

**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)	Docket No. 18-SPEE-241-TAR
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)	

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.¹

¹ 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.²

4. 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.³

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.⁴

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.⁵

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

² Staff Report and Recommendation, p. 2

³ CURB Response to Staff R&R, p.3.

⁴ 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.

⁵ 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 and 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) – Bank Withdrawal – replaced “CheckLine” with “Automatic Bank Draft” to remove reference to former Aquila-West Plains bank withdrawal method.
- b. Section G, 3) – Pay in Person – inserted e-Checks, credit or debit cards and Kiosk station to better describe and define Pay in Person options.
- c. Section G, 4) – Pay On-Line – 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) – Pay By Phone – 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

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**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

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SOUTHERN PIONEER ELECTRIC COMPANY

(Name of Issuing Utility)

Schedule: R&R UtilitySERVICE AREA

(Territory to which schedule is applicable)

Replacing Schedule R&R Utility ~~ORIGINAL~~Which was filed November 21, 2013 ~~INITIAL~~

No supplement or separate understanding
shall modify the tariff as shown hereon.

Sheet 1 of 3 Sheets

VII. UTILITY'S SERVICE OBLIGATIONSA. TYPE OF SERVICE

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

B. CONTINUITY OF SERVICE

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. TEMPORARY SERVICE

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 CLAUSES1) Rates

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 21 2018
Month Day Year

Effective November 21 2018
Month Day Year

By Randall D. Magnison Executive VP – Assistant CEO

SOUTHERN PIONEER ELECTRIC COMPANY

(Name of Issuing Utility)

Schedule: R&R UtilityReplacing Schedule R&R Utility ~~ORIGINAL~~Which was filed November 21, 2013 ~~INITIAL~~SERVICE AREA

(Territory to which schedule is applicable)

No supplement or separate understanding

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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.

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By Randall D. Magnison
 Executive VP – Assistant CEO

SOUTHERN PIONEER ELECTRIC COMPANY

(Name of Issuing Utility)

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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.

	<u>Bus. Hrs.</u>	<u>After Hrs. ^(A)</u>
1) Connection Charge	\$8.00	\$16.00
Customers must be informed of after-hours charges.		
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)		

~~7) 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.

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Month Day YearBy Randall D. Magnison
Executive VP – Assistant CEO

THE STATE CORPORATION COMMISSION OF KANSAS

Index No. R4

SOUTHERN PIONEER ELECTRIC COMPANY

Schedule: R&R Billing

(Name of Issuing Utility)

Replacing Schedule R&R Billing

SERVICE AREA

Which was filed OctoberNovember 21, 20173

(Territory to which schedule is applicable)

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IV. BILLING AND PAYMENTA. GENERAL

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.

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THE STATE CORPORATION COMMISSION OF KANSAS

Index No. R4

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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.

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THE STATE CORPORATION COMMISSION OF KANSAS

Index No. R4

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B. RESPONSIBILITY FOR PAYMENT OF A BILL

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, 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.

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THE STATE CORPORATION COMMISSION OF KANSAS

Index No. R4

SOUTHERN PIONEER ELECTRIC COMPANY

Schedule: R&R Billing

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b. For all other customers, the fifteenth (15th) day after date of billing.

2) When a bill becomes a delinquent; a late payment charge in an amount equal to two percent (2%) of the delinquent amount owed for current utility service will be added to the customer's bill, and any collection efforts by the Company shall be initiated.

3) If the last calendar day for remittance falls on a Sunday, legal holiday, or any other day when the offices of the Company are not open to the general public, the final payment date shall be extended through the next business day.

4) If a nonresidential customer is consistently unable to pay its bills on time due to bill-paying procedures, the Company shall offer to mail a copy of the bills to the customer's bill-paying office at the same time it is delivered to the local business. If the customer chooses, the Company shall offer the customer the option of paying a one percent (1%) late fee every month for a time extension of 14 days. The Company may discontinue this option for the customer after the customer requests it or the customer fails to pay the bill within the 29 days established by this provision.

5) Arrearage Average Payment Plan - The customer will have up to 12 months to pay off an arrearage with the initial payment being the arrearage plus the bill for consumption during the most recent billing period for which service was provided, divided by 12. Arrearages from a previous Cold Weather Rule plan or an Arrearage Average Payment Plan must be paid off before entering into this plan. Customers must be informed of this option.

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THE STATE CORPORATION COMMISSION OF KANSAS

Index No. R4

SOUTHERN PIONEER ELECTRIC COMPANY

Schedule: R&R Billing

(Name of Issuing Utility)

Replacing Schedule R&R Billing

SERVICE AREA

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6) The Company may discontinue service for a delinquent bill after issuing the notice required by Section V, Index Number R5, Discontinuance of Service to Customers.

a. Non-AMI Metered Customers

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.

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SOUTHERN PIONEER ELECTRIC COMPANY

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D. COLD WEATHER RULE1) Application

a. The provisions of the Cold Weather Rule (CWR) allow for special payment and 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:

- i. It is at the customer's request;
- ii. The service is abandoned;
- iii. A dangerous condition exists on the customer's premises;
- iv. The customer violates any rule of the Company which adversely affects the safety of the customer or other persons, or the physical integrity of the Company's delivery system;
- v. The customer causes or permits unauthorized interference with, or diversion or use of utility service (meter bypass) situated or delivered on or about the customer's premises;
- vi. The customer misrepresents his or her identity for the purpose of obtaining or 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.

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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;
- iii. Make an initial payment of 1/12 of the arrearage amount, 1/12 of the bill for current 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
- iv. Apply for federal, state, local or other assistance funds for which the customer is eligible;

4) Responsibilities of the Companyi. **Non-AMI Metered Customers**

a. Once a year, at least 30 days prior to the Cold Weather Rule period, Company shall 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

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the already existing notice requirements contained in the Company's Rules and Regulations, Index No. R5, sheets 1 through 9. If the customer is not contacted during the phone call(s) or the personal contact 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. On the day of disconnection, the Company must receive a 24-hour forecast above the activating temperature from the National Weather Service. 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, the personal contact 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.

c. Inform the customer of, or provide a list of, the requirements of Section D. (3) of the Company's Rules and Regulations.

d. Inform the customer of, or provide a list of, organizations where funds are available to assist with payment of utility bills.

e. Inform the customer of, or provide a list of, all other pay arrangements for which the customer might qualify. Prior to discussing any plan for Cold Weather Rule payments over a period of fewer than 12 months, the Company must inform the customer of the customer's right to have a level payment plan for current and future consumption and to have the arrearage amount paid through an initial payment and equal installment payments over the next 11 months.

f. Adopt and inform customers about a third-party notification plan.

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ii. AMI-Metered Customers

a. Once a year, at least 30 days prior to the Cold Weather Rule period, Company shall 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.

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

d. 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. 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 24-hour 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.

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THE STATE CORPORATION COMMISSION OF KANSAS

Index No. R4

SOUTHERN PIONEER ELECTRIC COMPANY

Schedule: R&R Billing

(Name of Issuing Utility)

Replacing Schedule R&R Billing

SERVICE AREA

Which was filed OctoberNovember 21, 2017~~3~~

(Territory to which schedule is applicable)

No supplement or separate understanding
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- e. Inform the customer of, or provide a list of, the requirements of Section D. (3) of the Company's Rules and Regulations.
- f. Inform the customer of, or provide a list of, organizations where funds are available to assist with payment of utility bills.
- g. Inform the customer of, or provide a list of, all other pay arrangements for which the customer might qualify. Prior to discussing any plan for Cold Weather Rule payments over a period of fewer than 12 months, the Company must inform the customer of the customer's right to have a level payment plan for current and future consumption and to have the arrearage amount paid through an initial payment and equal installment payments over the next 11 months.
- h. Adopt and inform customers about a third-party notification plan.

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5) Other Provisionsa. Security Deposits

Deposits made in conjunction with the Cold Weather Rule may be amortized over the period of the payment plan, except that no security deposit may be amortized over fewer months than what is permitted by Index No. R3, sheets 1 through 4 of the Company's Rules and Regulations.

b. Weatherization Programs

The Company will inform its customers of the long-range advantages of weatherization programs.

c. Default

The issuance of an insufficient funds check for the initial payment or for any installment of the payment plan, unless subsequently cured by the customer, shall constitute a default of the Cold Weather Rule payment plan. A customer who defaults on a Cold Weather Rule payment plan is not eligible for the arrearage average payment plan under Index R4, sheet 4, unless the arrearages from the prior Cold Weather Rule plan are paid. A customer who defaults on a Cold Weather Rule payment plan is eligible to enter into a new Cold Weather Rule payment plan upon making an initial payment as set forth in the Company's Rules and Regulations at Index No. R4, sheet 7, (3) iii, paying any disconnect and reconnect charges and complying with the customer responsibility provisions of the Company's Rules and Regulations, Index No. R4, sheet 7, (3). A payment plan of any length that is negotiated by the customer and the Company after the customer has been informed of the payment plans required to be offered under the Cold Weather Rule is considered to be a Cold Weather Rule payment plan. However, a customer with a payment plan of fewer than 11 months shall not be considered to be in default of the payment plan if the actual payments that have been made are equal or greater than the amount that would have been required under an 11-month payment plan for arrearages.

d. Renegotiation of Cold Weather Rule Agreement

The customer will be encouraged to renegotiate Cold Weather Rule payments if the customer receives utility or other lump sum assistance.

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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-ELECTRIC1) 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.

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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 PLAN1) 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.

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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) Election

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:

$$\text{Even Payment Amount} = (\text{Previous 12 net monthly bills} \pm \text{excess/deficiency balance}) \div 12$$

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

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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 delinquent 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.

G. PAYMENT METHODS FOR UTILITY BILLS

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.

2) Bank Withdrawal: Payment may be made automatically each month from customer's bank account through the Company's Automatic Bank DraftCheckLINE 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.

3) Pay in Person: Payment may be made in person with cash, check, ~~or~~ money order, e-Check, 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

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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.

(4) Pay On-Line: Payment may be made on-line with an e-Check, credit or debit cards using the Company's authorized third party vendor payment portals (SmartHub, Mobile E-bill, and PayNow, etc.). ~~Customers may be charged a fee by the third party vendor for this payment method. Payment by this method is accessible through the Company's website.~~

(5) Pay By Phone: Payment may be made by phone with an e-Check, credit or debit cards using the Company's authorized secure third party vendor. ~~Customers may be charged a fee by the third party vendor for this payment method.~~ Payment by this method is accessible through the Company's toll free customer service phone number.

~~Transaction fees for payment by credit card. The Company may contract with a third party to provide payment by credit card. Customers may be charged a fee by the third party vendor for this payment method as filed in the Schedule of Fees (Section 4.3). Customers shall be advised of the amount of the fee and must answer in the affirmative of the amount of any fee prior to payment. The third party vendor is solely responsible for collecting the fee from the customer. Credit cards may include credit, debit, and ATM cards. The type of card accepted is at the Company's discretion and may change from time to time.~~

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VII. UTILITY'S SERVICE OBLIGATIONSA. TYPE OF SERVICE

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

B. CONTINUITY OF SERVICE

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. TEMPORARY SERVICE

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 CLAUSES1) Rates

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.

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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.

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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.

	<u>Bus. Hrs.</u>	<u>After Hrs. (A)</u>
1) Connection Charge	\$8.00	\$16.00
Customers must be informed of after-hours charges.		
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.

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IV. BILLING AND PAYMENTA. GENERAL

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.

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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.

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B. RESPONSIBILITY FOR PAYMENT OF A BILL

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, 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.

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b. For all other customers, the fifteenth (15th) day after date of billing.

2) When a bill becomes a delinquent; a late payment charge in an amount equal to two percent (2%) of the delinquent amount owed for current utility service will be added to the customer's bill, and any collection efforts by the Company shall be initiated.

3) If the last calendar day for remittance falls on a Sunday, legal holiday, or any other day when the offices of the Company are not open to the general public, the final payment date shall be extended through the next business day.

4) If a nonresidential customer is consistently unable to pay its bills on time due to bill-paying procedures, the Company shall offer to mail a copy of the bills to the customer's bill-paying office at the same time it is delivered to the local business. If the customer chooses, the Company shall offer the customer the option of paying a one percent (1%) late fee every month for a time extension of 14 days. The Company may discontinue this option for the customer after the customer requests it or the customer fails to pay the bill within the 29 days established by this provision.

5) Arrearage Average Payment Plan - The customer will have up to 12 months to pay off an arrearage with the initial payment being the arrearage plus the bill for consumption during the most recent billing period for which service was provided, divided by 12. Arrearages from a previous Cold Weather Rule plan or an Arrearage Average Payment Plan must be paid off before entering into this plan. Customers must be informed of this option.

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6) The Company may discontinue service for a delinquent bill after issuing the notice required by Section V, Index Number R5, Discontinuance of Service to Customers.

a. Non-AMI Metered Customers

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.

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D. COLD WEATHER RULE1) Application

a. The provisions of the Cold Weather Rule (CWR) allow for special payment and 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:

- i. It is at the customer's request;
- ii. The service is abandoned;
- iii. A dangerous condition exists on the customer's premises;
- iv. The customer violates any rule of the Company which adversely affects the safety of the customer or other persons, or the physical integrity of the Company's delivery system;
- v. The customer causes or permits unauthorized interference with, or diversion or use of utility service (meter bypass) situated or delivered on or about the customer's premises;
- vi. The customer misrepresents his or her identity for the purpose of obtaining or 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.

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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;
- iii. Make an initial payment of 1/12 of the arrearage amount, 1/12 of the bill for current 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
- iv. Apply for federal, state, local or other assistance funds for which the customer is eligible;

4) Responsibilities of the Company

i. **Non-AMI Metered Customers**

a. Once a year, at least 30 days prior to the Cold Weather Rule period, Company shall 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

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the already existing notice requirements contained in the Company's Rules and Regulations, Index No. R5, sheets 1 through 9. If the customer is not contacted during the phone call(s) or the personal contact 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. On the day of disconnection, the Company must receive a 24-hour forecast above the activating temperature from the National Weather Service. 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, the personal contact 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.

- c. Inform the customer of, or provide a list of, the requirements of Section D. (3) of the Company's Rules and Regulations.
- d. Inform the customer of, or provide a list of, organizations where funds are available to assist with payment of utility bills.
- e. Inform the customer of, or provide a list of, all other pay arrangements for which the customer might qualify. Prior to discussing any plan for Cold Weather Rule payments over a period of fewer than 12 months, the Company must inform the customer of the customer's right to have a level payment plan for current and future consumption and to have the arrearage amount paid through an initial payment and equal installment payments over the next 11 months.
- f. Adopt and inform customers about a third-party notification plan.

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ii. AMI-Metered Customers

- a. Once a year, at least 30 days prior to the Cold Weather Rule period, Company shall 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.
- c. The utility should notify, or attempt to notify, customers by phone at least two (2) days before they are to be disconnected.
- d. 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. 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 24-hour 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.

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- e. Inform the customer of, or provide a list of, the requirements of Section D. (3) of the Company's Rules and Regulations.
- f. Inform the customer of, or provide a list of, organizations where funds are available to assist with payment of utility bills.
- g. Inform the customer of, or provide a list of, all other pay arrangements for which the customer might qualify. Prior to discussing any plan for Cold Weather Rule payments over a period of fewer than 12 months, the Company must inform the customer of the customer's right to have a level payment plan for current and future consumption and to have the arrearage amount paid through an initial payment and equal installment payments over the next 11 months.
- h. Adopt and inform customers about a third-party notification plan.

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5) Other Provisionsa. Security Deposits

Deposits made in conjunction with the Cold Weather Rule may be amortized over the period of the payment plan, except that no security deposit may be amortized over fewer months than what is permitted by Index No. R3, sheets 1 through 4 of the Company's Rules and Regulations.

b. Weatherization Programs

The Company will inform its customers of the long-range advantages of weatherization programs.

c. Default

The issuance of an insufficient funds check for the initial payment or for any installment of the payment plan, unless subsequently cured by the customer, shall constitute a default of the Cold Weather Rule payment plan. A customer who defaults on a Cold Weather Rule payment plan is not eligible for the arrearage average payment plan under Index R4, sheet 4, unless the arrearages from the prior Cold Weather Rule plan are paid. A customer who defaults on a Cold Weather Rule payment plan is eligible to enter into a new Cold Weather Rule payment plan upon making an initial payment as set forth in the Company's Rules and Regulations at Index No. R4, sheet 7, (3) iii, paying any disconnect and reconnect charges and complying with the customer responsibility provisions of the Company's Rules and Regulations, Index No. R4, sheet 7, (3). A payment plan of any length that is negotiated by the customer and the Company after the customer has been informed of the payment plans required to be offered under the Cold Weather Rule is considered to be a Cold Weather Rule payment plan. However, a customer with a payment plan of fewer than 11 months shall not be considered to be in default of the payment plan if the actual payments that have been made are equal or greater than the amount that would have been required under an 11-month payment plan for arrearages.

d. Renegotiation of Cold Weather Rule Agreement

The customer will be encouraged to renegotiate Cold Weather Rule payments if the customer receives utility or other lump sum assistance.

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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-ELECTRIC1) 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.

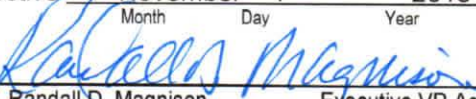
2) Basis of Surcharge

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.

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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 PLAN1) 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.

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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) Election

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:

$$\text{Even Payment Amount} = (\text{Previous 12 net monthly bills} \pm \text{excess/deficiency balance}) \div 12$$

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

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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 delinquent 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.

G. PAYMENT METHODS FOR UTILITY BILLS

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.

2) Bank Withdrawal: Payment may be made automatically each month from customer's bank 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.

3) Pay in Person: Payment may be made in person with cash, check, money order, e-Check, 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

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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.

(4) Pay On-Line: Payment may be made on-line with an e-Check, credit or debit cards using the Company's authorized third party vendor payment portals (SmartHub, Mobile E-bill and PayNow, etc.).

(5) Pay By Phone: Payment may be made by phone with an e-Check, credit or debit cards using the Company's authorized secure third party vendor. Payment by this method is accessible through the Company's toll free customer service phone number.

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