or removal of the customer from the Even I	ling on or before its delinquent date may be Payment Plan and reinstatement on the regular
		Even P payable	ayment Plan and the outstanding amount of	f a bill will subject a customer to removal from the of the account for actual usage shall be due and
		7)	General Rules and Regulations Applicable	<u>e</u>
		Regula	Except as expressly set forth above, this p the Company's or Customer's rights or oblig tions Applying to Electric Service, including inuance of service provisions.	
	G.	PAYMEN	IT METHODS FOR UTILITY BILLS	
		Schedu 2) account require No. R7 3) <u>Check,</u> location Compa	ny may require a returned check charge pulle (Index No. R7 Sheet 3 of 3 Section K) ur Bank Withdrawal: Payment may be made t through the Company's Automatic Bank D a returned check charge pursuant to the Co Sheet 3 of 3 Section K) under this payment Pay in Person: Payment may be made in credit or debit cards, along with bill stub, at s and Kiosk stations areis accessible from	person with cash, check, <del>or</del> -money order, <u>e-</u> t a walk-in location <u>or Kiosk station</u> . A list of the Company's website or by calling the per. The Company may require a returned check
	1			

Issued	NovemberOcto Month Day	<mark>ber 1</mark> Year	201 <mark>87</mark>
Effective	NovemberOcte Month Day	<mark>year 1</mark>	201 <mark>87</mark>
By Randall D	D. Magnison	Executive VP-	Assistant CEO

SOUTHERN PIONEER ELECTRIC COMPANY (Name of Issuing Utility)

SERVICE AREA

Schedule: <u>R&R Billing</u>

Replacing Schedule <u>R&R Billing</u> Which was filed <u>OctoberNovember 21, 20173</u>

shall modify the ta	ariff as shown hereon.	Sheet 16 of 16 Sheets
	returned check charge pursuant to the Company's Serv Sheet 3 of 3, Section K) under this payment option for i	
	(4) <u>Pay On-Line</u> : Payment may be made on-line with Company's authorized third party vendor <u>payment ports</u> <u>etc.</u> ). Customers may be charged a fee by the third par by this method is accessible through the Company's we	als (SmartHub, Mobile E-bill <del>,</del> and PayNow, ty vendor for this payment method. Paymer
	(5) <u>Pay By Phone</u> : Payment may be made by phone the Company's authorized <u>secure</u> third party vendor. <del>C</del> party vendor for this payment method. Payment by this Company's toll free customer service phone number.	ustomers may be charged a fee by the third
	Transaction fees for payment by credit card. The Comp provide payment by credit card. Customers may be cha payment method as filed in the Schedule of Fees (Sect amount of the fee and must answer in the affirmative of The third party vendor is solely responsible for collectin Credit cards may include credit, debit, and ATM cards. Company's discretion and may change from time to tim	arged a fee by the third party vendor for this ion 4.3). Customers shall be advised of the f the amount of any fee prior to payment. Ig the fee from the customer. The type of card accepted is at the
lssued	NovemberOctober 1 20187 Month Day Year	
Effective	NovemberOctober 1 20187 Month Day Year	

Index No. R4

Index No. R7

#### SOUTHERN PIONEER ELECTRIC COMPANY

(Name of Issuing Utility)

#### SERVICE AREA

Schedule: R&R Utility

Replacing Schedule <u>R&R Utility</u> Which was filed <u>November 21, 2013</u>

	_
Territory to which schedule is applicable)	
No supplement or separate understanding	
shall modify the tariff as shown hereon.	

Sheet 1 of 3 Sheets

#### VII. UTILITY'S SERVICE OBLIGATIONS

#### A. <u>TYPE OF SERVICE</u>

The service to be furnished under these rules shall be at 120/240 volts, 60 cycle, single-phase, or three-phase where available.

#### B. <u>CONTINUITY OF SERVICE</u>

The Company will use reasonable diligence in furnishing a regular and uninterrupted service, but it shall not be liable in damages for any interruption of service due to accidents, legal processes, breakdown or injury to the equipment of the Company, or other conditions beyond the control of the Company.

#### C. <u>TEMPORARY SERVICE</u>

Service for any period of less than the regular contract period of five (5) years may be furnished at the request of the customer and the Company shall charge the energy rate herein provided and a minimum charge based on the cost of the construction to serve the temporary customer plus all labor costs of connection and disconnection of the customer. Connection of such temporary nature shall not affect the minimum charge of existing customers.

#### D. REQUEST FOR INVESTIGATION

The Company stands ready to render adequate and satisfactory service. If the customer feels that service is not satisfactory, the nearest office of the Company should be notified in order that a proper investigation may be made.

#### E. SAVING CLAUSES

1) <u>Rates</u>

The rates under which the bills for services are rendered are the present legal rates of the Company on file with the Commission and are subject to change in manner authorized or permitted by Law.

Issued	November	1	2018
Effective	Month	Day	Year
Effective	Month	Day	2018 Year
By <u>Ranc</u>	dall D. Magnis	<u>M</u> on	Executive VP – Assistant CEO

Index No. R7

SOUTHERN PIONEER ELECTRIC COMPANY	Schedule: <u>R&amp;R Utility</u>
	Replacing Schedule <u>R&amp;R Utility</u> Which was filed November 21, 2013
(Territory to which schedule is applicable)	
No supplement or separate understanding	
shall modify the tariff as shown hereon.	Sheet 2 of 3 Sheets

#### Rules and Regulations of the State Corporation Commission 2)

These rules, regulations and conditions of service in no way supersede or modify any general rules or lawful orders of the Commission. If there is any conflict it shall be understood that the standard rules and regulations and the lawful orders of the Commission shall control, unless the Commission shall give approval of the Company's rules or regulations.

#### 3) Franchise Provisions

shall modify the tariff as shown hereon.

If any rule or regulation herein shall conflict with the provisions of any franchise under which the Company is now operating or may hereafter operate in any municipality, then the provision of such franchise shall govern unless and until same shall have been changed by lawful order of the State Corporation Commission.

#### F. WAIVER OF REQUIREMENTS

The requirements contained in these standards may be waived in individual cases by the Commission upon written request by the utility and a showing that compliance with the requirement would serve the interests of neither the utility nor the customer.

#### G MAINTENANCE AND REPLACEMENT OF SERVICES

Company will maintain and replace when necessary all service wires, and appurtenances furnished by Company to serve customer. Customer will maintain and replace when necessary all wires, and appurtenances furnished by customer for reception and use of electrical energy, and maintain them at all times in condition to render satisfactory service.

#### H. INFORMATION REGARDING LOCATION AND CHARACTER OF SERVICE

Upon request by any party interested therein, the Company shall furnish necessary information regarding the location of its distribution pole lines, service wires or underground wires, and the character of service available to any location.

Issued	November	1	2018
Effective	November	Day 1	Year 2018
Ellective	Month	Day	Year
By Randa	all D. Magnis	on	CALLON CEO

Index No. R7

#### SOUTHERN PIONEER ELECTRIC COMPANY

(Name of Issuing Utility)

#### SERVICE AREA

Schedule: <u>R&R Utility</u>

Replacing Schedule <u>R&R Utility</u> Which was filed <u>November 21, 2013</u>

Ferritory to which schedule is applicable)	
No supplement or separate understanding	
shall modify the tariff as shown hereon.	

Sheet 3 of 3 Sheets

(A)

#### I. CHARGES FOR WORK DONE ON CUSTOMER'S PREMISES

The Company shall charge for all material and labor furnished at customer's request in the replacement or repair of customer owned wiring or equipment. The Company shall not charge for any costs of replacements or repairs to equipment furnished and owned by the Company on customer's premises except when damage is due to negligence or misuse of customer or when moved at customer's request.

#### J. AVAILABILITY

Service under these rules shall be available to any new customer within such Company's certified territory and upon execution of a contract for a minimum period of 5 years.

#### K. SCHEDULE OF FEES SECTION

Applicable for customer charges under the Company's Rules and Regulations currently on file or as re-filed from time to time with the Kansas Corporation Commission.

1)	Bus. Hrs. Connection Charge\$8.00 Customers must be informed of after-hours charges.	<u>After Hrs.</u> \$16.00
2)	Collection charge\$15.00	
3)	Disconnection charge\$15.00	
4)	Reconnection charge\$15.00	
5)	Meter Reading charge\$15.00	
6)	Returned Check Charge\$30.00 (Per KSA 60-2610)	

(A) Customer must be informed of after hour charges.

Issued	November	1	2018
	Month	Day	Year
Effective	November	1	2018
1	Month	Day	Year
By K	atelly.	mo	lerusion
	all D. Magniso	on E	ecutive VP - Assistant CEO

SOUTHERN PIONEER ELECTRIC COMPANY

Schedule: R&R Billing

Allow of the life	Concours. Inder Bining
(Name of Issuing Utility)	Replacing Schedule R&R Billing
SERVICE AREA	Which was filed October 1, 2017
(Territory to which schedule is applicable)	
No supplement or separate understanding	
shall modify the tariff as shown hereon.	Sheet 1 of 16 Sheets

### IV. BILLING AND PAYMENT

#### A. <u>GENERAL</u>

The Company will normally bill each customer each billing period in accordance with its applicable rate schedules. Billings will be issued on a monthly or self-billing basis. Meters shall be read periodically at intervals of approximately thirty (30) days and bills shall be payable monthly. Company reserves the right to adopt the plan of dividing the municipality or territory served into districts and to render bills in each district at a selected time. Each utility bill rendered to the customer shall show:

1) The beginning and ending meter registration for the reading period, except that estimated billings shall disclose that it is based on estimated meter reading. The entire word "Estimated" shall be shown on the bill.

2) The date of the meter reading and the date of the bill. The Company shall read meters in a range of no less than 26 days and no more than 36 days for monthly billing. The Company may vary its meter reads from this period to take into account the effects of connections, disconnections and for customers directly affected by rerouting.

3) The final date by which a payment can be received before a delinquent charge is imposed.

4) The actual or estimated usage during the billing period.

5) The amount due for prompt payment and the amount due after delinquency in payment.

6) The fuel, power or energy cost adjustment in cents per kilowatt-hour (kWh) and the total amount due.

7) If the energy cost adjustment is prorated each proration factor and associated usage shall be shown on the bill.

8) The amount of additional charges due for past due accounts, security deposits, collection, connection or disconnection charges, installment payments, and other utility charges authorized by the Commission.

9) The total amount due for the current billing period.

10) The amount due for franchise use, occupation, sales taxes, research and development surcharges, or other tax, stated separately.

Issued <u>November 1 2018</u> Month Day Year	
Effective November 1 2018 Month Day Year	
By Randall D. Magnison Executive VP-Assistant CEO	

Index No. R4

SOUTHERN PIONEER ELECTRIC COMPANY	Schedule: R&R Billing	
(Name of Issuing Utility)		
SERVICE AREA	Replacing Schedule <u>R&amp;R Billing</u> Which was filed October 1, 2017	
(Territory to which schedule is applicable)		
No supplement or separate understanding		
shall modify the tariff as shown bereon.	Sheet 2 of 16 Sheets	

11) The address and telephone number of the Company and the identification of the person or office where a customer may report a disputed bill, make an inquiry concerning a bill, delinquency or termination of service, or otherwise complain.

12) General information explaining overall changes in rates shall be made available to customers through bill inserts or direct mail when new rates are implemented due to a rate case.

a. The Bill shall also show any adjustment to previous billings based on estimated usage or customer meter readings. The adjustment shall be made after actual usage has been determined by a meter reading by the Company pursuant to Section IX, P, (2), Index Number R9, Sheet 7, and Section IX, N, Index Number R9, Sheet 5. The adjustment shall be calculated for the period between the prior and the most recent meter reading by the Company. If the adjustment shows a net balance due to the Company, the customer shall be given the opportunity, if requested, to pay the additional charges in equal installments over a period of time equal to the adjusted billing period. If a net balance is due to the customer, the customer shall be given either a credit on subsequent bills pursuant to Section IX, P (2), Index Number R9, Sheet 7, and Section IX, N, Index Number R9, Sheet 5, or a refund, if the overpayment exceeded \$10 and a refund is requested.

b. The Company may include on the bill for utility services other charges for special services. Special services are those not authorized by tariff or otherwise specifically regulated by the Commission, such as the sale of merchandise or services performed in connection therewith. Charges for special services shall be designated clearly and separately from charges for utility services. If the customer makes partial payment for the total bill, the Company shall credit payment: a) first to the balance outstanding for utility service beginning with the oldest service debt, b) then to additional utility charges (such as disconnection /reconnection/collection fees), and c) then to special charges as defined above.

c. If the customer is paying under a level or average payment plan, each bill shall also clearly disclose the overage or underage of the amounts paid to date as compared to the cumulative actual usage, in dollars to date.

d. If the customer is paying down an arrearage under the Cold Weather Rule or other payment plan, those monthly amounts shall be printed on the bill and clearly labeled.

Issued	October	1 Day	2017 <sub>Year</sub>	-
Effective	October	1 Day	2017 Year	-
By Randall D	Magnison	Execu	tive VP-Assistant CEO	-

SOUTHERN PIONEER ELECTRIC COMPANY

(Name of Issuing Utility)

#### SERVICE AREA

(Territory to which schedule is applicable) No supplement or separate understanding shall modify the tariff as shown bereon. Schedule: <u>R&R Billing</u> Replacing Schedule <u>R&R Billing</u>

Which was filed October 1, 2017

Sheet 3 of 16 Sheets

#### B. <u>RESPONSIBILITY FOR PAYMENT OF A BILL</u>

The Company shall not threaten or refuse service to, or threaten or disconnect the service of, an individual for an outstanding debt on an account unless that individual either signed the service agreement on the account or agreed orally at the time the service was established to be responsible for the account. The only exception to this rule is when the individual and the customer, who signed the service agreement or agreed orally at the time service was established to be responsible for the account. The only exception to this rule is when the individual and the customer, who signed the service agreement or agreed orally at the time service was established to be responsible for the account, lived together when the debt was incurred and continue to live together.

The Company shall not threaten or refuse service to or threaten or disconnect the service of an individual for an outstanding debt more than five (5) years old if the service agreement was signed and three (3) years if the agreement was oral.

Once a year, the Company shall mail to each of its customers a notice apprising them of the Commission's complaint procedure including its role in settling complaints which have reached an impasse. The notice should include the Commission's Consumer Protection Office's telephone number as well as a comment/complaint form concerning the Company's performance. The notices or copies of the notices shall be sent to the Commission.

#### C. DELAYED PAYMENT CHARGES

1) All bills for utility service are due and payable upon receipt. A customer of the Company taking both gas and electric service shall be able to specify to which utility service the payment (s) are to be applied, regardless of whether the payments are for current usage or arrearages. The Company shall inform its customers of the ability to specify to which utility service the payment (s) are to be applied. A bill shall be deemed delinquent if payment thereof is not received by the Company or its authorized agent on or before the date stated on the bill which date shall be:

a. For residential customers, the last date on which payments received can, in the normal and reasonable course of the Company's procedures, be credited to the customer's account in preparing his next normal billing.

Issued	November	1	2018	
	Month	Day	Year	
Effective /	November	1	2018	
	Month	Day 1	Year	
By Ka	all a	·M	Carlian	
Randall	D. Magnison	Exe	cutive VP-Assistant Cl	EO

#### Index No. R4

к

Index No. R4

SOUTHERN PIONEER ELECTRIC COMPANY	Schedule: R&R Billing
	Replacing Schedule <u>R&amp;R Billing</u> Which was filed October 1, 2017
(Territory to which schedule is applicable)	

No supplement or separa		Sheet 4 of 16 Sheets
	b. For all other customers, the fifteenth (15th) day after da	ate of billing.
(	2) When a bill becomes a delinquent; a late payment charge in (2%) of the delinquent amount owed for current utility service will be any collection efforts by the Company shall be initiated.	an amount equal to two percent e added to the customer's bill, and
t	3) If the last calendar day for remittance falls on a Sunday, lega the offices of the Company are not open to the general public, the f extended through the next business day.	
t t	4) If a nonresidential customer is consistently unable to pay its I procedures, the Company shall offer to mail a copy of the bills to the the same time it is delivered to the local business. If the customer the customer the option of paying a one percent (1%) late fee even days. The Company may discontinue this option for the customer the customer fails to pay the bill within the 29 days established by t	e customer's bill-paying office at chooses, the Company shall offer y month for a time extension of 14 after the customer requests it or
6   	5) Arrearage Average Payment Plan - The customer will have u arrearage with the initial payment being the arrearage plus the bill t recent billing period for which service was provided, divided by 12. Weather Rule plan or an Arrearage Average Payment Plan must be plan. Customers must be informed of this option.	or consumption during the most Arrearages from a previous Cold
	November 1 2018 Month Day Year	
	November 1 2018 Ionth Day Year	
Randall D. M	Magnison Executive VP-Assistant CEO	

SOUTHERN PIONEER ELECTRIC COMPANY

Schedule: R&R Billing

(Name of Issuing Utility)		
	Replacing Schedule R&R Billing	
SERVICE AREA	Which was filed October 1, 201	
(Territory to which schedule is applicable)		
No supplement or separate understanding		
shall modify the tariff as shown hereon.	Sheet 5 of 16 Sheets	
6) The Company may discontinue service for a delinquent Section V, Index Number R5, Discontinuance of Service to C		

#### Non-AMI Metered Customers a

If service is discontinued because of non-payment of a bill, or collection is made at the customer's premises on the exact day disconnection is to occur, the Company shall require a collection or disconnection charge. Such collection or disconnection charge shall be as provided in Section VII, K, Sheet 3, Index Number R7 of the Company's rules and regulations filed with and approved by the Commission.

After disconnection of service for non-payment of a bill should service be reconnected in accordance with the appropriate provisions of the Company's rules, regulations and tariffs a reconnection charge shall be applied. Such reconnection charge shall be as provided in Section VII, K, Sheet 3, Index Number R7 of the Company's rules and regulations filed with and approved by the Commission.

#### b. AMI Metered Customers

If service is discontinued because of non-payment of a bill, the Company shall require a five dollar (\$5) disconnection charge.

After disconnection of service for non-payment of a bill, should service be reconnected in accordance with the appropriate provisions of the Company's rules, regulations and tariffs, there shall be no reconnection charge.

Issued	November 1 Month Day	2018 <sub>Year</sub>
Effective	November 1 Month Day	2018 <sub>Year</sub>
By Randall D.	Magnison Ex	ecutive VP-Assistant CEO

Index No. R4

SOUTHERN PIONEER ELECTRIC COMPANY

Schedule: R&R Billing

Replacing Schedule R&R Billing Which was filed October 1, 2017

S	SERVICE AREA	
(T	erritory to which schedule is applicable)	
	No supplement or separate understanding	

shall modify the tariff as shown hereon.

(Name of Issuing Utility)

Sheet 6 of 16 Sheets

#### COLD WEATHER RULE D.

Application 1)

> The provisions of the Cold Weather Rule (CWR) allow for special payment and a disconnection procedures for any Kansas residential customers with unpaid arrearages to retain or restore utility service throughout the cold weather period, which extends from November 1 through March 31.

#### 2) Prohibitions on Disconnections

Company shall not disconnect a customer's service between November 1 and March 31 when the local National Weather Service forecasts the temperature will drop below 35 degrees or will be in the mid-30s or colder within a 48-hour period unless:

- It is at the customer's request; i.
- ii. The service is abandoned;

iii. A dangerous condition exists on the customer's premises;

The customer violates any rule of the Company which adversely affects the safety iv. of the customer or other persons, or the physical integrity of the Company's delivery system;

The customer causes or permits unauthorized interference with, or diversion or V. use of utility service (meter bypass) situated or delivered on or about the customer's premises:

The customer misrepresents his or her identity for the purpose of obtaining or vi. retaining utility service; or

vii The customer tenders an insufficient funds check as the initial payment or an installment payment under a Cold Weather Rule payment plan and does not cure the insufficient payment during the 10-day period after a disconnection notice is sent to the customer.

Under i, ii, iii and iv, the Company may disconnect the service immediately. Under v or vi, the Company may disconnect the customer 48 hours after a disconnection notice is left on the customer's door or a personal or telephone contact is made with the customer of record and the telephone number of the Commission's Consumer Protection Office is given to the customer, or (10) days after a disconnection notice is sent, whichever is quicker. Under vii, the Company may disconnect the customer 10 days after a disconnection notice is sent if the customer has not cured the insufficient payment during that 10-day period.

Issued	November	1	2018
	Month	Day	Year
Effective	November	1	2018
$\square$	Month	Day	Year
By Ra	ally.	M	legruso.
Randall D	. Magnison		Executive VP-Assistant CEO

Index No. R4

SOUTHERN PIONEER ELECTRIC COMPANY

(Name of Issuing Utility)

#### Schedule: R&R Billing

placing Schodula, D&P Billing

SERVICE AREA	Which was filed October 1, 2017
(Territory to which schedule is applicable)	
No supplement or separate understanding	
shall modify the tariff as shown hereon.	Sheet 7 of 16 Sheets

Services disconnected under (iii) or (iv) above must be restored as soon as possible after the physical problems as defined in (iii) or (iv) have been corrected. Service disconnected under (v) must be restored as soon as possible after payment by the customer of the full value of the diverted service. The value of the diverted service shall be estimated based on the historic use of the customer or the residence.

#### 3) **Responsibilities of Customers**

In order to prevent service disconnection when the temperature is 35 degrees or above, or to have service reconnected regardless of temperature, a customer must comply with the following provisions. To qualify for the benefits of the Cold Weather Rule, the customer shall:

i. Inform the Company of the customer's inability to pay the bill in full;

ii . Provide sufficient information to allow the Company to make a payment agreement;

Make an initial payment of 1/12 of the arrearage amount, 1/12 of the bill for current iii consumption, the full amount of any disconnection or reconnection fees, plus any applicable deposit and enter into an 11-month plan for payment of the rest of the arrearage, or enter a payment plan as negotiated with the utility for the payment of the arrearage amount; and

Apply for federal, state, local or other assistance funds for which the customer is iv eligible;

#### 4) Responsibilities of the Company

#### i. Non-AMI Metered Customers

Once a year, at least 30 days prior to the Cold Weather Rule period, Company shall a mail a written notice of the Cold Weather Rule to each non-AMI metered residential customer who is currently receiving service as well as to each non-AMI metered residential customer who has been disconnected during or after the most recent cold weather period and who remains without service. Company shall file a copy of the notice with the Commission.

b. Company shall send one written notice mailed first-class at least ten (10) days prior to termination of service. A customer may not be disconnected until a 48-hour forecast above the activating temperature is predicted by the National Weather Service. During the first 24 hours, which will be the day prior to disconnection, the Company shall make at least one telephone call attempt with the customer of record and make one attempt at a personal contact with the customer of record on the day prior to termination of service if telephone contact on that day was not made. The telephone call attempt(s) and personal contact the day prior to disconnection is in addition to

Issued <u>November 1 2018</u> Month Day Year	
Effective <u>November 1</u> 2018 Month Day Year	
By Randall D. Magnison Executive VP-Assistant CEO	

Index No. R4

SOUTHERN PIONEER ELECTRIC COMPANY (Name of Issuing Utility)

Index No. R4

#### Schedule: <u>R&R Billing</u>

Replacing	Sche	dule	R&R	Billing
Which was	filed	Octo	berr 1	, 2017

SERVICE AREA (Territory to which schedule is applicable	al	Which was filed Octoberr 1, 2017
No supplement or separate unders shall modify the tariff as shown her	anding	Sheet 8 of 16 Sheets
l t t t t t	he already existing notice requirements contained in ndex No. R5, sheets 1 through 9. If the customer is he personal contact the day prior to termination of s lisconnect message on the door on the day prior to his service. On the day of disconnection, the Comp above the activating temperature from the National V hen forecast to be below the activating temperature and the Company must wait for another 48-hour fore ollow the same procedures prior to disconnection.	s not contacted during the phone call(s) or service, the utility employee shall leave a disconnect. There will be no charge for bany must receive a 24-hour forecast Weather Service. If the temperature is a, the disconnection may not be carried out
i	In the telephone contact(s), the 10-day written disconnect message on the door, in addition to the e Company's Rules and Regulations, Index R5, sheet nform the customer of the existence of the Cold We disconnection by complying with Section D. (3) of th he telephone number of the Commission's Consum	existing requirements contained in s 1 through 9, the Company shall also eather Rule, that the customer can avoid e Company's Rules and Regulations, and
8	Inform the customer of, or provide a list of, the Company's Rules and Regulations.	e requirements of Section D. (3) of the
	<ol> <li>Inform the customer of, or provide a list of, orgassist with payment of utility bills.</li> </ol>	ganizations where funds are available to
	e. Inform the customer of, or provide a list of, all customer might qualify. Prior to discussing any plan beriod of fewer than 12 months, the Company must o have a level payment plan for current and future or amount paid through an initial payment and equal in months.	o for Cold Weather Rule payments over a inform the customer of the customer's right consumption and to have the arrearage
f	Adopt and inform customers about a third-part	ty notification plan.
Terrorad		
Issued <u>Novem</u>	Day Year	
Effective <u>Novem</u> Month By <u>Randall D. Magnison</u>	Day Year A. Maguno Exegutive VP-Assistant CEO	

Index No. R4

SOUTHERN PIONEER ELECTRIC COMPANY (Name of Issuing Utility)	Schedule: <u>R&amp;R Billing</u>
SERVICE AREA	Replacing Schedule <u>R&amp;R Billing</u> Which was filed October 1, 2017
(Territory to which schedule is applicable)	
No supplement or separate understanding	
shall modify the tariff as shown hereon.	Sheet 9 of 16 Sheets

#### ii. AMI-Metered Customers

Once a year, at least 30 days prior to the Cold Weather Rule period, Company shall a. mail a written notice of the Cold Weather Rule to each residential AMI-metered Customer who is currently receiving service as well as to each AMI-metered residential customer who has been disconnected during or after the most recent cold weather period and who remains without service. Company shall file a copy of the notice with the Commission.

b. Company shall send one written notice mailed first-class at least ten (10) days prior to termination of service. Five to seven (5-7) days prior to disconnection, the Utility shall attempt to contact the Customer, via the Customer's preferred choice, informing the Customer of the Utility's intent to disconnect.

The utility should notify, or attempt to notify, customers by phone at least two (2) days C. before they are to be disconnected.

A customer may not be disconnected until a 48-hour forecast above the activating d. temperature is predicted by the National Weather Service. During the first 24 hours, which will be the day prior to disconnection, the Company shall make at least one telephone call attempt with the customer of record. If the customer of record is not contacted during the phone call(s) on the day prior to termination of service, the utility employee shall leave a disconnect message on the door on the day prior to disconnect. There will be no charge for this service. If the customer of record is contacted during the phone call(s) the day prior to termination of service, the utility employee shall not be required to leave a disconnect message on the door on the day prior to disconnect. On the day of disconnection, the Company must receive a 24hour forecast above the activating temperature from the National Weather Service. If the forecast requirement is met, the utility may then disconnect the customer and shall not be required to make an on premises collection attempt on the day of disconnection. If the temperature is then forecast to be below the activating temperature, the disconnection may not be carried out and the Company must wait for another 48-hour forecast above the activating temperature and follow the same procedures prior to disconnection.

In the telephone contact(s), the 10-day written notice and the disconnect message on the door, in addition to the existing requirements contained in Company's Rules and Regulations, Index R5, sheets 1 through 9, the Company shall also inform the customer of the existence of the Cold Weather Rule, that the customer can avoid disconnection by complying with Section D. (3) of the Company's Rules and Regulations, and the telephone number of the Commission's Consumer Protection Office.

Issued	November	r 1	2018
	Month	Day	Year
Effective	Nevember	1	2018
14	Month	Day	Year
By the	all s.	Mie	utive VP-Assistant CEO
Randall D	. Magnison	Exec	utive VP-Assistant CEO

Index No. R4

SOUTHERN	PIONEER	ELECTRIC	COMPANY
(Name of Issuing Utility	y)		

Schedule: R&R Billing

Replacing Schedule	R&R	Billing
Which was filed Octo	ober 1	, 2017

ory to which schedule is a o supplement or separate		
nall modify the tariff as sh	own hereon.	Sheet 10 of 16 Sheet
	e. Inform the customer of, or provide a list of, the requirem Company's Rules and Regulations.	ents of Section D. (3) of the
	f. Inform the customer of, or provide a list of, organizations assist with payment of utility bills.	where funds are available to
	g. Inform the customer of, or provide a list of, all other pay customer might qualify. Prior to discussing any plan for Cold V period of fewer than 12 months, the Company must inform the to have a level payment plan for current and future consumption amount paid through an initial payment and equal installment provides.	Veather Rule payments over a customer of the customer's rig on and to have the arrearage
	h. Adopt and inform customers about a third-party notificat	ion plan.
sued <u>No</u>	ivember 1 2018 Ith Day Year	
ffective Ne	th Day Year	
Randall D. Mag	gnison Executive VP-Assistant CEO	

SOUTHERN PIONEER ELECTRIC COMPANY (Name of Issuing Utility)

Schedule: R&R Billing

Replacing Schedule R&R Billing

RVICE AREA		Which was filed October 1, 201
itory to which schedule is applic		
shall modify the tariff as shown	M21	Sheet 11 of 16 Sheets
No supplement or separate und shall modify the tariff as shown 5)	M21	Weather Rule may be amortized over the deposit may be amortized over fewer leets 1 through 4 of the Company's Rules e long-range advantages of weatherization for the initial payment or for any installment y the customer, shall constitute a default of who defaults on a Cold Weather Rule age payment plan under Index R4, sheet 4, Rule plan are paid. A customer who eligible to enter into a new Cold Weather t as set forth in the Company's Rules and g any disconnect and reconnect charges an ons of the Company's Rules and not plan of any length that is negotiated by th is been informed of the payment plans e is considered to be a Cold Weather Rule and plan of fewer than 11 months shall not be the actual payments that have been made ave been required under an 11-month

Issued <u>November 1 2018</u> Month Day Year	
Effective November 1 2018 Month Day Year	
By Randall D. Magnison Executive VP-Assistant CEO	

#### SOUTHERN PIONEER ELECTRIC COMPANY

(Name of Issuing Utility)

Schedule: R&R Billing

Replacing Schedule R&R Billing 2017

SERVICE AREA	Which was filed Octoberr 1, 201
(Territory to which schedule is applicable)	
No supplement or separate understanding	
shall modify the tariff as shown hereon.	Sheet 12 of 16 Sheets

#### e. Alternative Cold Weather Rule Plans

Company may file a Cold Weather Rule plan with terms as favorable or more favorable to the customer than the terms outlined above.

#### E. RESEARCH AND DEVELOPMENT SURCHARGE-ELECTRIC

#### 1) Applicable

To every bill for electric service rendered by the Company, except those rendered specifically for electric power and energy sales for resale by other utilities under rates which are subject to the jurisdiction of the Federal Electric Power Commission. This schedule is not applicable to the Company's interdepartmental sales of electricity.

#### 2) Basis of Surcharge

During each calendar year, the Company will collect from its customers as a surcharge to the aforementioned bills in that year, and expend an aggregate amount of money (i.e. total surcharge) to support proportionately with other similar utilities a National Research and Development Program of the Electric Industry in the United States as administered by the Electric Power Research Institute. At least 90 days prior to the beginning of the calendar year, the Company shall determine and certify to the Commission such aggregate amount and the basis of its determination. The Company also shall report to the Commission its collections and expenditures hereunder in accordance with the Commission's then current requirements.

Issued	Novem	ber 1	2018	
	Month	Day	Year	
Effective	Novem	ber 1	2018	
121	Month	Day	Year	
By Care	telli	1 Ma	alliso.	
Randall	. Magnison	E	ecutive VP-Assistan	t CEO

Index No. R4

Index No. R4

	Schedule: <u>R&amp;R Billing</u>
SERVICE AREA	Replacing Schedule <u>R&amp;R Billing</u> Which was filed October 1, 2017
(Territory to which schedule is applicable)	
No supplement or separate understanding	
shall modify the tariff as shown hereon.	Sheet 13 of 16 Sheets

#### 3) Method of Billing Surcharge

Prior to the beginning of each calendar year, the unit surcharge in cents per dollar to be added to each dollar of sales revenue to be billed in that year shall be determined by dividing one-third of the total surcharge by estimated annual gross dollars of applicable revenue. Further, the unit surcharge in cents per kilowatt hour (kWh) to be added to the price of each kWh to be delivered shall be determined by dividing the remaining two-thirds of the total surcharge by the estimated annual applicable kWh sales. Standard accrual methods shall be used to adjust at least quarterly the aforementioned unit surcharges in order to collect, insofar as practical, the total surcharge from actual applicable revenue and kWh sales billed during said calendar year. Differences in the aggregate amount collected and the total surcharge in any calendar year shall be included in the total surcharge for the following calendar year.

The amount determined by the application of such unit surcharges shall become a part of the total bill for electric service furnished and need not be itemized separately on the customer's bill.

#### F. EVEN PAYMENT PLAN

1) Availability

This plan is available to customers receiving service under rate schedule RS. Such customers may elect to be billed, and must pay for, all electric service provided by the Company under said schedule, in accordance with the terms and provisions of the Company's Even Payment Plan. The purpose of the Even Payment Plan is to levelize, insofar as possible, the amount a customer is required to pay monthly over a year's period.

#### 2) Application

The customers electing to use the plan must contact the Company to enroll in the plan.

#### 3) Eligibility

To be eligible to be billed under the terms and provisions of the Even Payment Plan, the customer must be taking service under the applicable tariff, and must meet the following requirements:

a) The customer must satisfy, and be in conformance with, the Company's General Rules and Regulations Applying to Electric Service.

Issued <u>November 1 2018</u> Month Day Year	
Effective <u>Nøvember 1 2018</u> Month Day Year	
By Randall D. Magnison Executive VP-Assistant CEO	

SOUTHERN PIONEER ELECTRIC COMPANY (Name of Issuing Utility) Schedule: R&R Billing

Replacing Schedule <u>R&R Billing</u> Which was filed <u>October 1, 2017</u>

SERVICE AREA	
(Territory to which schedule is applicable)	
No supplement or separate understanding	
shall modify the tariff as shown hereon.	

Sheet 14 of 16 Sheets

b) A customer who has been delinquent three (3) or more times in the last twelve (12) months at his current or previous location may be refused participation in the Even Payment Plan until the customer has established a twelve- (12) consecutive month payment period with no more than two (2) delinquent payments.

#### 4) <u>Election</u>

Any residential customer who is eligible may elect to be billed on the Even Payment Plan. Customers may enroll in the program during any month of the year.

At the time of enrollment or anniversary date, the Even Payment amount is based on the average of the individual customers' previous twelve (12) months net monthly bills plus an adjustment for the excess/deficiency balance. The historical net monthly bills may be adjusted for any significant rate tariff changes that have taken place during the period. Even Payment amounts for customers with less than twelve (12) months of historical information will be estimated. The following formula is used to calculate the Even Payment amount at the time of enrollment in the plan or on the plan anniversary date:

Even Payment Amount = (Previous 12 net monthly bills ± excess/deficiency balance) ÷ 12

Even Payment Plan payments must be made as scheduled even though a credit balance may exist on the account.

Issued	November 1 Month Day	2018 Year	
Effective	November 1 Month Day	2018 Year	
ByRandall D.	Magnison	Executive VP-Assistant CEO	

Index No. R4

SOUTHERN PIONEER ELECTRIC COMPANY

(Name of Issuing Utility)

## SE (Terr

Schedule: R&R Billing

Replacing Schedule R&R Billing s filed October 1, 2017

RVICE AREA	Which was
ritory to which schedule is applicable)	
No supplement or separate understanding	
shall modify the tariff as shown hereon	Sheet

Sheet 15 of 16 Sheets

#### 5) Adjustment

The monthly Even Payment amount may be subject to adjustment during the year in an effort to minimize, insofar as possible, the amount necessary to balance the account. The Company or customer may initiate the adjustment process. All adjustments made to the Even Payment amount must be approved by the Company prior to a change in the Even Payment amount.

#### 6) Termination

A customer may discontinue the Even Payment Plan at any time by notifying the Company and making suitable payment arrangements for the excess/deficiency balance on the account.

Failure to pay any Even Payment Plan billing on or before its delinguent date may be cause for removal of the customer from the Even Payment Plan and reinstatement on the regular payment plan.

Termination of service for non-payment of a bill will subject a customer to removal from the Even Payment Plan and the outstanding amount of the account for actual usage shall be due and payable.

#### 7) General Rules and Regulations Applicable

Except as expressly set forth above, this plan in no way modifies, terminates or suspends any of the Company's or Customer's rights or obligations under the General Rules and Regulations Applying to Electric Service, including but not limited to payment of bills and discontinuance of service provisions.

#### PAYMENT METHODS FOR UTILITY BILLS G.

#### 1) Mail:

Payment may be made by mail with a check or money order along with bill stub. The Company may require a returned check charge pursuant to the Company's Service Fees Rate Schedule (Index No. R7, Sheet 3 of 3, Section K) under this payment option for insufficient funds. Bank Withdrawal: Payment may be made automatically each month from customer's bank 2) account through the Company's Automatic Bank Draft program. The Company may require a returned check charge pursuant to the Company's Service Fees Rate Schedule (Index No. R7. Sheet 3 of 3, Section K) under this payment option for insufficient funds.

Pay in Person: Payment may be made in person with cash, check, money order, e-Check, 3) credit or debit cards, along with bill stub, at a walk-in location or Kiosk station. A list of locations and Kiosk stations are accessible from the Company's website or by calling the Company's toll free customer service phone number. The Company may require a returned check charge pursuant to the Company's Service Fees Rate Schedule under

Issued <u>November 1 2018</u> Month Day Year	
Effective November 1 2018	
By Randall D. Magnison Executive VP-Assistant CEO	

Index No. R4

	Schedule: <u>R&amp;R Billin</u>
ame of Issuing Utility) ERVICE AREA	Replacing Schedule <u>R&amp;R Billin</u> Which was filed <u>October 1, 20</u>
ritory to which schedule is applicable)	Which was filed October 1, 20
No supplement or separate understanding shall modify the tariff as shown hereon.	Sheet 16 of 16 Sheets
returned check charge pursuant to the Company's Service F Sheet 3 of 3, Section K) under this payment option for insuff (4) <u>Pay On-Line</u> : Payment may be made on-line with an e	icient funds. e-Check, credit or debit cards using the
Company's authorized third party vendor payment portals (S etc.).	SmartHub, Mobile E-bill and PayNow,
(5) <u>Pay By Phone</u> : Payment may be made by phone with the Company's authorized secure third party vendor. Payme the Company's toll free customer service phone number.	an e-Check, credit or debit cards using ant by this method is accessible throug
ssued <u>November 1 2018</u>	
Effective November 1 2018 Month Day Year	
By Randall D. Magnison Executive VP-Assistant CEO	