

January 8, 2021

Kansas Corporation Commission 1500 SW Arrowhead Rd. Topeka, Kansas 66604-4024

RE: Docket No. 20-EKCE-357-TAR

To Whom it May Concerns:

Evergy Kansas Central is refiling its tariff sheets reflecting change from the Customer Forward docket referenced above with changes to the following tariffs, Index, Section 4, Section 5, Section 12 and TOU.

Please note that the TOU tariff has been updated to reflect the tax credit changes in connection with docket 21-EKME-050. Enclosed is an original and redlined copies of the change to the tariff pages. Please return one copy with the submittal date, when approved, with the Commission's filing data.

Please contact me at 575-1584 with any questions concerning this filing.

Sincerely,

Leslie Wines

Executive Assistant Sr.

Leslie R. Wines

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| THE STATE CORPORATION COMMISSION OF KANSAS | |
| EVERGY KANSAS CENTRAL, INC., & EVERGY KANAS SOUTH, INC. d.b.a. EVERGY KA | ANSAS CENTRAL SCHEDULE Index |
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| EVERGY KANSAS CENTRAL SERVICE AREA | |
| (Territory to which schedule is applicable) 2018 | which was filed <u>April 18, 2012September 27,</u> |

| shall modify the | or separate understanding e tariff as shown hereon. | | Sheet 1 of 10 Sheets |
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| | B. | Residential customer bills for Electric Service are delinquent on the date specthereon. This date is the last date payments that are received can, in the normal reasonable course of business, be credited to customer's account in preparation of next succeeding normal bill. Unless otherwise specified by contract or applicable in Schedule, non-residential bills for Electric Service are delinquent 15 days after mailing date of bill. | | | | | |
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| EVERUI KAN | SAS CEN | (Name of Issuing Utility) | PEROT RANSAS CENTRAL SCHEDULE SCHOOL 4 | | | | | |
| FVFR | QV KA | ANSAS CENTRAL SERVICE AREA | Replacing Schedule <u>GT&C</u> Sheet 2 | | | | | |
| | | ory to which schedule is applicable) | which was filed June 23, 2016 | | | | | |
| No suppleme | | arate understanding as shown hereon. | Sheet 2 of 32 Sheets | | | | | |
| <u> </u> | | | S AND CONDITIONS | | | | | |
| | | | | | | | | |
| | | customer's failure to conform | to these General Terms and Conditions, | | | | | |
| | | | full any delinquent amount due Company under at for utility related services, and | | | | | |
| | customer's obligation to pay in full any delinquent amount due Company customer's Service Agreement for utility related services shall be separated other obligations and claims between Company and customer. | | | | | | | |
| | B. Company shall not threaten or refuse service to, or threaten or disconnect Electric Service of, a customer for an outstanding debt on an account unless the individual eithe signed the service agreement on the account or agreed orally at time service was established to be responsible for the account. The only exception to this rule is when ar individual and customer, who signed the Service Agreement or orally agreed to be responsible for the account at the time Electric Service was established, lived togethe when the debt was incurred and continue to live together. | | | | | | | |
| | C. Company shall not threaten or refuse Electric Service to or threaten or disconne Electric Service of customer for an outstanding debt more than five years old under signed Service Agreement or three years under an oral agreement. | | | | | | | |
| 4.03 | Meth | nods of Payment | | | | | | |
| | ΔΕ | Payment By Mail: | | | | | | |
| | / | Customers paying by mail addressed envelope and shall | shall place a check or money order in a clearly post such payment to cause it to arrive at Company's on or before the delinquency date. | | | | | |
| | | bank for non-payment due t | al check and said personal check is returned by the o insufficient funds, then Company may assess an 330.00 pursuant to Sections 12.07. | | | | | |
| Issued | | February142020MonthDayYear | | | | | | |
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| GENERAL any may require ent location or being may convert persocition is returned any may assess Service Charge. Pay Agents: In y may contract any may contract and network of the contract and make the contract and make and the contract and the cont | customer to my mailing certificate personal checks into by the bank to a charge of \$\frac{4}{2}\$ t with Authorized for non-utility to payments in pation), money of \$\frac{4}{2}\$ | conditions make payment of ied checks or recks into Electronic trace electronic tracer non-payment \$30.00 pursuant electronic tracer and person using person using | Sheet 3 of bills by money order onic transaction (and the to int to Section (s) to estate appropring personal | of 32 Sheets cash at an authorizeders. sactions. If Compan (s) and said electroninsufficient funds, the tion 12.08, Insufficient actions ablish and maintain actiate locations where checks, an electroni | | | |
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| ny may contractive | of non-utility to payments in pation, money or | businesses at person using | à appropr personal | iate locations where checks, an electroni | | | |
| zed network of ers can make nt (ACH transact zed payment lo | of non-utility to payments in pation, money or | businesses at person using | à appropr personal | iate locations where checks, an electroni | | | |
| | cations shall n | | Company may contract with Authorized Pay Agent(s) to establish and maintai authorized network of non-utility businesses at appropriate locations we customers can make payments in person using personal checks, an electropayment (ACH transaction), money order, certified checks or cash. | | | | |
| | | rovide a comp ated fees paya | | f all available paymer stomers. | | | |
| or non-payment | due to insuff | ficient funds, t | then com | eck is returned by the pany may assess a 7. | | | |
| ny or its ager tion and said el insufficient fund | nt elects to dectronic transa ds returns, the | convert person action is returner on Company m | nal checked by the nay asses | ks into an electroni bank for non-paymer | | | |
| | | make payment | t of bills t | by cash or by mailin | | | |
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| NTRAL, I | | , INC. d.b.a. EVERGY K | ANSAS CENTRAL SCHEDU | LE Section 4 | | |
| | (Name of Issuing Utility) | | Replacing Schedule_ | GT&C Sheet 4 | | |
| | | | | | | |
| | |) | which was filed | June 23, 2016 | | |
| parate un f as shov | derstanding wn hereon. | | She | et 4 of 32 Sheets | | |
| | GENERA | L TERMS AND | CONDITIONS | | | |
| Age | nt to issue a draft or | electronic tra | nsaction on the custo | mer's account in a U.S | | |
| 1. | The decision to acce | pt an Electronic | c Payment shall be sole | ely that of Company. | | |
| 2. | Company may administer Phone Check requests through a live representative or through automated processes such as an interact response (IVR) system. Requests for Web Payment may be made Company's Internet web site. | | | | | |
| 3. | Company shall credit an Electronic Payment through authorized paymerocesses to the customer's account as if payment had been received Company's remittance center on the same business day as the custom payment. | | | | | |
| 4. | | | | to pay the amount of th | | |
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| | may cause cus | stomer's accou | | | | |
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| | Electors of the second of the | (Name of Issuing Utility) ANSAS CENTRAL SERVICE AS tory to which schedule is applicable parate understanding ff as shown hereon. GENERAL Electronic Payment or Dr Agent to issue a draft or financial institution for payr 1. The decision to acce 2. Company may adr representative or the response (IVR) system Company's Internet or Company's Internet or Company's remittent payment. 4. Customer shall ensured electronic at An Electronic Financial institution for payr b. A Draft Paymer charge pursuar c. An Electronic Financial institution for payr c. An Electronic Financial institution for payr d. Company may adrage pursuar c. An Electronic Financial institution for payr d. Company may adrage pursuar c. An Electronic Financial institution for payr d. Company may | (Name of Issuing Utility) ANSAS CENTRAL SERVICE AREA tory to which schedule is applicable) parate understanding if as shown hereon. GENERAL TERMS AND Electronic Payment or Draft: Customer Agent to issue a draft or electronic tra financial institution for payment of custom 1. The decision to accept an Electronic 2. Company may administer Phone representative or through automa response (IVR) system. Request Company's Internet web site. 3. Company shall credit an Electronic processes to the customer's acceptation company's remittance center on payment. 4. Customer shall ensure that sufficient requested Electronic Payment or Draft and Electronic Payment or Draft pursuant to Section 12 b. A Draft Payment returned to charge pursuant to Section 12 c. An Electronic Payment or Draft pursuant to Section 12 c. An Electronic Payment or Draft pursuant to Section 12 c. An Electronic Payment or Draft pursuant to Section 12 c. An Electronic Payment or Draft pursuant to Section 12 c. An Electronic Payment or Draft pursuant to Section 12 c. An Electronic Payment or Draft pursuant to Section 12 c. An Electronic Payment or Draft pursuant to Section 12 c. An Electronic Payment or Draft pursuant to Section 12 c. An Electronic Payment or Draft pursuant to Section 12 c. An Electronic Payment or Draft pursuant to Section 12 c. An Electronic Payment or Draft pursuant to Section 12 c. An Electronic Payment or Draft pursuant to Section 12 | RPORATION COMMISSION OF KANSAS NTRAL, INC., & EVERGY KANSAS SOUTH, INC. dba. EVERGY KANSAS CENTRAL (Name of Issuing Utility) ANSAS CENTRAL SERVICE AREA tory to which schedule is applicable) Mich was filed | | |

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| | | ATION COMMISSION | | | | | |
| VERGY KANSAS CEN | VTRAL, IN | NC., & EVERGY KANSAS SOU (Name of Issuing Utility | | ANSAS CENTRAL SCHEDULE Section 4 | | | |
| | | (Name of Issuing Ottlity | ") | Replacing Schedule <u>GT&C</u> Sheet <u>5</u> | | | |
| | | S CENTRAL SERVICE | | | | | |
| <u> </u> | | which schedule is applica | which was filed June 23, 2016 | | | | |
| No supplement or sep hall modify the tarif | arate und f as show | lerstanding n hereon. | | Sheet 5 of 32 Sheets | | | |
| | | GENEF | RAL TERMS AND | CONDITIONS | | | |
| D. | payr Com | nent by customer's imercial and Industi unt specified in Sec | uest Company or an authorized agent to accompany or an authorized agent to accompay to authorized agent a fee not to exceed Debit Card Fee. Residential customers will | ices d the | | | |
| | 1. | The decision to accept a credit card payment shall be solely that of Company or its authorized agent. | | | | | |
| | 2. | representative or | rd payment requests through a live telepited processes such as an interactive of Company's Internet web site or an autho | voice | | | |
| | 3. | Company shall credit a credit card payment through authorized payment processe to the customer's account as if payment had been received at Company' remittance center on the same business day as the customer's payment. | | | | | |
| | 4. | | | ny reason may cause customer's account that had never been tendered. | to be | | |
| | 5. | who has obtained limited to; reported | the use of a creded or suspected ected use of stole | o accept credit card payments from a custo it card improperly. This may include but is use of credit cards in a fraudulent man n credit card or is defrauding the Compan | s no nner | | |
| E. | acce servi | TM or Debit Card Payment: Customer may request Company or an authorized agent to cept payment by customer's debit or ATM card for payment of customer's bill for utility rvices. Commercial and Industrial customers will pay to authorized agent a fee not to ceed the amount specified in Section 12.15 Credit, Debit Card Fee. Residential stomers will incur no fee. | | | | | |
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| VERGY KANSAS CENTRA | | ne of Issuing Utility | UTH, INC. d.b.a. EVERGY KA | NSAS CENTRAL SCHEDULE Section 4 | | | | |
| | | | | Replacing Schedule <u>GT&C</u> Sheet 6 | | | | |
| EVERGY KANS | | | | | | | | |
| | | chedule is applica | able) | which was filed June 23, 2016 | | | | |
| No supplement or separate shall modify the tariff as s | hown hereo | n. | | Sheet 6 of 32 Sheets | | | | |
| | | GENE | RAL TERMS AND | CONDITIONS | | | | |
| 1. | | | accept a debit of accept a debit of accept. | ATM card payment shall be solely that of | | | | |
| 2. | teler voic | Company may administer debit or ATM card payment requests through a latelephone representative or through automated processes such as an interact voice response (IVR) system or through Company's Internet web site or authorized agents web site. | | | | | | |
| 3. | prod Com | Company shall credit a debit or ATM card payment through authorized processes to the customer's account as if payment had been rece Company's remittance center on the same business day as the cuspayment. | | | | | | |
| 4. | | Customer shall be responsible for and ensure that sufficient funds are available to pay the amount of the requested debit or ATM payment. | | | | | | |
| | a. | reversed b | | returned to Company for insufficient funds or incur a charge pursuant to Section 12.08 arge. | | | | |
| | b. | | omer's account to | returned to Company for insufficient funds may be deemed delinquent as if the payment had | | | | |
| | C. | a customer This may ir or debit ca | who has obtained nclude, but is not li rds in a fraudulent | use to accept ATM or debit card payments from I the use of an ATM or debit card improperly. mited to; reported or suspected use of an ATM manner, reported or suspected use of stolen auding the Company or owner of the ATM or | | | | |
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| | | (Name of Issuing Utility) | | Replacing Schedule <u>GT&C</u> Sheet 7 | | |
| EVER | | S CENTRAL SERVICE | | | | |
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| o suppleme all modify | ent or separate ur the tariff as sho | nderstanding wn hereon. | | Sho | eet 7 of 32 Sheets | |
| | | GENER | AL TERMS AND | CONDITIONS | | |
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| | | | | | rogram that will, upon a | |
| | | tomer's request, sys ount at a bank or rec | | | ed payments from his/her | |
| | non | | sufficient funds, th | en company may ass | s returned by the bank for sess an Insufficient Funds | |
| 4.04 | Meter Re | ading | | | | |
| | | - | | | | |
| | 4.04.01 | Terms and Conception periodically in a remonthly billings. take into account routes. Company | ditions or Rate ange of no less Company may various the effects of company adopt a cycl | Schedules or Riders than 26 days and no ary its monthly meter onnection, disconnection | or in Company's General , meters shall be read o more than 36 days for reading for customers to on, or rerouting of meter ng its service territory into bughout the month. | |
| | 4.04.02 | Customer Read M | eters: | | | |
| | | with inaccessil billing period. printed forms Interactive Vo | ble meters, to re Company's reque provided by Co pice Recording | ad their meters at int ests for meter readings ompany or by custo | ated areas or customers tervals approximating the by customers shall be on omers using Company's ch forms shall contain | |
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| HE STATE CORP | | | | COMED A | | | |
| /ERGY KANSAS CENTR | | Tame of Issuing Utility | UTH, INC. d.b.a. EVERGY K | ANSAS CENTRAL SCHED | ULE Sect | ion 4 | |
| | | | | Replacing Schedule | e <u>GT&C</u> | Sheet 8 | |
| | | NTRAL SERVICE | | | | | |
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| No supplement or separa hall modify the tariff as | s shown her | eon. | | Sł | neet 8 of 32 Sh | eets | |
| | | GENER | RAL TERMS AND | CONDITIONS | | | |
| | b) | readings shall least once a y with customer with subsection readings. Exception readings. | not be considere year by Company 's readings. Com on 4.04.03, Estimate the cept as provided in | omer will be used for d final. Such customer and the readings obspany shall adjust custated Bills, if there is an subsection 4.04.03, atinued shall be based | er's meters tained sha tomer's bill ny differen Estimated | will be read a lil be compared in accordance between the Bills, a final bil | |
| 4.04.0 |)3 <u>Es</u> | Estimated Bills: | | | | | |
| | a) | accordingly. Cestimating prothose procedu | Company may rer ocedures employe ures have been a | ner's usage for a billing ader a bill based on ender a bill based on ender and a proved by the Control usage in the following | stimated us ny substar nmission. | sage only if the itial changes ir Company may | |
| | | filed with | | provided an approp and an actual rea I cycle; | | | |
| | | broken m | eters or other | conditions, emerge equipment failures prevent actual meter re | or other | | |
| | | premises obtain a raddressed system wh | for reading the incention forms upon which customer may | to reasonably obta meter and commercia mer's meter, such as ich customer may no call in the readings of e been unsuccessful; | ally reason s mailing of ote the re or enter the | able efforts to or leaving pre adings or IVF | |
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| | | COMMISSION ERGY KANSAS SOI | I OF KANSAS UTH, INC. d.b.a. EVERGY I | KANSAS CENTRAL SCHEDUL | E Section 4 | | |
| | | e of Issuing Utility | | | | | |
| EVERGY K | ANSAS CENT | TRAL SERVICE | E AREA | Replacing Schedule_ | GT&C Sheet 9 | | |
| (Terri | itory to which sc | hedule is applica | ble) | which was filed | June 23, 2016 | | |
| supplement or se Il modify the tari | parate understandir ff as shown hereon | ng | | Sheet 9 of 32 Sheets | | | |
| | | GENER | RAL TERMS AND | CONDITIONS | | | |
| | iv | v) when cus Company; | | furnish a meter rea | ding as requested b | | |
| | V | | | corrected bill, but only w | hen: | | |
| | | 1) custom are m by Con | ade to the bill | sts provided any n upon a subsequent | | | |
| | | • | | ling would not show timating usage; and | an actual customer | | |
| | | • | ctual meter re meter or other ed | eading cannot be to quipment failure. | aken because of | | |
| | a b u c | meter readir y entering the sage, Comp onsumption | ng on pre-address e meter read thro any shall consid | bill, Company may requised forms or through Company's Interned der customer's historical mers for whom actual billing period. | impany's IVR System of t site. When estimatinal consumption, curre | | |
| | p fo y a n C | roviding other or more than ear. If the meter reading ecessary. Sompany and company may | rwise, Company three (3) consec eter is inaccessib ng as requested, Such customer's an adjustment, in charge custome | er is serviced under an a will not render a bill bas utive billing periods or sole and customer is unay then Company may renders will be read at a necessary, shall be more a meter reading charger a special reading is reconstructed. | sed on estimated usag ix (6) billing periods per railable or fails to furnist der an estimated bill a t least once a year be ade as provided herein e as provided in Section | | |
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| TEROT INTIDIAS CENTRAL, | (Name of Issuing Utility) | i, ive. d.o.d. E vERG i | — Seliebe | EE Beetle | 11 | |
| EVERGY KANSA | AS CENTRAL SERVICE A | REA | Replacing Schedule | GT&C | _Sheet10 | |
| | which schedule is applicable | | which was filed | June 23 2016 | | |
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| nan moury me tarir as sin | | I TEDME AND | D CONDITIONS | 200 10 01 32 5110 | ,ots | |
| | GENERA | L IERIVIS ANI | CONDITIONS | | | |
| | reasons therefor least 36 months | e and efforts note. All such be and Compan | ated bills, it will maintai nade to secure actual re ills shall state that the y shall make any appro er by Company. | eadings for ey have be | a period of een based of | |
| 4.04.04 | Estimated Bill Proce | <u>dure:</u> | | | | |
| | current meter read in last read plus three available, a second usage from five hist from the read in prior three days prior are successful, then the estimate usage base | is unavailable, e-prior days to estimation atterorical reads from the estimation is estimation is | Metering Infrastructure the system will average estimate the read. If mpt will be made. The om the previous year. It e same day as being efter. If the second es a manual process. The usage information from omers with like premises | e consumpt that inform system will will average estimated al timation atte Billing De the same p | tion from the nation is not average the usage ong with the tempt is not partment will | |
| | system will average usage 35 days before not available, a seconsage from the presuccessful, then the | the usage from the usage and the usage cond read estimition two reading estimation is ded on historic usage. | rs, when a current mete m the prior year in the ge 35 days after that mo mation attempt will be gs. If the second est a manual process. The isage information from t rs with like premises. | same billin nth. If that in made by a simation atte Billing De | g month the nformation is veraging the empt is not partment will | |
| | readers may pro | vide specific k | estimates of customer's nowledge of customer's for calculation of an esti | unique circ | | |
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| | | ON COMMISSION | | | |
| VERGY KANSA | | | UTH, INC. d.b.a. EVERGY K | ANSAS CENTRAL SCHEDUI | LE Section 4 |
| | (1) | Vame of Issuing Utility | 7) | Replacing Schedule_ | GT&C Sheet 11 |
| EVERO | SY KANSAS CE | ENTRAL SERVICI | E AREA | | |
| (| Territory to which | n schedule is applica | able) | which was filed | June 23, 2016 |
| No supplement shall modify th | or separate understa e tariff as shown he | nding reon. | | Shee | et 11 of 32 Sheets |
| | | GENEI | RAL TERMS AND | CONDITIONS | |
| | b) | | all use one of the for billing purpose | <u> </u> | estimate a customer's |
| | | i) Calculation | n of peer group av | erage as follows: | |
| | | — A/B x C = | Estimate usage fo | r a meter | |
| | | Where: | | | |
| | | B = peer's C = Usage | | ast year for meter to be | |
| | | estimate. | · | · | shall be used as the usage total days used |
| | | and the to | tal number of mete | ers which make up the c | lays and usage. |
| | | | | customer's meter being gth of the billing period | g estimated adjusted fo . |
| | 4.04.05 <u>M</u> e | eter Reading Ch | narge: | | |
| | a) | reading to Co | empany for two co | onsecutive billing perions ss customer a Meter Ro | n meter fails to furnish a ds, Company shall read eading Charge as filed ir |
| | b) | reread custom regular read, | ner's meter. Howe Company <u>may</u> sha | ver, should the reread v # assess customer a M | all at customer's request verify the accuracy of the leter Reading Charge as Should the reread o |
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| | 0 EVED CV I/ANGAG GOLI | | NIGAG CENTEDAL CCHEDILLE Cartier | 4 | |
| | Name of Issuing Utility) | TH, INC. d.b.a. EVERGY K. | NSAS CENTRAL SCHEDULE Section | 4 | |
| | | | Replacing Schedule <u>GT&C</u> S | Sheet <u>12</u> | |
| | | | 1:1 (1) | 1016 | |
| · | | ole) | which was filed June 23, 2 | .016 | |
| tariff as shown he | ereon. | | Sheet 12 of 32 Sheet | :S | |
| | GENER | AL TERMS AND | CONDITIONS | | |
| | | | • | ompany will | |
| Customer Bil | <u>ling</u> : | | | | |
| 4.05.01 <u>In</u> | formation on Bill: | Customers' bills | will show: | | |
| a) | The beginning and ending meter reading for the billing period or the usage for the billing period obtained from an electronic meter except that an estimated billing shall disclose that it is based on estimated usage and the word "Estimated" shall appear on the bill; | | | | |
| b) the date of the most recent meter reading and the date of the billing; | | | | | |
| c) | c) the final date by which a payment can be received before a Delayed Pay Charge is imposed; | | | | |
| d) | the actual or es | stimated Electric S | ervice supplied during the billing pe | eriod; | |
| e) | | | nption for the current billing per | iod and the | |
| f) | | | djustment in cents per kilowatt-hou | ır (kWh) and | |
| g) | the amount du payment; | e for prompt pay | nent and the amount due after de | linquency in | |
| h) | collection, cor payments, esti | nnection, disconr mated billing adju | ection or reconnection charges, | installmen | |
| i) | for customers | on the Average F | ayment Plan, the dollar amount o | f overage or | |
| - | | <u>2020</u> | | | |
| Month | Day | r ear | | | |
| Month | D _e . | V | | | |
| Month | Day | y ear | | | |
| | Customer Bil 1.05.01 In a) b) c) f) February Month | GENER Customer's me waive the Meter Sustanting shall defeated by the date of the comparable per simple of the fuel, power the total amount of collection, corpayments, estithe Commission i) for customers GENER Customer Billing: Customer Billing: Information on Bill: a) The beginning the billing periphilling shall defeated by the date of the comparable periphilling shall defeated by the actual or estimated by the amount dupayment; h) the amount of collection, corpayments, estithe Commission i) for customers | customer's meter indicate that it waive the Meter Reading Charge 2.05.01 Information on Bill: Customers' bills 3.05.01 Information on Bill: Customers' bills 4.05.01 Information on Bill: Customers' bills 5.05.01 Information on Bill: Customers' bills 6.05.01 Information on Bill: Customers' bills 6.0 | Sheet 12 of 32 Shee | |

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| ERGY KANSAS CE | | of Issuing Utility | UTH, INC. d.b.a. EVERGY K | ANSAS CENTRAL SCHEDU | ILE Section 4 |
| EVERGY KANSAS CENTRAL SERVICE AREA | | | | Replacing Schedule | GT&C Sheet 13 |
| | itory to which scl | | | which was filed | June 23, 2016 |
| <u> </u> | eparate understandin | | | | eet 13 of 32 Sheets |
| an modify the tari | iii as snown nereon. | | | | eet 13 01 32 Sheets |
| | | GENER | RAL TERMS AND | CONDITIONS | |
| | | | | date as compared to mal billing process for | the cumulative amount the same period; |
| | • • | • | mounts due from Rule or other pay | | n an arrearage under the |
| | k) th | e total amou | nt due for the curr | ent billing period; | |
| | Ś | | | | al sales taxes or other ered by the Commission |
| | m | ake a report, | , inquiry or compla | | ice where customer may ted bill, service rendered |
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| HE STATE CORPOR | RATION COMMISSION | OF KANSAS | | | | |
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| | (Name of Issuing Utility) | | Replacing Schedule | eGT&CSheet14 | | |
| EVERGY KANSA | AS CENTRAL SERVICE | AREA | Replacing Schedule | Silver 11 | | |
| (Territory to | which schedule is applicab | ole) | which was filed | June 23, 2016 | | |
| No supplement or separate ushall modify the tariff as sho | nderstanding own hereon. | | Sh | eet 14 of 32 Sheets | | |
| | CENED | AL TERMS AND (| CONDITIONS | | | |
| | GLINER | AL ILINIO AND | SONDITIONS | | | |
| 4.05.02 | Charges for Special Services: Company may include on the bill for utility relative services other charges for special services. Special services are those authorized by tariff or otherwise specifically regulated by the Commission, such the sale of merchandise, insulation or services performed in connection therew Charges for special services shall be designated clearly and separately for charges for utility services. | | | | | |
| 4.05.03 | Billing Adjustments | <u>):</u> | | | | |
| | meter reading l calculated for recent meter re to customer or | by customer will b bills rendered du eadings by Compar the balance due | e shown on the bill. ring the period betv ny. The adjusted bill | on estimated usage or a The adjustment shall be ween the prior and most shall show the credit due npany. Any credit due to equent bills. | | |
| | Credit Due Ame balance is due approval of Co period of time adjustment to a | ount, and customed and payable to ompany, pay the a at least equal to the an estimated bill b | er so requests, the ar Company, customer amount in equal mo he adjusted billing p | pecified in Section 12.03, mount will be refunded. If may, upon request and onthly installments over a period. In no case will an unt which is less than the nt. | | |
| 4.05.04 | Prorated Bills: | | | | | |
| | a) Unless otherwi | ctric Service bills w | vill be prorated for co | Rate Schedule or Rider, Innections, disconnections Iss than 26 days or more | | |
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| Issued February Mon | | 2020 Year | | | | |
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| RESTARTE CORPORATION COMMISSION OF KANSAS FROY KANSAS CENTRAL DRC. & EVERGY KANSAS CENTRAL (Numer of Issuing Utility) EVERGY KANSAS CENTRAL SERVICE AREA (Territory to which schedule is applicable) by upprolegate or separate understanding and intendity if the Intil as shown hereon. Sheet 15 of 32 Sheets GENERAL TERMS AND CONDITIONS b) Unless otherwise ordered by the Commission, Company shall prorate customer's bill during the billing month rates or tariffs become effective. c) If Company has an approved energy cost adjustment mechanism or purchase power adjustment mechanism or Rate Schedule providing for the adjustment fuel and purchased power, prorate these charges will be at Company option. If Company elects to prorate these charges, then each adjustment factor and the estimated usage associated with the adjustment factor must b shown on the bill. 4.05.05 Delayed Payment Charge: a) If the bill becomes delinquent, a Delayed Payment Charge in an amount equit to 2 percent of the delinquent amount owed for current Electric Service will be added and Company may initiate any collection efforts. b) Non-Residential customers who are unable to make timely payment of bill before the delinquency date due to internal bill paying procedures will be give an opportunity to receive a copy of each bill at a second location at nadditional cost. Moreover, if a non-Residential customer chooses, Company will allow an additional 14 days in which to pay monthly bills before the become delinquent provided that customer agrees to pay a fee each mont equal to one percent of the amount owed for current utility service. Customer's service agreement will be canceled upon Non-Residential customer's request upon customer's failure to pay any bill before the extended delinquency date. 4.05.06 Partial Payment: If customer makes partial payment for the total bill, payment we be credited first to the balance outstanding for Electric Service beginning with the oldest service debt, then to additional utility charges, such as discon | | | | | | | Index | | |
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| Replacing Schedule | HE STATE | CORPORA | ATIO | N COMMISSION | OF KANSAS | | | | |
| Replacing Schedule GT&C Sheet 15 (Territory to which schedule is applicable) which was filed June 23, 2016 Sheet 15 of 32 Sheets GENERAL TERMS AND CONDITIONS b) Unless otherwise ordered by the Commission, Company shall prorat customer's bill during the billing month rates or tariffs become effective. c) If Company has an approved energy cost adjustment mechanism or purchase power adjustment mechanism or Rate Schedule providing for the adjustment fuel and purchased power, proration of these charges will be at Company option. If Company elects to prorate these charges, then each adjustment factor and the estimated usage associated with the adjustment factor must be shown on the bill. 4.05.05 Delayed Payment Charge: a) If the bill becomes delinquent, a Delayed Payment Charge in an amount equation 2 percent of the delinquent amount owed for current Electric Service will be added and Company may initiate any collection efforts. b) Non-Residential customers who are unable to make timely payment of bill before the delinquency date due to internal bill paying procedures will be give an opportunity to receive a copy of each bill at a second location at an additional cost. Moreover, if a non-Residential customer chooses, Compan will allow an additional 14 days in which to pay monthly bills before the become delinquent provided that customer agrees to pay a fee each mont equal to one percent of the amount owed for current utility service. Customer service agreement will be canceled upon Non-Residential customer's fealure to pay any bill before the extended delinquency date to upon customer's failure to pay any bill before the extended delinquency date on the pay any bill before the extended delinquency date on the pay and bill before the extended delinquency date on the pay and bill before the extended delinquency date on the pay and bill before the extended delinquency date on the pay and the payment of the total bill, payment we be credited first to the balance outstanding for Electric Service beginning with th | VERGY KANSA | S CENTRAL, I | | | * | ANSAS CENTRAL S | CHEDULE_ | Section 4 | |
| (Territory to which schedule is applicable) By the sanith as shown betreon. CENERAL TERMS AND CONDITIONS By Unless otherwise ordered by the Commission, Company shall prorat customer's bill during the billing month rates or tariffs become effective. C) If Company has an approved energy cost adjustment mechanism or purchase power adjustment mechanism or Rate Schedule providing for the adjustment of fuel and purchased power, proration of these charges will be at Company option. If Company elects to prorate these charges will be at Company option. If Company elects to prorate these charges will be at Company option. If Company elects to prorate these charges will be at Company option. If Company elects to prorate these charges will be at Company option. If Company elects to prorate these charges will be at Company option. If Company elects to prorate these charges will be at Company option. If the bill becomes delinquent, a Delayed Payment Charge in an amount equit to 2 percent of the delinquent amount owed for current Electric Service will be added and Company may initiate any collection efforts. b) Non-Residential customers who are unable to make timely payment of bill before the delinquency date due to internal bill paying procedures will be given an opportunity to receive a copy of each bill at a second location at a additional cost. Moreover, if a non-Residential customer chooses, Compan will allow an additional 14 days in which to pay monthly bills before the become delinquent provided that customer agrees to pay a fee each mont equal to one percent of the amount owed for current utility service. Customer service agreement will be canceled upon Non-Residential customer's request of upon customer's failure to pay any bill before the extended delinquency date once canceled, no new agreement with the same customer will be permitted. 4.05.06 Partial Payment: If customer makes partial payment for the total bill, payment we be credited first to the balance outstanding for Electric Service beginning with the o | | | (N | ame of Issuing Utility) | | Replacing Sc | hedule <u>G</u> | T&C Sheet | 15 |
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| b) Unless otherwise ordered by the Commission, Company shall prorat customer's bill during the billing month rates or tariffs become effective. c) If Company has an approved energy cost adjustment mechanism or purchase power adjustment mechanism or Rate Schedule providing for the adjustment fuel and purchased power, proration of these charges will be at Company option. If Company elects to prorate these charges, then each adjustment factor and the estimated usage associated with the adjustment factor must be shown on the bill. 4.05.05 Delayed Payment Charge: a) If the bill becomes delinquent, a Delayed Payment Charge in an amount equate to 2 percent of the delinquent amount owed for current Electric Service will be added and Company may initiate any collection efforts. b) Non-Residential customers who are unable to make timely payment of bill before the delinquency date due to internal bill paying procedures will be give an opportunity to receive a copy of each bill at a second location at a additional cost. Moreover, if a non-Residential customer chooses, Compan will allow an additional 14 days in which to pay monthly bills before the become delinquent provided that customer agrees to pay a fee each mont equal to one percent of the amount owed for current utility service. Customer service agreement will be canceled upon Non-Residential customer's request to upon customer's failure to pay any bill before the extended delinquency date Once canceled, no new agreement with the same customer will be permitted. 4.05.06 Partial Payment: If customer makes partial payment for the total bill, payment we be credited first to the balance outstanding for Electric Service beginning with the oldest service debt, then to additional utility charges, such as disconnection of reconnection charges, and then to special charges. | No supplement shall modify the | or separate un e tariff as shov | dersta vn her | nding eon. | | | Sheet 1 | 5 of 32 Sheets | |
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| power adjustment mechanism or Rate Schedule providing for the adjustment of tuel and purchased power, proration of these charges will be at Company option. If Company elects to prorate these charges, then each adjustment factor and the estimated usage associated with the adjustment factor must be shown on the bill. 4.05.05 Delayed Payment Charge: a) If the bill becomes delinquent, a Delayed Payment Charge in an amount equate to 2 percent of the delinquent amount owed for current Electric Service will be added and Company may initiate any collection efforts. b) Non-Residential customers who are unable to make timely payment of bill before the delinquency date due to internal bill paying procedures will be give an opportunity to receive a copy of each bill at a second location at nadditional cost. Moreover, if a non-Residential customer chooses, Compan will allow an additional 14 days in which to pay monthly bills before the become delinquent provided that customer agrees to pay a fee each mont equal to one percent of the amount owed for current utility service. Customer service agreement will be canceled upon Non-Residential customer's request of upon customer's failure to pay any bill before the extended delinquency date. 4.05.06 Partial Payment: If customer makes partial payment for the total bill, payment we be credited first to the balance outstanding for Electric Service beginning with the oldest service debt, then to additional utility charges, such as disconnection of reconnection charges, and then to special charges. | | | b) | | | | | • | prorate |
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| before the delinquency date due to internal bill paying procedures will be give an opportunity to receive a copy of each bill at a second location at n additional cost. Moreover, if a non-Residential customer chooses, Compan will allow an additional 14 days in which to pay monthly bills before the become delinquent provided that customer agrees to pay a fee each mont equal to one percent of the amount owed for current utility service. Customer's service agreement will be canceled upon Non-Residential customer's request of upon customer's failure to pay any bill before the extended delinquency date. 4.05.06 Partial Payment: If customer makes partial payment for the total bill, payment we be credited first to the balance outstanding for Electric Service beginning with the oldest service debt, then to additional utility charges, such as disconnection or reconnection charges, and then to special charges. Sisued February 14 2020 Month Day Year | | | a) | to 2 percent of | the delinquent ar | mount owed for | current E | | |
| be credited first to the balance outstanding for Electric Service beginning with the oldest service debt, then to additional utility charges, such as disconnection of reconnection charges, and then to special charges. Sued February 14 2020 Month Day Year | | | b) | before the delir an opportunity additional cost. will allow an a become delinq equal to one pe service agreem upon customer | nquency date due to receive a co . Moreover, if a additional 14 day uent provided the ercent of the amorent will be cancel so says a failure to pay a | to internal bill popy of each bill non-Residential is in which to lat customer agrunt owed for cured upon Non-Reany bill before the | paying production of the country of | ocedures will lecond location of control locat | oe given n at no company ore they n month stomer's quest or cy date. |
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| ERGY KANSAS CENTRAL | , INC., & EVERGY KANSAS SOU (Name of Issuing Utility) | | NSAS CENTRAL SCHEDU | JLE Section 4 | | |
| EVED GW W ANG | , | | Replacing Schedule <u>GT&C</u> Sheet <u>16</u> | Sheet16 | | |
| | AS CENTRAL SERVICE | | which was filed June 23, 2016 | | | |
| | which schedule is applicat | <u></u> | | | | |
| o supplement or separate uall modify the tariff as sh | own hereon. | | She | eet 16 of 32 Sheets | | |
| | GENER | AL TERMS AND | CONDITIONS | | | |
| 4.05.07 | Combined Paymer | nt for Several Mete | <u>rs</u> : | | | |
| | , | make an agreem ge otherwise applic | | ot to assess the Delayed | | |
| | | | ayment of multiple unit dates in the month; | itility bills from Company | | |
| | , | rendered including | • | ation where such Electric es in which the accounts | | |
| iii) intends to make payment of all bills on or before the delinquency da one of such accounts. | | | | | | |
| | b) Company shall have no obligation under this subsection 4.06.07 if custor fails to make payment within the time limit of the one account specified customer's notice to Company. | | | | | |
| | Company shall 4.05.05 on the customer shall | II collect Delayed e basis of each I automatically be | Payment Charges single billing. Core canceled after the | payment of the bill, ther as required in Section mpany's agreement with third time the Delayed ring any consecutive 12 | | |
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| | | (Name of Issuing Utility) | R | enlacing Schedule (| ST&C Sheet 17 |
| EVER | RGY KANSA | S CENTRAL SERVICE ARE | | | 2.000 <u>1,</u> |
| [x 1 | | which schedule is applicable) | W | rhich was filed | June 23, 2016 |
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| | | GENERAL | TERMS AND CONDI | TIONS | |
| | 4.05.08 | Meter Readings Not Clocation supplied will bor metering facility is customer has Electric meters will not be consciously schedule provides other Company's conventor billing purposes. | e metered and billed set at one premise Service at different ombined for billing erwise. When more to | separately. Wher for customer's continuous for customer's custo | more than one meter convenience, or when dings of the separate the applicable Rate metering facility is set |
| | 4.05.09 | Correction of Erroneous issue a corrected bill. amount to be credited be shown as a credit of the amount specified requests, the amount vexceeding 12 months, the correction shall be for erroneous bills need Section 12.04, Bill Erroneous | The corrected bill so Any amounts paid on the corrected bill. in Section 12.03, will be refunded. No computed back to be done of the done | shall show the ad by customer on the However, if the accredit Due Amoustorrected bill shall be error can be detut not beyond such | justed amount due or the erroneous bill shall amount is greater than unt, and customer so be issued for a period ermined in which case the date. No correction |
| 4.06 | <u>Average</u> | Payment Plan: | | | |
| | 4.06.01 | Availability: Upon mut Payment Plan (APP) is under Company's Reschedules (excluding in | s available to any cus sidential Electric Se | stomer who qualifi rvice and Small | es for Electric Service General Service rate |
| | 4.06.02 | Eligibility: To be eligible Customer must meet the | | | visions of the APP, the |
| | | b) The Customer mu present premises for | st have received sor at least twelve (12) | ervice continuous months prior to the | one of said schedules. Sly at the Customer's the election or agree to the ed in accordance with |
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| | I'ION COMMISSION OF KANSAS C., & EVERGY KANSAS SOUTH, INC. d.b.a. EVE | RGY KANSAS CENTRAL SCHEDULE Section 4 |
| | (Name of Issuing Utility) | Replacing Schedule <u>GT&C</u> Sheet <u>18</u> |
| EVERGY KANSAS | CENTRAL SERVICE AREA | |
| | hich schedule is applicable) | which was filed June 23, 2016 |
| No supplement or separate under shall modify the tariff as shown | erstanding h hereon. | Sheet 18 of 32 Sheets |
| | GENERAL TERMS | AND CONDITIONS |
| Application | Company. d) The Customer must satisty General Rules and Regulating for Average Payment Plans: payment shall constitute a requestion: Commencing after the (CCB) system, each month the under Residential Service or Sissuing a bill which shall contant Average Payment amount due the APP if the Customer pays the elect to be billed under the APF Care Center. Payment of arrears under the account balance in arrears shate APP, if the following conditions a) The arrearage is not as a including an agreement under Rule 4.06.04; | iv, and be in conformance with, the Company's ons Applying to Electric Service. Completion of Company's application for average est for Electric Service under the APP. e implementation of the Customer Care and Billing Company will notify eligible Customers then served mall General Service rate schedules of the APP by ain two amounts: the actual amount due, and the under the Plan. The Customer elects to pay under the Average Payment amount. A Customer may also at any time by contacting the Company's Customer. Average Payment Plan: Customers who have an II be informed of, and may elect to be billed on this |
| | c) The Customer agrees to pa the amount in arrears, div | y, in twelve equal installments, an amount equal to vided by twelve (12), plus the Average Payment accordance with Rule 4.06.05. |
| | one-twelfth of the arrears a service, shall be conside accordance with the provisi in full of the total amount in | make timely payments of the Average Payment plus mount, or who causes or permit diversion of electric red in default, and subject to disconnection in ons of Rule 5. The Company may require payment arrears as a condition of reconnection. A Customer emoved from the APP and shall not be eligible for |
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| | | | Replacing Schedule | Sheet19_ | | |
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| | | ble) | which was filed | June 2 | 3, 2016 | |
| separate understandin riff as shown hereon. | ig · | | She | eet 19 of 32 Sl | heets | |
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| pa | articipation in | the APP until all a | mounts owed are paid | d in full. | | |
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| | RATION COMMISSIO , INC., & EVERGY KANSAS SO | | ANSAS CENTRAL SCHEDUL | E Section 4 | | | |
| | (Name of Issuing Utilit | ry) | | | | | |
| EVERGY KANS | AS CENTRAL SERVIC | CE AREA | Replacing Schedule <u>GT&C</u> Sheet <u>20</u> | | | | |
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| supplement or separate u | understanding own hereon. | | Sheet | 20 of 32 Sheets | | | |
| | GENE | RAL TERMS AND | CONDITIONS | | | | |
| 4.06.0 <u>5</u> € | calculate custom | er's APP monthly | lan monthly bills: Each bill based upon available calendar months. The m | history estimated if no | | | |
| | a) current Net M | onthly Bill, plus | | | | | |
| | b) previous 11 N | let Monthly Bills, e | stimated if not known, pl | us | | | |
| | c) financial trans rebill), divided | | impact customer's mon | thly bill (e.g., rebate an | | | |
| | d) twelve (12), p | olus | | | | | |
| | e) Periodic Revi | ew Adjustment am | ount. | | | | |
| | | | tion of the Customer (| | | | |
| | of bills for the (12) bills for the payments cor the Plan payn | Customer. Each note Customer, along neared to actual us nent will automatical control of the control of the customer. | months of usage history a will be the average of the nonth, the Company will a with the cumulative bala age ((prior 12 bills + over ally adjust on the next mo lation from the current Pl | average the prior twelve nce of the Plan r/under balance)÷ 12); nth's bill if there is more | | | |
| | b) If the Custom premises, the for the Custor | Plan payment will | velve (12) months of usage be the average of the las | ge history at the traine (9) months of bills | | | |
| | but is otherwis | se eligible for an Al sentative (CSR). At | ne (9) months of usage here. The Customer must so that time, the CSR will making usage history of near | peak to a Customer nanually calculate an | | | |
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| EVERGY | Y KANSAS CENT | RAL SERVICE | E AREA | Replacing Schedule | GT&C SHEET 21 |
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| | | ustomers ser leans premise perating in a ervice rate so ustomers ser | viced under Resides of Customers somilar industry for chedules. viced under Small | erved under the same r Customers serviced un General Service rate s | edules and "like premises" ate schedule and oder Small General chedules who have less |
| | tr | an nine (9) m | nonths of usage his | story at the premises shustomers with like prem | all be ineligible for the |
| | <u>c)</u> A | <u>djustments</u> | | | |
| | (i) <u>(i</u> | | nly amounts payab chedule changes. | le under the Plan will b | e adjusted to reflect |
| | (i | abnormal vother factor level paymunderestim | weather conditions ors. The estimated nent amount, may nated or overestim | le under the Plan may b, historical usage at the annual adjusted billing be revised if the earlier ated due to Customer s, or other factors. | e current premise, or , and thus the monthly estimate was |
| | | | | may, at any time, reation to the average pa | quest that the Compan yment amount. |
| 4 | are control becontrol becontrol becontrol becont becont become a substitute of the control becontrol becont becont becont beco | lue and paya mes delinque pe added. (age monthly b stomers usin 01, <u>Informati</u> unts paid to | able as provided in ent, a 2 percent De Company may te colling on or before ng the APP will o on on Bill, and st | n Section 4.01, Payme Played Payment Charge Played Payment Charge Payment Charge Payment the APP if cut its due date for 2 consciontain the information hall also show the over the to the amounts calcute. | Paverage monthly billing nt of Bills. If such billing e based upon such billing istomer fails to pay an secutive months. Billing a specified in subsection arage or underage of the ulated under Company's |
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| | | | dule is application | able) | | which was filed _ | June | 23, 2016 | |
| No supplement or shall modify the | r separate und tariff as show | lerstanding n hereon. | | | | S | Sheet 22 of 32 | Sheets | |
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| 4 | .06.0 <mark>86</mark> | | | e Average Payn terminated upon | | | | | |
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| 01 | and disallows Electric | connectic a qualify Service | n proc ing Re | edures f | this C | | | | | | | |
| | Novemb the temp | nt agreen ber 1 thro perature v s or colder | nent wough Ma will drop | the devith Comarch 31, p below | for any all cust esignation of the customer of | y qualitomer ted control The the Name of t | lifying the o old we e cold lationa (activativationa | Resider opportur eather p weath of Weath ting tem | ntial nity t period er p ner S | custo to ret d and period Service | tain or d enter l extende forecast | The rule restore restore a sinto a sin |
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| | GENERAL IERWI | and conditions | |
| 4.07.02 | Customer's Responsil | <u>vilities</u> : | |
| , | | with unpaid arrearage owed to Compan Rule provided customer complies with t | |
| i | i) informs Company of the | ne inability to pay a bill in full; | |
| i | ii) gives Company suffice agreement; | ient information to develop an appropri | ate payment |
| i | iii) applies for federal, si customer may be eligi | ate, local, or other utility assistance fundole; | ds for which |
| | twelfth of customer's billing period for which | nent of one-twelfth of customer's arreara bill for current consumption during the Electric Service was provided, plus the fo and reconnection fees, plus any applica | most recent ull amount of |
| , | of customer's obl Electric Service. | nent agreement with Company setting for gation to pay past, current, and future Such payment agreement shall allow lance to be amortized over a period not e | charges for customer's |
| | | agreement may contain arrangemer ed to customer's particular situation. | nts mutually |
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| /ERGY KANSAS CENTRAL | , INC., & EVERGY KANSAS SO (Name of Issuing Utility) | | GY KANSAS CENTRAL | SCHEDULE | Section | on 4 | |
| | (Name of Issuing Othin | .y) | Replacing | Schedule | GT&C | _Sheet_ | 25 |
| | AS CENTRAL SERVIC | | | | | | |
| | which schedule is applic | cable) | which was | filed | June 23 | 3, 2016 | |
| No supplement or separate ushall modify the tariff as sho | inderstanding own hereon. | | | Sheet | 25 of 32 Sh | eets | |
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| | Company modern circumstance | ay accept a l | ements for an ini esser amount wh ded that the initial ire arrearage. | en it is | able to | verify | specia |
| 4.07.03 | Company's Resp Rule are outlined | | ompany's respons | ibilities ur | nder the | Cold W | eathe/ |
| | least 30 days who is curren a notice to ea the most red | s prior to the outly receiving Eleach Residential cent cold weat | notice of the Colocold weather period ectric Service. In a premise that has been period and rethe notice with the | d, to each addition, Coeen disco emains wi | n Reside company onnected thout Ele | ntial cu shall al during | stome so mai or afte |
| | Electric Servi prior to Comp of record by customer of telephone co during the ph service, Com | ice, Company so cany's termination telephone and record on the contact on that contact on the cone call(s) or to pany's employe | ents of Section 5.0 chall, during the first ion of Electric Service discounty of Electric Service day prior to teleday was not made the personal contacted shall leave a discount of the contacted shall be no characteric will be no characteric state. | st 24 hour rice, attem mpt at a rmination e. If cust connect m | s of the another to con- personal of Elec- comer is a prior to nessage of | 48 hour ntact cu l conta tric Ser not cor termina | period stome ct with vice intacted ation o |
| | the activatin temperature disconnection | g temperature is then forecast may not be contact above the action. | i, Company must refrom the Nation sted to be below arried out and Cortvating temperature | nal Weat the activ npany mu | her Ser ating ter ust wait f | vice. nperatu or anotl | If the re, the ner 48 |
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| d) | day disconnect Discontinuing | notice prepared Electric Service | in accordance with Se | ntact, with the normal 10 ection 5.01, Conditions for act, and the additional owing information: |
| | opportunitie | s for customer | | Rule and that there are ce of Electric Service by |
| | , | ner must meet the Responsibilities; | • | rth in subsection 4.07.02, |
| | | any maintains a pay utility bills; | list of organizations fr | rom which funds may be |
| | the custom payments o the custom current and | er may qualify. ver a period of formal of the custon future consum | Prior to discussing ewer than 12 months, the mer's right to have a cotion and to have the | arrangements for which any Cold Weather Rule the Company shall inform a Average Pay Plan for arrearage amount paid ver the next 11 months; |
| | v) that Compa | ny offers a third | party notification plan; | and |
| | prior to tern | nination during th | ne cold weather period | re available to customer . Company shall provide on's Consumer Protection |
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| | | GENER | RAL TERMS AND | CONDITIONS | |
| | <u> </u> | <u>Service,</u> Comp ocal National | oany shall not di Weather Service ees Fahrenheit o | sconnect customer's office has forecasted | For Discontinuing Electric Electric Service when the district the temperature to dropuid 30s or colder within the |
| | f S C | or qualification Security Depo conjunction with payment plan | n under the Cold sit made under th the Cold Wea period. The Secu | Weather Rule. How the provisions of the ather Rule is appropri | rity Deposit as a condition ever, an assessment of a existing standards and in ate if amortized over the pe amortized over a period eposit. |
| | (((t | or generally recustomer of sencourage cu Company sha hrough the Au | egarding energy the long range stomer to apply Il also inform cus | conservation measure advantages of weat for weatherization a stomer of the availabi ion Today (ACT) prog | der the Cold Weather Rule es, Company shall inform herization programs and nd insulation assistance. lity of an energy analysis ram, and the benefits and |
| 4.07.0 | with payr defa Colo Plan prior Wea Payr Res disco | a check, element or for a ult of the Coll Weather Rule Payment Plan if it consibilities. | ectronic payment ny installment of d Weather Rule le Payment Plan in 4.08 unless cu er Rule Paymer ment Plan shall b complies with the This includes me connect charges. | or draft with insuffice the payment plan, the payment plan. A customer pays Companet Plan. A customer payer of eligible to enter into the provisions of subsettaking an initial paymer Cold Weather Rule, | tomer provides Company cient funds for the initial nen customer shall be in stomer who defaults on a for an Extended Payment by the arrearages from the that defaults on a Cold a new Cold Weather Rule ction 4.07.02, Customer's lent and payment of any as been informed of the any payment plan that is seed to be a Cold Weather |
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| Rule Paym months sha customer's required ur 4.07.05 Cure of De a) Custom i) mal Res ii) pay the iii) com for | ANSAS SOUTH, INC. d.b.a. EVERO | GY KANSAS CENTRAL SCHEDUL | E Section 4 |
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| months sha customer's required ur 4.07.05 | GENERAL TERMS A | ND CONDITIONS | |
| a) Custom i) mal Res ii) pay the iii) con for | all not be in default o | a customer with a payment that payment plan if the or greater than the amour ment plan. | payments made prior to |
| i) mal Res ii) pay the iii) con for | fault: | | |
| i) mal Res ii) pay the iii) con for | ner mav cure a default | of a payment agreement c | aused bv: |
| the iii) con for | · | nt as required in subsecti | · |
| for | ing all disconnection default; and | and reconnection charges | incurred as a result of |
| | Electric Service incur | provisions of the Cold Wea red during customer's defa petween Company and cust | ault shall be included in |
| b) Custom | ner may cure default c | aused by theft or diversion | of Electric Service by: |
| 1 | ing for the value of toric use; | the Electric Service diverte | ed, estimated based on |
| | king an initial payment sponsibilities; | t as required under subsect | tion 4.07.02, <u>Customer's</u> |
| | ing all disconnection tomer's default; and | and reconnection charges | incurred as a result of |
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| EVERGY KANSAS | S CENTRAL, I | NC., & EVERGY KANSAS SOU (Name of Issuing Utility) | | NSAS CENTRAL SCHEDUL | LE Section 4 | | |
| | | | | Replacing Schedule_ | GT&C Sheet 29 | | |
| | | S CENTRAL SERVICE | | | T 00 0016 | | |
| | • | which schedule is applicated | ole) | which was filed | June 23, 2016 | | |
| No supplement of shall modify the | tariff as show | vn hereon. | | Shee | et 29 of 32 Sheets | | |
| | | GENER | AL TERMS AND | CONDITIONS | | | |
| | | charges, costs, General Terms used Company | damages, and S and Conditions 's facilities shall | ecurity Deposits provid when customer has t | Weather Rule. All other led for under Company's ampered or fraudulently I payment made by the storation of service. | | |
| 2 | 1.07.06 | Renegotiation of Cold Weather Rule Agreement: Customer may contact Company and renegotiate its Cold Weather Rule payments if customer receives utility or other lump sum assistance. | | | | | |
| 2 | provisions are modified during the Cold Weather Rule period as follows: | | | | rsuant to the provisions <u>e</u> . The disconnection d as follows: | | |
| | | unauthorized u | | ampering or diversion o | ner causes or permits of Electric Service (meter | | |
| | | , | | | on notice is provided to ssion's Protection Office, | | |
| | | ii) 10 days afte | er a disconnection | notice is sent, whichever | ver is quicker. | | |
| | | commercial | | fort, after full payme | possible, using every nt has been made by | | |
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| LVEROT KINOI | is certified, if | (Name of Issuing Utilit | | SCHEDOLD SCHOOL T | |
| EVEDO | LV WANGAG | S CENTRAL SERVIC | | Replacing Schedule <u>GT&C</u> Sheet <u>30</u> | |
| | | which schedule is applic | | which was filed June 23, 2016 | |
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| shall modify th | e tariff as show | n hereon. | | Sheet 30 of 32 Sheets | |
| | | GENE | RAL TERMS AND | CONDITIONS | |
| | | | • | en customer misrepresents their identity or the purpose of obtaining or retaining Electric | |
| | | , | | 4 hour oral disconnection notice is provided to number of the Commission's Protection Office, | |
| | | ii) 10 days a | fter a disconnection | n notice is sent, whichever is quicker. | |
| | | or electronic Cold Weathe | payment for the ini r Rule payment pl | a customer tenders an insufficient funds check tial payment or an installment payment under a an and does not cure the insufficient payment after a disconnection notice is sent regardless of | |
| 4.08 | <u>Extend</u> | ded Payment Plans | <u>:</u> | | |
| | A. | A payment plan similar to the Cold Weather Rule payment plan is availab Residential customers with arrears during non-Cold Weather Rule per Customer will have up to 12 months to pay off an arrearage with the initial payr being one-twelfth of the sum of the arrearage plus the bill for consumption during the most recent billing period for which Electric Service was provided. Customust pay off any arrearage from a previous Cold Weather Rule plan or Exter Payment Plan before entering into this plan. Company must inform custome this option. | | | |
| | B. | Section 4.01, Pay such billing will be delinquent. Com | <u>yment of Bills</u> . A 2 be added if an Ex pany may terminat | billings are due and payable as provided in percent Delayed Payment Charge based upon tended Payment Plan monthly billing becomes an Extended Payment Plan if customer fails to bothly billing on or before its due date. | |
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| y turrir us silo wii nereon. | | DAL TERMO AND | | | <u> </u> | |
| | GENER | (AL TERNIS AND | CONDITIONS | | | |
| | • | • | contain the information | on specifie | d in sub | section |
| <u>Third Party Notification</u> : Upon mutual agreement between Company, customer and any interested third party, Company will notify such third party when customer's bill becomes delinquent. The purpose of this agreement is to afford customer all available methods to maintain the account balance on a current basis and retain Electric Service. Other than providing notice, Company shall have no responsibility to the third party and the third party shall have no obligation to pay customer's delinquent bill. | | | | | | |
| Charges For Work Done On Customer's Premises By Company: Except as provided in Section 6, Customer's Service Obligations, Company shall charge customer for all materials furnished and work done on customer's premises beyond the Point of Delivery. Company shall charge customer once the investigation of a suspected unsafe condition is completed. Unless the unsafe condition on customer's premises is a result of Company's negligence, then no such charges shall apply to customer. Any charge shall be based upon Company's existing schedule of charges. Company shall not charge customer for replacement or repair of equipment furnished and owned by Company on customer's premises unless the repairs or replacements were caused by customer or customer's | | | | | | |
| Rate Change Notice: Company shall provide general information explaining overall changes in rates to customers through bill inserts or direct mail when new rates are implemented due to a rate proceeding. | | | | | | |
| <u>Seasonal Disconnect Service</u> : Billings shall be on a year-around basis for customers unless the individual Rate Schedule or Rider under which customer takes Electric Service provides otherwise. The customer charge in the rate schedule shall apply during the offseason months when no Electric Service is used for those customers whose Electric Service requirements are seasonal. Examples of those customers include, but are not limited to, outdoor theaters, drive-ins, amusement parks, sport centers, golf courses, driving ranges, gun clubs, saddle clubs, swimming pools, etc. | | | | | | |
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| | Y KANSAS CENT Territory to which so or separate understandire tariff as shown hereon C. Exter 4.05. Third Party interested the delinquent, maintain the providing nor shall have not shall have not company she completed, negligence, to Company's replacement premises un agent's negling the complement of the company's replacement premises un agent's negling the company of the comp | (Name of Issuing Utility Y KANSAS CENTRAL SERVICE Territory to which schedule is applica or separate understanding or separate understanding or separate understanding Third Party Notification: interested third party, Co delinquent. The purpose maintain the account bala providing notice, Compan shall have no obligation to Charges For Work Done Section 6, Customer's materials furnished and v Company shall charge cu completed. Unless the u negligence, then no such Company's existing sch replacement or repair of premises unless the rep agent's negligence or mis Rate Change Notice: changes in rates to cus implemented due to a rate Seasonal Disconnect Se unless the individual Rate provides otherwise. The season months when no Service requirements are limited to, outdoor theat driving ranges, gun clubs, February 14 Month Day | (Name of Issuing Utility) Y KANSAS CENTRAL SERVICE AREA Territory to which schedule is applicable) Or separate understanding tariff as shown hereon. GENERAL TERMS AND C. Extended Payment Plan billing will 4.05.01, Information on Bill. Third Party Notification: Upon mutual agrinterested third party, Company will notify delinquent. The purpose of this agreemen maintain the account balance on a current providing notice, Company shall have no re shall have no obligation to pay customer's of Section 6, Customer's Service Obligatio materials furnished and work done on cust Company shall charge customer once the ic completed. Unless the unsafe condition or negligence, then no such charges shall app Company's existing schedule of charges replacement or repair of equipment furnis premises unless the repairs or replaceme agent's negligence or misuse. Rate Change Notice: Company shall pe changes in rates to customers through be implemented due to a rate proceeding. Seasonal Disconnect Service: Billings sh unless the individual Rate Schedule or Rid provides otherwise. The customer charge season months when no Electric Service Service requirements are seasonal. Exar limited to, outdoor theaters, drive-ins, an driving ranges, gun clubs, saddle clubs, swi | Replacing Schedule (Name of Issuing Utility) Y KANSAS CENTRAL SERVICE AREA Perritory to which schedule is applicable) Mich was filed or separate understanding tariff as shown hereon. GENERAL TERMS AND CONDITIONS C. Extended Payment Plan billing will contain the informatic 4.05.01, Information on Bill. Third Party Notification: Upon mutual agreement between Cor interested third party, Company will notify such third party when delinquent. The purpose of this agreement is to afford custome maintain the account balance on a current basis and retain Ele providing notice, Company shall have no obligation to pay customer's delinquent bill. Charges For Work Done On Customer's Premises By Company Section 6, Customer's Service Obligations, Company shall materials furnished and work done on customer's premises bey Company shall charge customer once the investigation of a sus completed. Unless the unsafe condition on customer's premises negligence, then no such charges shall apply to customer. Any of Company's existing schedule of charges. Company shall replacement or repair of equipment furnished and owned by premises unless the repairs or replacements were caused by agent's negligence or misuse. Rate Change Notice: Company shall provide general infor changes in rates to customers through bill inserts or direct replacemented due to a rate proceeding. Seasonal Disconnect Service: Billings shall be on a year-arc unless the individual Rate Schedule or Rider under which custon provides otherwise. The customer charge in the rate schedule season months when no Electric Service is used for those of Service requirements are seasonal. Examples of those custo limited to, outdoor theaters, drive-ins, amusement parks, specifications. | (Name of Issuing Utility) Y KANSAS CENTRAL SERVICE AREA Ferritory to which schedule is applicable) GENERAL TERMS AND CONDITIONS C. Extended Payment Plan billing will contain the information specifie 4.05.01, Information on Bill. Third Party Notification: Upon mutual agreement between Company, cus interested third party, Company will notify such third party when customer delinquent. The purpose of this agreement is to afford customer all availa maintain the account balance on a current basis and retain Electric Servip providing notice, Company shall have no responsibility to the third party and shall have no obligation to pay customer's Premises By Company: Except Section 6, Customer's Service Obligations, Company shall charge customer once the investigation of a suspected uns completed. Unless the unsafe condition on customer's premises is a resul negligence, then no such charges shall apply to customer. Any charge shall Company's existing schedule of charges. Company shall not charge replacement or repair of equipment furnished and woned by Company premises unless the repairs or replacements were caused by customer agent's negligence or misuse. Rate Change Notice: Company shall provide general information ext changes in rates to customers through bill inserts or direct mail when implemented due to a rate proceeding. Seasonal Disconnect Service: Billings shall be on a year-around basis unless the individual Rate Schedule or Rider under which customer takes provides otherwise. The customer charge in the rate schedule shall apply season months when no Electric Service is used for those customers Service requirements are seasonal. Examples of those customers includimited to, outdoor theaters, drive-ins, amusement parks, sport centers driving ranges, gun clubs, saddle clubs, swimming pools, etc. | CORPORATION COMMISSION OF KANSAS SCENTRAL, INC. & EVERGY KANSAS SOUTH, INC. d.b.a. EVERGY KANSAS CENTRAL. (Name of Issuing Utility) Y KANSAS CENTRAL SERVICE AREA Perritory to which schedule is applicable) GENERAL TERMS AND CONDITIONS C. Extended Payment Plan billing will contain the information specified in sut 4.05.01, Information on Bill. Third Party Notification: Upon mutual agreement between Company, customer a interested third party, Company will notify such third party when customer's bill be delinquent. The purpose of this agreement is to afford customer all available met maintain the account balance on a current basis and retain Electric Service. Off providing notice, Company shall have no responsibility to the third party and the this shall have no obligation to pay customer's delinquent bill. Charges For Work Done On Customer's Premises By Company: Except as providing notice, Company shall charge customer materials furnished and work done on customer's premises beyond the Point of E Company shall charge customer once the investigation of a suspected unsafe con completed. Unless the unsafe condition on customer's premises is a result of Cornegligence, then no such charges shall apply to customer. Any charge shall be basic Company's existing schedule of charges. Company shall not charge custo replacement or repair of equipment furnished and owned by Company on customer negligence, then no such charges shall apply to customer. Any charge shall be basic company's existing schedule of charges. Company shall not charge custo replacement or repair of equipment furnished and owned by Company on customer negligence or misuse. Rate Change Notice: Company shall provide general information explaining changes in rates to customers through bill inserts or direct mail when new reimplemented due to a rate proceeding. Seasonal Disconnect Service: Billings shall be on a year-around basis for customers the individual Rate Schedule or Rider under which customer takes Electric provides otherwise. The customer ch |

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| HE STATE | CORPORATION | COMMISSION | OF KANSAS | | | |
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| | (Name | e of Issuing Utility) | 1 | Replacing Schedu | ıle <u>GT&C</u> Sheet 32 | |
| EVERG | Y KANSAS CENT | RAL SERVICE | AREA | riopiuonig zonous | <u></u> | |
| T) | erritory to which sc | hedule is applical | ble) | which was filed _ | June 23, 2016 | |
| o supplement o | or separate understandir tariff as shown hereon | ng | | 2 | Sheet 32 of 32 Sheets | |
| | | GENER | RAL TERMS AND | CONDITIONS | | |
| | | OLIVEI | AL ILINIO AND | CONDITIONS | | |
| 4.13 | Company the discussions customer's sevent shall customer's by customer's to | e cost of revi with custome sales tax execustomer pay 13, for proce customer for | ewing its records er, consultant or emption application less than the Cusessing sales tax or billing history. x refund. In additional extension is the consultant transfer in the consultant in | , time spent calculat the Kansas Departm on plus applicable of tomer Requested Info exemptions. The In no event sha | omer's consultant shall paying potential refund and onnent of Revenue regarding overheads. However, in no cormation Charge, as filed in charge does not apply to all the charge exceed the hall only be deducted from | |
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| EVERGY KAN | ISAS CENT | | e of Issuing Utility | JTH, INC. d.b.a. EVERGY | (KANSAS CENTRAL | SCHEDU | LE Sect | aion 4 |
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| No suppleme | | rate understandin as shown hereon. | | | WIII W 45 | | et 1 of 29 Sho | |
| shan mouny | the tarm | as shown hereon. | | RAL TERMS AN | ID CONDITIONS | | et 1 01 27 5m | cets |
| | | | | BILLING AND | | | | |
| 4.01 | Payn | nent of Bills: | | | | | | |
| | B. | sent by man Customer shall not re thereof, in falls on a | ail. In addition may change elease or directly cluding the of day when | on, Company off this option at ninish the obligatel delayed paymer Company's aut | nd payable upon fers customers ar any time. The r ation of customer at charge. If the horized agents a | n electron non-rece with re last cal are not | nic (e-mai eipt of a b espect to the endar day available | il) billing option. ill by customer he full payment for remittance to the general |
| | C. | thereon. reasonabl next succ | This date is e course of beeding norma non-residen | the last date pa ousiness, be creal al bill. Unless c | c Service are de ayments that are edited to custome otherwise specifie ectric Service ar | receive er's accord ed by co | d can, in to ount in pre- ontract or a | the normal and eparation of the applicable Rate |
| 4.02 | Resp | onsibility fo | <u>r Bill Paymer</u> | <u>nt</u> : | | | | |
| | A. Customer's failure to pay obligations to and claims by Company under customer's Service Agreement for utility related services shall constitute a default justifying discontinuance of Electric Service under Section 5 of these General Terms and Conditions. Customer's failure to pay Company other than amounts due Company under customer's Service Agreement for Electric Service, shall not be a default justifying discontinuance of customer's Electric Service under Section 5 of these General Terms and Conditions. Company's failure to pay customer when required or to give customer credit shall not justify customer's failure to pay the amounts due Company under customer's Service Agreement for utility related services nor prevent customer from being in default. Default shall be determined as follows: | | | | | | | |
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| No suppleme shall modify | ent or sep the tarif | parate understanding f as shown hereon. | Sheet 2 of 29 Sheets | | | | |
| | | GENERAL TERMS | AND CONDITIONS | | | | |
| | | customer's failure to conform to | these General Terms and Conditions, | | | | |
| | | customer's failure to pay in full any delinquent amount due Compan customer's Service Agreement for utility related services, and | | | | | |
| | customer's obligation to pay in full any delinquent amount due Company customer's Service Agreement for utility related services shall be separa other obligations and claims between Company and customer. | | | | | | |
| | В. | Service of, a customer for an outsta signed the service agreement on established to be responsible for the individual and customer, who sign | Company shall not threaten or refuse service to, or threaten or disconnect Electric Service of, a customer for an outstanding debt on an account unless the individual either signed the service agreement on the account or agreed orally at time service was established to be responsible for the account. The only exception to this rule is when an individual and customer, who signed the Service Agreement or orally agreed to be responsible for the account at the time Electric Service was established, lived together when the debt was incurred and continue to live together. | | | | |
| | C. | | e Electric Service to or threaten or disconnect Electric ag debt more than five years old under a signed Service ral agreement. | | | | |
| 4.03 | Metl | hods of Payment | | | | | |
| | A. | Payment By Mail: | | | | | |
| | | Customers paying by mail s addressed envelope and shall | hall place a check or money order in a clearly post such payment to cause it to arrive at Company's n or before the delinquency date. | | | | |
| | | check and said personal check is returned by the insufficient funds, then Company may assess an 30.00 pursuant to Sections 12.07. | | | | | |
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| supplement or separate un I modify the tariff as show | derstanding wn hereon. | She | eet 3 of 29 Sheets |
| | GENERAL TERMS AN | D CONDITIONS | |
| 3. | Company may require customer to pay agent location or by mailing ce | | |
| 4. | Company may convert personal convert personal checks transaction is returned by the ban Company may assess a charge of Funds Service Charge. | into electronic transacti k for non-payment due | ion(s) and said electronition to insufficient funds, the |
| B. <u>Auth</u> | norized Pay Agents: | | |
| 1. | Company may contract with Authorized network of non-utility customers can make payments in payment (ACH transaction), money | y businesses at appr in person using person | opriate locations wher nal checks, an electron |
| 2. | Authorized payment locations shat options and the amount of any ass | | |
| 3. | If Customer pays by personal chebank for non-payment due to instruction of the control of the co | | ompany may assess a |
| 4. | Company or its agent may conver Company or its agent elects to transaction and said electronic transdue to insufficient funds returns, pursuant to Section 12.0 | o convert personal ch nsaction is returned by t then Company may as | ecks into an electroning the bank for non-payment sess a charge of \$30.0 |
| 5. | Company may require customer to certified checks or money orders. | to make payment of bil | lls by cash or by mailin |
| sued <u>Febru</u> Montl | | | |

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| To supplement or sen | parate und | derstanding yn hereon | Sheet 4 of 29 Sheets | |
| | ir us silo v | | ERMS AND CONDITIONS | |
| C. | Ager | nt to issue a draft or ele | Customer may request Company or an Authorized Pagectronic transaction on the customer's account in a U.S at of customer's bill for utility services. | |
| | 1. | The decision to accept a | n Electronic Payment shall be solely that of Company. | |
| | Company may administer Phone Check requests through a li representative or through automated processes such as an interesponse (IVR) system. Requests for Web Payment may be r Company's Internet web site. | | | |
| | 3. | processes to the custo | an Electronic Payment through authorized paymen omer's account as if payment had been received a center on the same business day as the customer's | |
| | 4. | Customer shall ensure the requested Electronic Pay | hat sufficient funds are available to pay the amount of the ment or Draft. | |
| | | | nent returned to Company for insufficient funds may incur a Section 12.08 <u>Insufficient Funds Service Charge</u> . | |
| | | | returned to Company for insufficient funds may incur a Section 12.07 Insufficient Funds Charge. | |
| | | | ment or Draft returned to Company for insufficient fundaner's account to be deemed delinquent as if the paymen ndered. | |
| | | | use to issue an Electronic Payment or Draft for a custome to Company one or more insufficient funds payments. | |
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| | | GENERA | L TERMS AN | ND CONDITI | ONS | |
| D. | payment by Commercial | customer's and Industria | credit card fo I customers w | or payment will pay to au | of customer thorized age | uthorized agent to accept 's bill for utility services. nt a fee not to exceed the dential customers will incur |
| | | ecision to acceized agent. | ept a credit ca | ard payment | shall be sole | ely that of Company or its |
| | repres respor | Company may administer credit card payment requests through a live representative or through automated processes such as an interact response (IVR) system or through Company's Internet web site or an agents web site. | | | | |
| | to the | customer's | account as | if payment | had been | orized payment processes received at Company's ner's payment. |
| | | it card payme ed delinquent | | • | • | customer's account to be lered. |
| | who ha limited reporte | as obtained th to; reported | ne use of a cr or suspecte ed use of sto | redit card imed use of c | properly. Theredit cards | ayments from a customer nis may include but is not in a fraudulent manner, frauding the Company or |
| E. | E. <u>ATM or Debit Card Payment:</u> Customer may request Company or an authorized agent accept payment by customer's debit or ATM card for payment of customer's bill for utiliservices. Commercial and Industrial customers will pay to authorized agent a fee not exceed the amount specified in Section 12.15 <u>Credit, Debit Card Fee</u> . Residenticustomers will incur no fee. | | | | | |
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| | | chedule is applicable) | w | hich was filed | June 23, 2 | 2016 | |
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| | | GENERAL TERM | S AND CONDI | TIONS | | | |
| 1. | | decision to accept a conpany or its authorized ag | | card paymen | t shall be s | olely that of | |
| 2. | teler voic | Company may administer debit or ATM card payment requests through a live telephone representative or through automated processes such as an interactive voice response (IVR) system or through Company's Internet web site or an authorized agents web site. | | | | | |
| 3. | proc Con | npany shall credit a debi esses to the customen npany's remittance cent ment. | s account a | s if payment | had been | received at | |
| 4. | Customer shall be responsible for and ensure that sufficient funds are availa pay the amount of the requested debit or ATM payment. | | | | | e available to | |
| | a. | A debit or ATM card pareversed by customer Insufficient Funds Service | may incur | | | | |
| | b. | A debit or ATM card pa cause customer's acco never been tendered. | | | | | |
| | C. | Company or its agent ma customer who has of This may include, but is debit cards in a fraudule or debit card or is defrait | btained the us not limited to; ent manner, re | e of an ATM reported or su ported or susp | or debit card spected use o sected use or | d improperly. of an ATM or f stolen ATM | |
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| No suppleme shall modify | nt or separate ur the tariff as sho | nderstanding wn hereon. | Sheet | 7 of 29 Sheets | |
| | | GENERAL TERMS A | ND CONDITIONS | | |
| | cus acc If C non | omatic Bill Payment Plan: Com tomer's request, systematically with ount at a bank or recognized finance ustomer pays by Automatic Bill Paypayment due to insufficient funds vice Charge of \$30.00 pursuant to | hdraw the customer's billed cial institution. If yment and said payment is a company may asses | payments from his/her returned by the bank for | |
| 4.04 | Meter Re | ading | | | |
| | 4.04.01 Meter Reading Periods: Unless otherwise provided for Terms and Conditions or Rate Schedules or Riders, periodically in a range of no less than 26 days and no monthly billings. Company may vary its monthly meter retake into account the effects of connection, disconnection routes. Company may adopt a cycle-billing plan for dividing districts and for reading meters on a schedule of days through | | | meters shall be read more than 36 days for eading for customers to a, or rerouting of meter its service territory into | |
| | 4.04.02 | Customer Read Meters: | | | |
| | | a) Company may request cust with inaccessible meters, to billing period. Company's re- printed forms provided by Interactive Voice Recordin instructions as to method of contractions. | read their meters at inter quests for meter readings b Company or by custom g (IVR) System. Such | vals approximating the y customers shall be on | |
| | | b) While meter readings by creadings shall not be considered least once a year by Comparation with customer's readings. Compare with subsection 4.04.03, Est readings. Except as provided when Electric Service is discontinuous. | ered final. Such customer's any and the readings obtain company shall adjust custor imated Bills, if there is any din subsection 4.04.03, Es | s meters will be read at ned shall be compared mer's bill in accordance difference between the stimated Bills, a final bill | |
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| <u> </u> | which schedule is applicable) | which was filed June 23, 2016 | | |
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| | GENERAL TERMS A | AND CONDITIONS | | |
| | Company. | | | |
| 4.04.03 | Estimated Bills: | | | |
| | accordingly. Company may estimating procedures empl those procedures have been | stomer's usage for a billing period and render a bill render a bill based on estimated usage only if the oyed by Company and any substantial changes in approved by the Commission. Company may ated usage in the following instances: | | |
| | • | s, provided an appropriate Rate Schedule is sion and an actual reading is obtained before onal cycle; | | |
| | broken meters or oth | er conditions, emergencies, work stoppages, ner equipment failures or other circumstances rol prevent actual meter readings; | | |
| | premises for reading the obtain a reading of cultiple addressed forms upon | able to reasonably obtain access to customer's ne meter and commercially reasonable efforts to stomer's meter, such as mailing or leaving prewhich customer may note the readings or IVR may call in the readings or enter the meter read via have been unsuccessful; | | |
| | iv) when customer does Company; or | not furnish a meter reading as requested by | | |
| | v) as customer's final, initia | I or corrected bill, but only when: | | |
| | | uests provided any necessary adjustments bill upon a subsequent actual meter reading | | |
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| GENERAL TERMS | AND CONDITIONS |
| • | eading would not show an actual customer's estimating usage; and |
| 3) an actual meter broken meter or other | reading cannot be taken because of a requipment failure. |
| a meter reading on pre-add by entering the meter read usage, Company shall co | ted bill, Company may request customer to provide ressed forms or through Company's IVR System or through Company's Internet site. When estimating insider customer's historical consumption, current istomers for whom actual meter readings were ne billing period. |
| providing otherwise, Compa for more than three (3) con year. If the meter is inacces a meter reading as request necessary. Such custome Company and an adjustment Company may charge custo 12.02, Meter Reading Charge | omer is serviced under an approved Rate Schedule my will not render a bill based on estimated usage secutive billing periods or six (6) billing periods per ssible and customer is unavailable or fails to furnish ed, then Company may render an estimated bill as er's meters will be read at least once a year by int, if necessary, shall be made as provided herein. If mer a meter reading charge as provided in Section tender, if a special reading is required. |
| reasons therefore and effort least 36 months. All such | s made to secure actual readings for a period of at n bills shall state that they have been based on pany shall make any appropriate adjustments upon |

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| · • | which schedule is applicable) | which was filed June 23, 2016 |
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| | GENERAL TERMS AN | ND CONDITIONS |
| 4.04.04 | Estimated Bill Procedure: | |
| | current meter read is unavailal last read plus three-prior day available, a second estimation the usage from five historical usage from the read in prior y with the three days prior and not successful, then the estimate usage based of | d Metering Infrastructure (AMI) meters, when a ble, the system will average consumption from the is to estimate the read. If that information is not in attempt will be made. The system will average reads from the previous year. It will average the year from the same day as being estimated along one day after. If the second estimation attempt is ation is a manual process. The Billing Department on historical usage information from the same le, the usage of customers with like premises. |
| | the system will average usage date of the previous year. If estimation attempt will be mareadings. If the second estimation is a manual process. The B | neters, when a current meter read is unavailable, a from 35 days prior to and 35 days after the same that information is not available, a second read ade by averaging the usage from the prior two ation attempt is not successful, then the estimation illing Department will estimate usage based on a the same premise and if not available, the usage is. |
| 4.04.05 | Meter Reading Charge: | |
| | reading to Company for two customer's meter and may as Section 12.02, Meter Reading b) In cases where a meter has I reread customer's meter. How regular read, Company may provided in Section 12.02, | been read, Company, shall at customer's request, wever, should the reread verify the accuracy of the assess customer a Meter Reading Charge as Meter Reading Charge. Should the reread of at the regular read was incorrect, Company will |
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| | | GENERAL TERMS AND C | ONDITIONS |
| 4.05 | Customer | Billing: | |
| | 4.05.01 | Information on Bill: Customers' bills w | ill show: |
| | | the billing period obtained from a | reading for the billing period or the usage for in electronic meter except that an estimated based on estimated usage and the word I; |
| | | b) the date of the most recent meter | reading and the date of the billing; |
| | | the final date by which a payment Charge is imposed; | t can be received before a Delayed Payment |
| | | d) the actual or estimated Electric Se | rvice supplied during the billing period; |
| | | e) the comparative energy consum comparable period a year ago; | ption for the current billing period and the |
| | | f) the fuel, power or energy cost adj the total amount due; | ustment in cents per kilowatt-hour (kWh) and |
| | | g) the amount due for prompt paym payment; | ent and the amount due after delinquency in |
| | | collection, connection, disconne | due for past due accounts, Security Deposits, ction or reconnection charges, installment ments, and other utility charges authorized by |
| | | underage of amount paid to da | yment Plan, the dollar amount of overage or te as compared to the cumulative amount al billing process for the same period; |
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| | GENERAL TERMS | AND CONDITIONS |
| | j) the monthly amounts due for Cold Weather Rule or other | om customers paying down an arrearage under the payment plans; |
| | k) the total amount due for the | current billing period; |
| | , | chise fee, state and local sales taxes or other ely, unless otherwise ordered by the Commission; |
| | | number of Company's office where customer may mplaint concerning a disputed bill, service rendered, nination of Electric Service. |
| 4.05.02 | services other charges for s authorized by tariff or otherwise the sale of merchandise, insula | Company may include on the bill for utility related pecial services. Special services are those not e specifically regulated by the Commission, such as ation or services performed in connection therewith, shall be designated clearly and separately from |
| 4.05.03 | Billing Adjustments: | |
| | meter reading by customer calculated for bills rendere recent meter readings by C to customer or the balance | ous bill which was based on estimated usage or a will be shown on the bill. The adjustment shall be ed during the period between the prior and most ompany. The adjusted bill shall show the credit due edue and payable to Company. Any credit due to a credit to customer's subsequent bills. |
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| | | | GENERAL TERMS A | AND CONDITIONS | | | |
| | | b) | However, if the amount is governed to the Amount, and custobalance is due and payable approval of Company, pay period of time at least equal adjustment to an estimated amount specified in Section | stomer so requests, the are to Company, customer the amount in equal mount to the adjusted billing public bill be made for an amount | mount will I may, upo onthly insta eriod. In i unt which i | be refur on requal Illments no case | nded. If est and over a will an |
| | 4.05.04 | Pro | orated Bills: | | | | |
| | | a) | Unless otherwise provided customer's Electric Service to rerouting of meter routes than 36 days. | oills will be prorated for co | nnections, | disconr | nections |
| | | b) | Unless otherwise ordered customer's bill during the bill | • | | | prorate |
| | | c) | If Company has an approve power adjustment mechanis fuel and purchased power, option. If Company elects factor and the estimated us shown on the bill. | m or Rate Schedule provi proration of these charge to prorate these charge | iding for the ges will be es, then ea | e adjust at Cor ach adju | ment of npany's ustment |
| | 4.05.05 | De | layed Payment Charge: | | | | |
| | | a) | If the bill becomes delinque to 2 percent of the delinque added and Company may in | nt amount owed for curre | ent Electric | | |
| | | | | | | | |
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| | before the delinquency date an opportunity to receive additional cost. Moreover, will allow an additional 14 become delinquent provide equal to one percent of the service agreement will be caupon customer's failure to | who are unable to make timely payment of bills adue to internal bill paying procedures will be given a copy of each bill at a second location at no if a non-Residential customer chooses, Company days in which to pay monthly bills before they d that customer agrees to pay a fee each month amount owed for current utility service. Customer's anceled upon Non-Residential customer's request or pay any bill before the extended delinquency date. | | | |
| 4.05.06 | be credited first to the balance | nakes partial payment for the total bill, payment will outstanding for Electric Service beginning with the dditional utility charges, such as disconnection or to special charges. | | | |
| 4.05.07 | 07 Combined Payment for Several Meters: | | | | |
| | a) Company may make an ag Payment Charge otherwise | reement with customer not to assess the Delayed applicable if customer: | | | |
| | , | for payment of multiple utility bills from Company fferent dates in the month; | | | |
| | , | iting setting forth the location where such Electric uding the respective names in which the accounts | | | |
| | iii) intends to make paymer one of such accounts. | t of all bills on or before the delinquency date of any | | | |
| | | oligation under this subsection 4.06.07 if customer nin the time limit of the one account specified in ny. | | | |
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| | | GENE | VAL TERIVIS AND | CONDITIONS | | |
| | | Company sha 4.05.05 on the customer sha | all collect Delayene basis of eac all automatically b | | third time the Delayed | |
| | 4.05.08 | location supplied or metering facili customer has Ele meters will not Schedule provides | will be metered ar ty is set at one ectric Service at o be combined for s otherwise. Whe nvenience, the re | Each class of Electric Send billed separately. Whe premise for customer's different premises, the result billing purposes unless on more than one meter addings of the separate means. | en more than one meter convenience, or when eadings of the separate is the applicable Rate or metering facility is set | |
| | 4.05.09 | issue a corrected amount to be cree be shown as a cr the amount spec requests, the amount exceeding 12 more the correction shared | bill. The correct dited. Any amount edit on the correct in Section bunt will be refundenths, unless the diall be computed by need be made for | the event of an error in ted bill shall show the ants paid by customer on ted bill. However, if the 12.03, Credit Due Amount of the error can be deack to but not beyond so are amounts equal to or less the deack to but not beyond so are amounts equal to or less the bill shall be ack to but not beyond so are amounts equal to or less the bill shall be ack to but not beyond so a mount or less the bill shall be ack to but not be ack to be ac | the erroneous bill shall amount is greater than bunt, and customer so all be issued for a period etermined in which case uch date. No correction | |
| 4.06 | Average I | Payment Plan: | | | | |
| | 4.06.01 | | | | | |
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| 4.06.02 Eligibility: To be eligible to be billed under the terms and provisions of the APP, the Customer must meet the following requirements: a) The Customer must be currently receiving service under one of said schedules. b) The Customer must have received service continuously at the Customer's present premises for at least twelve (12) months prior to the election or agree to the Company's estimate for such service to be determined in accordance with section 4.06.04 Calculation of APP monthly amount. c) The Customer must not have any delinquent amount not in dispute with the Company. d) The Customer must satisfy, and be in conformance with, the Company's General Rules and Regulations Applying to Electric Service. 4.06.03 Election: Commencing after the implementation of the Customer Care and Billing (CCB) system, each month the Company will notify eligible Customers then served under Residential Service or Small General Service rate schedules of the APP by issuing a bill which shall contain two amounts: the actual amount due, and the Average Payment amount due under the Plan. The Customer elects to pay under the APP if the Customer pays the Average Payment amount. A Customer may also elect to be billed under the APP at any time by contacting the Company's Customer Care Center. 4.06.04 Payment of arrears under the Average Payment Plan: Customers who have an account balance in arrears shall be informed of, and may elect to be billed on this APP, if the following conditions are satisfied: a) The arrearage is not as a result of default of a previous payment agreement, including an agreement under the provisions of the Cold Weather Rule or this | (Territory to | which schedule is applicable) | which was filed June 23, 2016 | | | |
| 4.06.02 Eligibility: To be eligible to be billed under the terms and provisions of the APP, the Customer must meet the following requirements: a) The Customer must be currently receiving service under one of said schedules. b) The Customer must have received service continuously at the Customer's present premises for at least twelve (12) months prior to the election or agree to the Company's estimate for such service to be determined in accordance with section 4.06.04 Calculation of APP monthly amount. c) The Customer must not have any delinquent amount not in dispute with the Company. d) The Customer must satisfy, and be in conformance with, the Company's General Rules and Regulations Applying to Electric Service. 4.06.03 Election: Commencing after the implementation of the Customer Care and Billing (CCB) system, each month the Company will notify eligible Customers then served under Residential Service or Small General Service rate schedules of the APP by issuing a bill which shall contain two amounts: the actual amount due, and the Average Payment amount due under the Plan. The Customer elects to pay under the APP if the Customer pays the Average Payment amount. A Customer may also elect to be billed under the APP at any time by contacting the Company's Customer Care Center. 4.06.04 Payment of arrears under the Average Payment Plan: Customers who have an account balance in arrears shall be informed of, and may elect to be billed on this APP, if the following conditions are satisfied: a) The arrearage is not as a result of default of a previous payment agreement, including an agreement under the provisions of the Cold Weather Rule or this | No supplement or separate ur shall modify the tariff as sho | nderstanding wn hereon. | Sheet 16 of 29 Sheets | | | |
| Customer must meet the following requirements: a) The Customer must be currently receiving service under one of said schedules. b) The Customer must have received service continuously at the Customer's present premises for at least twelve (12) months prior to the election or agree to the Company's estimate for such service to be determined in accordance with section 4.06.04 Calculation of APP monthly amount. c) The Customer must not have any delinquent amount not in dispute with the Company. d) The Customer must satisfy, and be in conformance with, the Company's General Rules and Regulations Applying to Electric Service. 4.06.03 Election: Commencing after the implementation of the Customer Care and Billing (CCB) system, each month the Company will notify eligible Customers then served under Residential Service or Small General Service rate schedules of the APP by issuing a bill which shall contain two amounts: the actual amount due, and the Average Payment amount due under the Plan. The Customer elects to pay under the APP if the Customer pays the Average Payment amount. A Customer may also elect to be billed under the APP at any time by contacting the Company's Customer Care Center. 4.06.04 Payment of arrears under the Average Payment Plan: Customers who have an account balance in arrears shall be informed of, and may elect to be billed on this APP, if the following conditions are satisfied: a) The arrearage is not as a result of default of a previous payment agreement, including an agreement under the provisions of the Cold Weather Rule or this | | GENERAL TERMS | AND CONDITIONS | | | |
| b) The Customer must have received service continuously at the Customer's present premises for at least twelve (12) months prior to the election or agree to the Company's estimate for such service to be determined in accordance with section 4.06.04 Calculation of APP monthly amount. c) The Customer must not have any delinquent amount not in dispute with the Company. d) The Customer must satisfy, and be in conformance with, the Company's General Rules and Regulations Applying to Electric Service. 4.06.03 Election: Commencing after the implementation of the Customer Care and Billing (CCB) system, each month the Company will notify eligible Customers then served under Residential Service or Small General Service rate schedules of the APP by issuing a bill which shall contain two amounts: the actual amount due, and the Average Payment amount due under the Plan. The Customer elects to pay under the APP if the Customer pays the Average Payment amount. A Customer may also elect to be billed under the APP at any time by contacting the Company's Customer Care Center. 4.06.04 Payment of arrears under the Average Payment Plan: Customers who have an account balance in arrears shall be informed of, and may elect to be billed on this APP, if the following conditions are satisfied: a) The arrearage is not as a result of default of a previous payment agreement, including an agreement under the provisions of the Cold Weather Rule or this | 4.06.02 | | • | the | | |
| present premises for at least twelve (12) months prior to the election or agree to the Company's estimate for such service to be determined in accordance with section 4.06.04 Calculation of APP monthly amount. c) The Customer must not have any delinquent amount not in dispute with the Company. d) The Customer must satisfy, and be in conformance with, the Company's General Rules and Regulations Applying to Electric Service. 4.06.03 Election: Commencing after the implementation of the Customer Care and Billing (CCB) system, each month the Company will notify eligible Customers then served under Residential Service or Small General Service rate schedules of the APP by issuing a bill which shall contain two amounts: the actual amount due, and the Average Payment amount due under the Plan. The Customer elects to pay under the APP if the Customer pays the Average Payment amount. A Customer may also elect to be billed under the APP at any time by contacting the Company's Customer Care Center. 4.06.04 Payment of arrears under the Average Payment Plan: Customers who have an account balance in arrears shall be informed of, and may elect to be billed on this APP, if the following conditions are satisfied: a) The arrearage is not as a result of default of a previous payment agreement, including an agreement under the provisions of the Cold Weather Rule or this | | a) The Customer must be curre | ently receiving service under one of said schedule | €S. | | |
| d) The Customer must satisfy, and be in conformance with, the Company's General Rules and Regulations Applying to Electric Service. 4.06.03 Election: Commencing after the implementation of the Customer Care and Billing (CCB) system, each month the Company will notify eligible Customers then served under Residential Service or Small General Service rate schedules of the APP by issuing a bill which shall contain two amounts: the actual amount due, and the Average Payment amount due under the Plan. The Customer elects to pay under the APP if the Customer pays the Average Payment amount. A Customer may also elect to be billed under the APP at any time by contacting the Company's Customer Care Center. 4.06.04 Payment of arrears under the Average Payment Plan: Customers who have an account balance in arrears shall be informed of, and may elect to be billed on this APP, if the following conditions are satisfied: a) The arrearage is not as a result of default of a previous payment agreement, including an agreement under the provisions of the Cold Weather Rule or this | present premises for at least twelve (12) months prior to the election or agree the Company's estimate for such service to be determined in accordance v | | | | | |
| General Rules and Regulations Applying to Electric Service. 4.06.03 Election: Commencing after the implementation of the Customer Care and Billing (CCB) system, each month the Company will notify eligible Customers then served under Residential Service or Small General Service rate schedules of the APP by issuing a bill which shall contain two amounts: the actual amount due, and the Average Payment amount due under the Plan. The Customer elects to pay under the APP if the Customer pays the Average Payment amount. A Customer may also elect to be billed under the APP at any time by contacting the Company's Customer Care Center. 4.06.04 Payment of arrears under the Average Payment Plan: Customers who have an account balance in arrears shall be informed of, and may elect to be billed on this APP, if the following conditions are satisfied: a) The arrearage is not as a result of default of a previous payment agreement, including an agreement under the provisions of the Cold Weather Rule or this | | · · · · · · · · · · · · · · · · · · · | | | | |
| (CCB) system, each month the Company will notify eligible Customers then served under Residential Service or Small General Service rate schedules of the APP by issuing a bill which shall contain two amounts: the actual amount due, and the Average Payment amount due under the Plan. The Customer elects to pay under the APP if the Customer pays the Average Payment amount. A Customer may also elect to be billed under the APP at any time by contacting the Company's Customer Care Center. 4.06.04 Payment of arrears under the Average Payment Plan: Customers who have an account balance in arrears shall be informed of, and may elect to be billed on this APP, if the following conditions are satisfied: a) The arrearage is not as a result of default of a previous payment agreement, including an agreement under the provisions of the Cold Weather Rule or this | | • | · | ıy's | | |
| account balance in arrears shall be informed of, and may elect to be billed on this APP, if the following conditions are satisfied: a) The arrearage is not as a result of default of a previous payment agreement, including an agreement under the provisions of the Cold Weather Rule or this | 4.06.03 | (CCB) system, each month the under Residential Service or Si issuing a bill which shall conta Average Payment amount due the APP if the Customer pays the elect to be billed under the APP | Company will notify eligible Customers then serving mall General Service rate schedules of the APP ain two amounts: the actual amount due, and under the Plan. The Customer elects to pay under Average Payment amount. A Customer may a | ved by the der also | | |
| including an agreement under the provisions of the Cold Weather Rule or this | 4.06.04 | account balance in arrears sha | Ill be informed of, and may elect to be billed on t | | | |
| | | including an agreement und | | | | |
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| o supplement or separate unall modify the tariff as sho | own hereon. | | She | eet 17 of 29 Sheets |
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| | b) The arrearage | is not as a result | of tampering or diversi | on; |
| | the amount in | n arrears, divided | | ents, an amount equal to s the Average Payment 6.05. |
| | one-twelfth of service, shall accordance wi in full of the to who is in defa | the arrears amount be considered that the provisions tal amount in arre- tult may be remo | nt, or who causes or p in default, and sub of Rule 5. The Compa ars as a condition of r | ne Average Payment plus permit diversion of electric ject to disconnection in any may require payment reconnection. A Customer d shall not be eligible for d in full. |
| 4.06.05 | calculate custome | r's APP monthly b | oill based upon availab | ch month Company shall ble history estimated if not monthly APP bill shall be |
| | a) current Net Mo | onthly Bill, plus | | |
| | b) previous 11 Ne | b) previous 11 Net Monthly Bills, estimated if not known, plus | | |
| | c) financial transa rebill), divided | | impact customer's mo | onthly bill (e.g., rebate and |
| | d) twelve (12), plu | us | | |
| | e) Periodic Revie | w Adjustment am | ount. | |
| | | | tion of the Customer ge Payment Plan will b | Care and Billing (CCB) be as follows: |
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| | GENERAL TERMS A | ND CONDITIONS | |
| a | calculation of the Plan pay months of bills for the Custo prior twelve (12) bills for the Plan payments compared to 12); the Plan payment will au | (12) months of usage history at the premises, the ment will be the average of the last twelve (12) omer. Each month, the Company will average the Customer, along with the cumulative balance of the actual usage ((prior 12 bills + over/under balance): itomatically adjust on the next month's bill if there is in the calculation from the current Plan payment | |
| b) | If the Customer does not have twelve (12) months of usage history at the premises, the Plan payment will be the average of the last nine (9) months of bills for the Customer. | | |
| | but is otherwise eligible for service representative (CSR | ve nine (9) months of usage history at the premises, an APP, the Customer must speak to a Customer). At that time, the CSR will manually calculate an viewing usage history of nearby Customers with like | |
| | means premises of Custor Customers serviced under R means premises of Custor | ing an average payment amount, "like premises" mers served under the same rate schedule for esidential Service rate schedules and "like premises" ners served under the same rate schedule and stry for Customers serviced under Small General | |
| | than nine (9) months of usage | mall General Service rate schedules who have less ge history at the premises shall be ineligible for the y Customers with like premises is not available. | |
| c) |) Adjustments | | |
| | (i) The monthly amounts pa any rate schedule chang | yable under the Plan will be adjusted to reflect es. | |
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| | GENERAL TERMS AND C | ONDITIONS | | |
| (ii) The monthly amounts payable under the Plan may be adjusted for abnormal weather conditions, historical usage at the current premise, or other factors. The estimated annual adjusted billing, and thus the monthly level payment amount, may be revised if the earlier estimate was underestimated or overestimated due to Customer use, weather conditions, rate tariff changes, or other factors. | | | | |
| | d) Review of Contract: Customer mare review the account for a modification | | | |
| 4.06.06 | Average Payment Plan Monthly Billing and payable as provided in Section 4.0 delinquent, a 2 percent Delayed Payr added. Company may terminate the monthly billing on or before its due customers using the APP will conta 4.05.01, Information on Bill, and shall amounts paid to date as compared to normal billing procedures for the same | O1, Payment of Bills. ment Charge based of APP if customer fadate for 2 consecutain the information I also show the over to the amounts calcu | If such billing becomes upon such billing will be ails to pay any average ive months. Billings to specified in subsection age or underage of the | |
| 4.06.07 | Periodic Review Adjustment: A Periodic Settlement Balance (the net accumulunder the rate schedule the customer Average Payment amounts) divided Adjustment shall be used for determinated APP bill for the twelve months following may occur upon customer's request to review of customer's account (e.g., as Company shall review each custom Review, upward or downward adjustment changes, variations in usage, or Adjustment shall be limited to an increase amount. Company and customer meriodic Review Adjustment amount. | lated difference between takes Electric Served by twelve (12). Ining an increase or ing the Periodic Review customer's A a result of edits in Coler's APP at least an ents, may result from the weather conditions ease or decrease of | ween billings calculated ice under and the billed The Periodic Review decrease to customer's ew. A Periodic Review APP or upon Company's impany's billing system). Innually. The Periodic In, but are not limited to, The Periodic Review 30% of customer's APP | |

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| shall modify the tariff as show | | Sheet 20 of 29 Sheets | |
| | GENERAL TERMS | AND CONDITIONS | |
| | system, the Settlement Balanc | entation of the Customer Care and Billing (CCB) e (also referred to as cumulative balance) becomes alculation and thus eliminates this Periodic Review | |
| 4.06.08 <u>Termination of the Average Payment Plan</u> : The election shall continue to month, unless terminated upon the occurrence of any of the following | | | |
| | a) Termination may occur at the request of Customer. | | |
| | b) If there is a 60-day arrearage at time of billing or pursuant to any of the provisions in Section 5.01, Conditions for Discontinuing Electric Service, APP billing may be terminated. The Customers unpaid usage plus arrears shall be due and payable, and bills based on actual usage will be subsequently issued. The Customer may reelect to be billed under the APP by paying all amounts due and notifying the Company. | | |
| | No interest shall be due from billing termination. | om or payable to the Customer as a result of APP | |
| 4.06.09 | this APP in no way modifies, Customer's rights or obligations | s Applicable: Except as expressly set forth above, terminates or suspends any of the Company's or s, under the General Rules and Regulations Applying at not limited to payment of bills and discontinuance | |
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| 4.07 <u>Cold Wea</u> | ather Rule: | |
| 4.07.01 | and disconnection procedures fallows a qualifying Residentia Electric Service during the depayment agreement with Comnovember 1 through March 31, | this Cold Weather Rule allow for special payment for any qualifying Residential customer. The rule I customer the opportunity to retain or restore esignated cold weather period and enter into a apany. The cold weather period extends from when the National Weather Service forecasts that 35 degrees (activating temperature) or will be in the wing 48-hour period. |
| 4.07.02 | Customer's Responsibilities: | |
| | · · · | ith unpaid arrearage owed to Company will qualify ule provided customer complies with the following |
| | i) informs Company of the i | inability to pay a bill in full; |
| | ii) gives Company sufficier agreement; | nt information to develop an appropriate payment |
| | iii) applies for federal, state customer may be eligible | e, local, or other utility assistance funds for which ; |
| | twelfth of customer's bil billing period for which El | It of one-twelfth of customer's arrearage and one- I for current consumption during the most recent lectric Service was provided, plus the full amount of reconnection fees, plus any applicable Security |
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| | GENERAL TERMS | AND CONDITIONS |
| | customer's obligation to Service. Such paymer balance to be amortized b) In addition, a payment agreeable and individualize c) Notwithstanding the required Company may accept a | agreement with Company setting forth the terms of pay past, current, and future charges for Electric at agreement shall allow customer's unpaid account dover a period not exceeding 11 months. agreement may contain arrangements mutually doubt to customer's particular situation. rements for an initial payment described above, lesser amount when it is able to verify special wided that the initial payment and future installments |
| 4.07.03 | will eliminate customer's en Company's Responsibilities: Rule are outlined as follows: | tire arrearage. Company's responsibilities under the Cold Weather |
| | a) Company shall mail written least 30 days prior to the who is currently receiving E a notice to each Residentia the most recent cold wea | n notice of the Cold Weather Rule once a year, at cold weather period, to each Residential customer electric Service. In addition, Company shall also mail all premise that has been disconnected during or after ather period and remains without Electric Service. If the notice with the Commission. |
| | Electric Service, Company prior to Company's termina of record by telephone a customer of record on the telephone contact on that during the phone call(s) or service, Company's employ | nents of Section 5.01, Conditions for Discontinuing shall, during the first 24 hours of the 48 hour period ation of Electric Service, attempt to contact customer and make one attempt at a personal contact with the day prior to termination of Electric Service if day was not made. If customer is not contacted the personal contact the day prior to termination of the shall leave a disconnect message on the door on There will be no charge for this service. |

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| c) | the temp disco hour | activating terature is to ennection m | emperature fr hen forecasted ay not be carri ove the activat | om the Nationa d to be below the ed out and Comp | al Weath ne activa pany mus | 4-hour forecast above the Service. If the ting temperature, the st wait for another 48-w the same procedure |
| d) | day o | disconnect rontinuing E | otice prepared lectric Service | in accordance w | ith Section contact, | ot, with the normal 10 on 5.01, Conditions for and the additional ng information: |
| | 0 | pportunities | for customer | | nuance (| e and that there are of Electric Service by |
| | | | er must meet tl Responsibilities | | set forth | in subsection 4.07.02, |
| | | | y maintains a ay utility bills; | list of organization | ons from | which funds may be |
| | th p th c | ne custome ayments ov ne custome urrent and | r may qualify. er a period of f r of the custo future consum | Prior to discusewer than 12 moreof mer's right to hat ption and to have | ssing any nths, the ave an A ve the ar | rangements for which Cold Weather Rule Company shall inform average Pay Plan for crearage amount paid the next 11 months; |
| | v) th | nat Compan | y offers a third | party notification p | plan; and | |
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| | prior to termination duri | al complaint procedures are available to customer ng the cold weather period. Company shall provide number of the Commission's Consumer Protection |
| e) f) | Service, Company shall no local National Weather Serbelow 35 degrees Fahrenhe next 48-hour period. Company will not assess cut for qualification under the Security Deposit made under conjunction with the Cold payment plan period. The Security Deposit of the Security Deposit made under the Cold payment plan period. | ection 5.01, Conditions for Discontinuing Electric of disconnect customer's Electric Service when the rvice office has forecasted the temperature to drop eit or that it will be in the mid 30s or colder within the distomer an additional Security Deposit as a condition Cold Weather Rule. However, an assessment of a der the provisions of the existing standards and in Weather Rule is appropriate if amortized over the Security Deposit shall not be amortized over a period in Section 3.02, Security Deposit. |
| g) | or generally regarding ene customer of the long rar encourage customer to a Company shall also inform | ompany for assistance under the Cold Weather Rule rgy conservation measures, Company shall inform nge advantages of weatherization programs and oply for weatherization and insulation assistance, customer of the availability of an energy analysis ervation Today (ACT) program, and the benefits and rgy analysis. |

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| 4.07.04 | Default: Unless subsequently curwith a check, electronic paymer payment or for any installment default of the Cold Weather Rule Cold Weather Rule Payment Plan under Section 4.08 unless prior Cold Weather Rule Payment Plan shall Payment Plan if it complies with Responsibilities. This includes disconnect or reconnect charge payment plans offered under the negotiated by customer and Corkule Payment Plan. However, months shall not be in default of customer's default are equal to defaulted under an 11-month payment. | ent or draft with insuffice of the payment plan, the Payment Plan. A custom shall not be eligible for customer pays Company ent Plan. A customer I be eligible to enter into a the provisions of subsect making an initial paymers. Once customer have cold Weather Rule, a supany shall be considered a customer with a payment plan if the progreater than the amount of the progreater than the amount of the payment plan if the progreater than the amount of the payment plan if the progreater than the amount of the payment plan is the payment plan if the progreater than the amount plan is the payment plan is th | ient funds for the initial en customer shall be in tomer who defaults on a or an Extended Payment the arrearages from the that defaults on a Cold a new Cold Weather Rule ction 4.07.02, Customer's ent and payment of any s been informed of the any payment plan that is ed to be a Cold Weather ent plan of less than 11 payments made prior to |
| 4.07.05 | Cure of Default: | | |
| | a) Customer may cure a default | of a payment agreement | caused by: |
| | i) making an initial paymer <u>Responsibilities</u>; | t as required in subsec | tion 4.07.02, <u>Customer's</u> |
| | ii) paying all disconnection at the default; and | and reconnection charge | s incurred as a result of |
| | iii) complying with all other p for Electric Service incurr the payment agreement b | ed during customer's de | fault shall be included in |
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| o supplement or separate ur all modify the tariff as sho | nderstanding wn hereon. | Shee | et 26 of 29 Sheets |
| | GENERAL TERMS AND | CONDITIONS | |
| | b) Customer may cure default cause | ed by theft or diversion | of Electric Service by: |
| | i) paying for the value of the l historic use; | Electric Service divert | ed, estimated based o |
| | ii) making an initial payment as Responsibilities; | required under subsec | tion 4.07.02, <u>Customer'</u> |
| | iii) paying all disconnection and customer's default; and | reconnection charges | s incurred as a result o |
| | iv) complying with all other pro- charges, costs, damages, Company's General Terms an fraudulently used Company's made by the customer prior to | and Security Depos nd Conditions when cu facilities shall be incl | its provided for undenstance istomer has tampered ouded in the full paymen |
| 4.07.06 | Renegotiation of Cold Weather Rule and renegotiate its Cold Weather Rule | | |
| 4.07.07 | lump sum assistance. <u>Disconnections under the Cold We</u> customers Electric Service after pro detailed in Section 5 <u>Disconnection</u> provisions are modified during the Co | per notice is given pu on of Electric Servic | rsuant to the provision <u>e</u> . The disconnectio |
| | a) Company may disconnect cus unauthorized use, interference, ta bypass) on or about customer's p | ampering or diversion o | |
| | i) after a 48 hour written or 24 customer with the telephone or | | |
| | | | |

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| By | 10- | - Rues | - |
| . • | Darrin Ives, Vice P | resident | |

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| THE STATE | CORPORATION COM | MISSION OF KANSAS | | |
| EVERGY KANSAS | | XANSAS SOUTH, INC. d.b.a. EVERGY I | KANSAS CENTRAL SCHEDUI | E Section 4 |
| | (Name of Issu | ing Utility) | Replacing Schedule | GT&C Sheet 27 |
| EVERG | Y KANSAS CENTRAL | SERVICE AREA | | |
| (T | erritory to which schedule | is applicable) | which was filed | June 23, 2016 |
| No supplement of shall modify the | or separate understanding tariff as shown hereon. | | Shee | et 27 of 29 Sheets |
| | | GENERAL TERMS AND | D CONDITIONS | |
| | ii) 10 | days after a disconnection | on notice is sent, whicher | ver is quicker. |
| | COI | ectric Service must be mmercially reasonable of stomer for the diversion of | effort, after full payme | |
| | , . | any may disconnect w es false information for e: | • | • |
| | , | er a 48-hour written or 2 stomer with the telephone | | • |
| | ii) 10 | days after a disconnection | on notice is sent, whiche | ver is quicker. |
| 4.08 | or elec Cold V | | nitial payment or an insta plan and does not cure | allment payment under a the insufficient payment |
| | Residentia Customer being one the most must pay | nt plan similar to the Coal customers with arre will have up to 12 month twelfth of the sum of the recent billing period for voff any arrearage from a plan before entering into be. | ears during non-Cold is to pay off an arrearage e arrearage plus the bill which Electric Service was previous Cold Weathe | Weather Rule periods. with the initial payment for consumption during was provided. Customer Rule plan or Extended |
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| FVFRG | Y KANSA | (Name of Issuing Utility) AS CENTRAL SERVICE AREA | Replacing Schedule <u>GT&C</u> Sheet <u>28</u> |
| | | which schedule is applicable) | which was filed June 23, 2016 |
| o supplement on the supplement of the supplement | | | Sheet 28 of 29 Sheets |
| · | | | S AND CONDITIONS |
| | B. | Section 4.01, Payment of Bil such billing will be added if delinquent. Company may to | onthly billings are due and payable as provided in <u>ls</u> . A 2 percent Delayed Payment Charge based upon an Extended Payment Plan monthly billing becomes erminate an Extended Payment Plan if customer fails to Plan monthly billing on or before its due date. |
| | C. | Extended Payment Plan billi 4.05.01, Information on Bill. | ng will contain the information specified in subsection |
| 4.09 | intere delind maint provid | ested third party, Company will quent. The purpose of this ago ain the account balance on a | ual agreement between Company, customer and any notify such third party when customer's bill becomes reement is to afford customer all available methods to current basis and retain Electric Service. Other than we no responsibility to the third party and the third party or mer's delinquent bill. |
| 4.10 | Section mater Composition Comp | on 6, Customer's Service Orials furnished and work done cany shall charge customer on eleted. Unless the unsafe concepence, then no such charges shoany's existing schedule of occement or repair of equipmer | mer's Premises By Company: Except as provided in bligations, Company shall charge customer for all on customer's premises beyond the Point of Delivery. ce the investigation of a suspected unsafe condition is lition on customer's premises is a result of Company's nall apply to customer. Any charge shall be based upon charges. Company shall not charge customer for at furnished and owned by Company on customer's placements were caused by customer or customer's |
| 4.11 | Rate chang | | shall provide general information explaining overall |

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By Darrin Ives, Vice President

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| | CORPORATION COMMISSION OF KANSAS S CENTRAL, INC., & EVERGY KANSAS SOUTH, INC. d.b.a. EVE | RGY KANSAS CENTRAL SCHEDULE Section 4 |
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| | · · · · · · · · · · · · · · · · · · · | Replacing Schedule <u>GT&C</u> Sheet <u>29</u> |
| EVERG' | Y KANSAS CENTRAL SERVICE AREA | |
| T) | Cerritory to which schedule is applicable) | which was filed June 23, 2016 |
| No supplement of shall modify the | or separate understanding tariff as shown hereon. | Sheet 29 of 29 Sheets |
| | GENERAL TERMS | AND CONDITIONS |
| 4.12 4.13 | unless the individual Rate Schedule of provides otherwise. The customer chaseason months when no Electric Se Service requirements are seasonal. limited to, outdoor theaters, drive-insdriving ranges, gun clubs, saddle clubs | gs shall be on a year-around basis for customers relider under which customer takes Electric Service arge in the rate schedule shall apply during the offervice is used for those customers whose Electric Examples of those customers include, but are not as, amusement parks, sport centers, golf courses, s, swimming pools, etc. |
| 4.13 | Company the cost of reviewing its rec discussions with customer, consultant customer's sales tax exemption applievent shall customer pay less than the Section 12.13, for processing sales requests by customer for billing his | ords, time spent calculating potential refund and on to the Kansas Department of Revenue regarding ication plus applicable overheads. However, in no Customer Requested Information Charge, as filed in tax exemptions. The charge does not apply to tory. In no event shall the charge exceed the addition, the charge shall only be deducted from |
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| EVE | | | SE ADEA | Replacing Schedul | le <u>GT&C</u> | Sheet1 |
| EVE | (Tamita mata and inla | | | 1.1.1 C1 1 | 12 | 1 2000 A = #1 19 |
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| o supplemer all modify t | nt or separate understand he tariff as shown hered | ling on. | | Sł | neet 1 of 12 Sh | neets |
| | | GENE | RAL TERMS AND | CONDITIONS | | |
| | | 5. DISCON | TINUATION OF E | ECTRIC SERVICE | | |
| 5.01 | Conditions for I | Discontinuing | Electric Service: | | | |
| | | npany may c sons: | discontinue or refu | use Electric Service | for any o | of the followin |
| | (1) | upon custon | ner's request; | | | |
| | (2) | when custor | mer abandons Elec | tric Service; | | |
| | (3) | Section 4.0 | | vice bill becomes on <u>lls,</u> and after propen nnect Procedure; | • | • |
| | (4) | when a dan | ngerous condition e | xists on customer's p | remise; | |
| | (5) | | | mits unauthorized us rice (meter bypass) | | |
| | (6) | | • | their identity or pro aining Electric Service | | information fo |
| | (7) | Service whi safety or co | ich results in an | s sole discretion, usualisfactory condi Service to other cust mpany's system; | ition affect | ing the quality |
| | (8) | guarantee a Section 3.0 | as may be require 2, <u>Security Depos</u> | ide credit information ide by Section 3.01, it. or has a previous ervice with Company | <u>Credit Re</u> is undispu | <u>equirements,</u> (|
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| | (Territory to <u>2012</u> | o which so | hedule is applic | cable) | which was filed _ | January 21, 2009 April 18, |
| No suppleme shall modify | nt or separate u the tariff as sho | nderstandin wn hereon. | g | | Sh | neet 2 of 12 Sheets |
| | | | GENER | RAL TERMS AND | CONDITIONS | |
| | | , | working hou | rs, to Company fa | | nnel access, during normal n customer's premises for nce or replacement; |
| | | , , | under a colo payment dui | d weather rule pay | ment plan and doe | eck or electronic payment is not cure the insufficient isconnection notice is sent |
| | | ` , | when custo Company; | mer resells Elec | ric Service withou | t the written consent of |
| | B. | disco | ntinuing Elec | | | nat permit Company from odifications are detailed in |
| 5.02 | | | | | on of Electric Ser he following reasons | vice: Company shall not s: |
| | A. | | | | charges other than rms and conditions; | those specifically identified |
| | B. | meter of Ele with t Service pay a such custor Electr | ing point, rectric Service hese rules, be account with final bill at a unpaid balaner for the sic Service | sidence or location at a separate met Company may tranvith a customer's any metering point ance to any succession of Electric series. | . In the event of disering point, residence asfer any unpaid balwritten consent. Ho, residence or location cessive Electric Service. Also, we metering point, | a concurrent and separate continuance or termination e or location in accordance lance to any other Electric wever, if customer fails to on, Company may transfer rvice account opened by Company may discontinue residence or location for |
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| | | | | JTH, INC., d.b.a. EVERGY K | ANSAS CENTRAL SCHEDULE Section 5 |
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| | | | Issuing Utility) | T . D | Replacing Schedule GT&C Sheet 3 |
| EVER | | | NTRAL SERVIC | | makish masa filada |
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| o supplement nall modify th | or separate un ne tariff as sho | derstand vn hered | ing n. | | Sheet 3 of 12 Sheets |
| | | | GENER | RAL TERMS AND | CONDITIONS |
| | C. | sam mor | e location. It e than one m | shall not be cons eter is placed at | erent class of Electric Service received at dered as a separate class of Electric Service he same location for the purpose of billing onal rate schedules or provisions; |
| | D. | | | e to pay a bill at portion of the bil | which is in dispute; provided, however, t not in dispute; or |
| | E. | and agre | is more tha | in 5 years old f | puted and unpaid account which has accru or Electric Service provided under a writ old for Electric Service provided under an o |
| 5.03 | Disconne | ct Pro | cedure: | | |
| | A. | Con | npany may dis | sconnect a custom | er: |
| | | (1) | on ten days | written notice for t | ne reasons set forth in Section 5.01; or |
| | | (2) | immediately, | , if disconnection i | s made for any of the following reasons: |
| | | | (a) upon cus | stomer's request, | |
| | | | (b) when cus | stomer abandons | Electric Service, |
| | | | (c) when a c | dangerous condition | n exists on customer's premise, |
| | | | Electric | Service resulting | any's sole discretion, uses or misapplies in an unsatisfactory condition affecting of Electric Service to other customers; |
| | | | (e) it is nece | essary to maintain | the integrity of Company's system; or |
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| EVERGY KANSA | | INC. & EVERGY KANSAS SOU | ГН, INC., d.b.a. EVERGY K. | ANSAS CENTRAL SCHEDULE | Section 5 | |
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| | | GENER | AL TERMS AND | CONDITIONS | | |
| | | tampering | | or permits unauthorized Electric Service (meter by | | |
| | B. | are discovered | by Company, (ectric Service wi | conditions listed in subsecti Company may disconnec Il be restored as soon as ted. | t Electric Service | |
| | C. | customer's family tampering, diversi Section 5.01(5) th twenty-four (24) h | are residing at to on or Electric S en Company sha our oral notice p | persons other than custom he premises where unauth ervice (meter bypass) is all give such persons a two rior to disconnection of Ele n's Protection Office will be | orized interference, taking place, (See o (2) day written or ectric Service. The | |
| | D. | false identity (See | Section 5.01(6), (| omer has received Electric Company may disconnect cu | stomer: | |
| | | | | ne contact is made with cus nmission's Consumer Prote | | |
| | | (ii) ten (10) days a | fter a disconnect | notice is sent, whichever is | quicker. | |
| | E. | Notice of discontin | uance of service. | | | |
| | | upon mailing and after w | and shall be efforthich Electric Ser | a disconnection notice white ective for one month after the can be disconnected the date of mailing and the date of the date o | he initial date upon d. Company shall | |
| | | | all notify, or atter disconnection. | npt to notify, customers by | phone at least two | |
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| HE STATE CORPO VERGY KANSAS CENTRA | _ | | UTH, INC., d.b.a. EVERGY KA | NSAS CENTRAL SCHED | ULESe | ection 5 |
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| No supplement or separate hall modify the tariff as s | understand hown hered | ing n. | | Sh | eet 5 of 12 Sh | neets |
| | | GENE | RAL TERMS AND | CONDITIONS | | |
| F. | or a occu disc disc | dvertising to upancy, to the onnection in onnection not | the account name e address where volves more that | nt separately from of and address and, Electric Service is n one residential d in the residential of | in the cas provided. dwelling | se of residential If a proposed unit, then the |
| G. | The | disconnection | n notice shall conta | in the following inforn | nation: | |
| | (1) | | | omer and in the cas Electric Service is pr | | idential dwelling |
| | (2) | | | of the reason for the ad conditions for reco | | disconnection of |
| | (3) | | n or after which kes appropriate act | Electric Service wil ion; | l be disco | ontinued unless |
| | (4) | terms under | which customer ma | ay avoid disconnection | on; | |
| | (5) | demonstrate | e that special circ | may be postponed ocumstances prevent is are made with Cor | complete | e payment and |
| | | | | | | |
| | oruary onth | 14 Day | 2020 Year | | | |
| Effective | onth | Day | Year | | | |
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| | | | | UTH, INC., d.b.a. EVERGY K | - Sei | HEDULE Sect | HOII J |
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| o supplement nall modify th | or separate u e tariff as sho | nderstand wn hered | ing n. | | | Sheet 6 of 12 She | eets |
| | | | GENE | RAL TERMS AND | CONDITIONS | | |
| | | (6) | administrative dispute or of Company's errors, and state that company present disconnection of disconnections. | ve procedure which ther circumstances office or personn prevent disconnect ustomer may mee toustomer's reason, requesting creating creatin | ated to apprise custon may be utilized at the address, telested empowered to attempt at the address at the address at the address for disputing a dit arrangements of the address and | d in the event lephone number review disputerly set forth. To d employee of bill or Compan or requesting a | of a bonafide er and name of ed bills, rectify he notice sha Company and by's reasons for postponemen |
| | | (7) | | | esponsibilities if the period from Nover | | |
| | H. | | | sconnect a custor er on the following | ner only if its authorschedule: | orized paymen | nt locations are |
| | | (1) | one hour aft | er disconnection, | and | | |
| | | (2) | authorized a open and a preventing of | agents identified invalidable to custome | disconnection, on the notice given er for the purpose roviding for reconrol (1), (4), (5), (7). | pursuant to the of making pay | his section are arrangements |
| | l. | disc | | mer's Electric Sei | ner only if Comparvice shall, immed | • • | |
| | | (1) | | tomer or respons ne purpose of Com | ible person then upany's presence; | ipon the prem | ises and sha |
| | | (2) | identify and | record the name of | of the person contac | cted; | |
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| 2012 | wilch | schedule is applic | cable) | which was filed January 21, 2009 April | 10, |
| supplement or separate un ll modify the tariff as sho | derstand wn hereo | ing n. | | Sheet 7 of 12 Sheets | |
| | | GENEF | RAL TERMS AND | CONDITIONS | |
| | (3) | accept paym | | tendered to Company, which are necess | sary t |
| | (4) | record stater | ments disputing th | e accuracy of the delinquent bill; | |
| | (5) | | ments disputing tl r discontinuance; | ne accuracy of Company's findings conc | ernin |
| | (6) | record state resident of th | | g the medical condition of any perm | naner |
| | (7) | during the pe | eriod from Noveml | per 1 through March 31: | |
| | | (a) inform | customer of the C | old Weather Rule; | |
| | | subsec | | ey can avoid disconnection by complying ustomer's Responsibilities, during the | _ |
| | | ` ' | customer of the a | vailability of a list of organizations where | fund |
| | | (d) provide qualify. | | r pay arrangements for which customer | migh |
| J. | leav | e a conspicu | ous notice to the | ed at the time of disconnection, Company customer giving the address and tele er can arrange to have Electric Service res | phon |
| 5.04 Postpone | ment | of Discontinua | ance in Special Cir | cumstances: | |
| | | | | | |
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| | | GENER | AL TERMS AND | CONDITIONS | | |
| | espect family custo of Co disco Such | cially dangerd or other permer is unable ompany's bill nnection of E postponeme | ous to the healthermanent residente to pay for Electring or can pay Electric Service sh | es with Company that of customer, reside that customer's Electic Service in accordator Electric Service thall be postponed for ustomer to arrange | ent member of custo tric Service address ance with the require only in installments at least twenty-one | omers, arements, the |
| | medic espec Electri memb Electri health | al condition, a ially dangero c Service wo ers of custon c Service is r official verify | age or disability, us to health. Could be especially ner's family, or ot endered by obtain | e weather, and custon determining whether way estable dangerous to the her permanent residenting a statement signer forwarding or presenting the statement of the statement signer forwarding or presenting the statement signer forwarding or presenting or presenting the statement signer forwarding or presenting the statement signer for the statement signer fo | er disconnection wo lish that disconnect ealth of customer, re ent of the premises ed by a physician or | uld be side whe pub |
| 5.05 | Restoration of | | | hall restore Electric | | ome |
| | been paid, and, shall at all times Electric Service | if necessary , make every on the day | , satisfactory cre- commercially rea requested by cu | s been eliminated, a dit arrangements hav sonable effort to pror stomer. In any even ext business day follo | mptly restore disconr nt, Company shall r | mpar necte esto |
| 5.06 | been paid, and, shall at all times Electric Service Electric Service | if necessary , make every on the day to customer n | , satisfactory cre- commercially rea requested by cu | dit arrangements hav sonable effort to pror stomer. In any ever | ve been made. Cor mptly restore disconr nt, Company shall r | mpar necte esto |
| | been paid, and, shall at all times Electric Service Electric Service customer. Review of Dispu A. Prior to part of | if necessary, make every on the day to customer retes: | , satisfactory cre- commercially rea requested by cu no later than the no ion of Electric Se in dispute or the | dit arrangements hav sonable effort to pror stomer. In any ever | ve been made. Cor mptly restore disconr nt, Company shall r wing the day reques vises Company that | mpar necte esto ited l |
| | been paid, and, shall at all times Electric Service Electric Service customer. Review of Dispu A. Prior to factua | if necessary, make every on the day to customer retes: to disconnect a billing is lly invalid, Co | , satisfactory cre- commercially rea requested by cu to later than the n ion of Electric Se in dispute or the mpany shall: | dit arrangements hav sonable effort to pror stomer. In any even ext business day follo ervice, if customer ad | ve been made. Cormptly restore disconnit, Company shall rewing the day requestivises Company that | mpar necter estorited b |
| | been paid, and, shall at all times Electric Service Electric Service customer. Review of Dispu A. Prior to factua (1) | if necessary, make every on the day to customer retes: to disconnect a billing is lly invalid, Co | , satisfactory cre- commercially rea requested by cu to later than the n ion of Electric Se in dispute or the mpany shall: | dit arrangements hav sonable effort to pror stomer. In any even ext business day follo ervice, if customer ad nat Company's reaso | ve been made. Cormptly restore disconnit, Company shall rewing the day requestivises Company that | mpar necte esto ited l |

| (Territory to which schedule is applicable) (Territory to which schedule is applicable) (Sheet 9 of 12 Sheets) (Sheet 9 of | EVE | | ne of Issuing Utility) CENTRAL SERVIC | CE AREA | Replacing Schedule GT&C Sheet 9 |
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| GENERAL TERMS AND CONDITIONS (2) postpone disconnection until a full investigation is completed and the disput is found to be invalid; (3) investigate the dispute promptly and completely; and (4) attempt to resolve the dispute informally in a manner mutually satisfactory to both parties. B. A customer may advise Company that a bill is in dispute in any reasonable manner such as by written notice, in person or by telephone call directed to the appropriat personnel of Company. C. In an attempt to resolve the dispute in a mutually satisfactory manner, Compan may employ telephone communication, personal meetings, formal or inform hearings, on-site visits or any other techniques reasonably conducive to settlement of the dispute. D. If the dispute is not resolved to customer's satisfaction, and after full investigation Company shall advise customer of both formal and informal procedures available before the Commission Company shall then give proper notice to customer and proceed with disconnection company shall then give proper notice to customer and proceed with disconnection procedures. 5.07 Collection or Disconnection Charge: When it is necessary for Company to make a service caffor the purpose of collection or disconnection of Electric Service because of non-payment, service charge as specified in Section 12.05, Collection or Disconnection Charge, will be collected from customer by Company. If service cannot be disconnected at meter due to customer interference, cut at pole service charge as specified in Section 12.16; Disconnection at Pole or Pedestal, will be collected from customer by Company. | | (Territory to w | | | which was filed <u>January 21, 2009</u> April 18, |
| (2) postpone disconnection until a full investigation is completed and the disput is found to be invalid; (3) investigate the dispute promptly and completely; and (4) attempt to resolve the dispute informally in a manner mutually satisfactory to both parties. B. A customer may advise Company that a bill is in dispute in any reasonable manner such as by written notice, in person or by telephone call directed to the appropriat personnel of Company. C. In an attempt to resolve the dispute in a mutually satisfactory manner, Compan may employ telephone communication, personal meetings, formal or inform hearings, on-site visits or any other techniques reasonably conducive to settlement of the dispute. D. If the dispute is not resolved to customer's satisfaction, and after full investigation Company intends to proceed with disconnection, then Company shall advise customer of both formal and informal procedures available before the Commission Company shall then give proper notice to customer and proceed with disconnection company shall then give proper notice to customer and proceed with disconnection procedures. 5.07 Collection or Disconnection Charge: When it is necessary for Company to make a service company as specified in Section 12.05, Collection or Disconnection Charge, will be collected from customer by Company. If service cannot be disconnected at meter due to customer interference, cut at pole service charge as specified in Section 12.16; Disconnection at Pole or Pedestal, will be collected from customer by Company. | No suppleme shall modify | ent or separate under the tariff as shown l | standing nereon. | | Sheet 9 of 12 Sheets |
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| | ISAS CENTRAL, INC. & EVI | | | | | |
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| EVE | (Name of I ERGY KANSAS CEN | ssuing Utility) ΓRAL SERVICE | E AREA | Replacing Schedu | le <u>GT&C</u> Sheet <u>10</u> | |
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| suppleme all modify | ent or separate understandin the tariff as shown hereon | g | | Sł | neet 10 of 12 Sheets | |
| | | GENER | AL TERMS AND | CONDITIONS | | |
| 5.08 5.09 | 5.01, Conditions specified in Section Service at Pole require a Securit before Electric Sthe same premischarge, the sum than the reconners In addition, if interference, tark Company an an used and not Reconnection Clark Specified in Section Secti | for Discontination 12.06, Recor Pedestal by Deposit as Service is restored in the custored in | uing Electric Serveconnection at Magnetic for reconnecting specified in Sectored. If customes period of 12 magnetic for in Sectored for in Sectored for in Sectored for in Sectored by Company us the reconnection of the sectored by Company as the reconnection of the sectored for in Secto | vice, Company may reter Charge, or Section Electric Service. It ion 3, Credit and Section 12.06, Reconnection 12.06, Reconnection 12.06, Reconnected because service (meter by to be reasonable partially and/or Diversion. | I for conditions in Section equire a service charge as on 12.17, Reconnection in addition, Company macurity Deposit Regulation extraction and a reconnection collect, as a reconnection collect, as a reconnection extraction Charge. See of unauthorized us pass), customer shall parayment for electric service ovided in Section 12.1 | |
| | subsecusto tempo Proce Weat exten | ections 5.0(3) mer's option orary basis, sedure, and subscience from time ric Service; pred. Compare to the service of the ser | to limit Electric ubject to Comparison 4.07.02 od. The purpose to rectify the carrovided, however | rocedure Company Service to a maximal my's compliance with Company Customer's Responsible of such an installation use of the otherwise that Company is company is company is company. | Service for conditions may install a device num of 15 amperes on Section 5.03, Disconnersibilities, during the Con is to allow a customer confident a remedy can be serviced. | |
| | provi c | ded in Section | 12.12, <u>Service L</u> | | ervice Limiter Charge (| |
| sidence d lighti | B. Company wi and to ensure cu es where its use w ng. Additionally, tl | Il install the d stomer's mair ould prohibit one device will | evice in the presented to heat source is operation of custometric not be installed to | ence of customer to operational. The developmer's heat source alwhen the Cold Weath | allow for proper instruction vice will not be installed ong with basic refrigeration ver Rule is in effect and the | |
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| EVERO | GY KANSAS CEN | TRAL SERVIC | E AREA | Replacing Schedu | ic Grace Sheet 11 |
| | Territory to which so | chedule is applic | able) | which was filed _ | January 21, 2009 April 18, |
| No supplement of shall modify the | or separate understandin tariff as shown hereon. | ıg | | SI | heet 11 of 12 Sheets |
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| | | | limiter is installed into or customer p | · · | nain in place unless a Cold |
| allow custor unable to m the device | mer time to sec nake suitable pa in place allowi | cure funds or y arrangeme ng more tim | make pay arrangents during the fou e for customer to | gements for past du rteen day period, Co secure funds for p | than two weeks in order to e amounts. If customer is ompany may elect to leave payment of the delinquent octed. Lock Ring Device: |
| | provid (self readi | ded there is e turn on) or e ng, theft of e | evidence of a custovidence of tamper lectric service or o | omer reconnecting se ing with the meter in diversion of electric s | installations of customers ervice after a disconnection a effort to alter the meter service. The Company will 1.14 Lock Ring Charge. |
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| | | GENE | RAL TERMS AND | CONDITIONS | |
| | | 5. <u>DISCON</u> | ITINUATION OF EL | ECTRIC SERVICE | |
| 5.01 | Conditions for E | Discontinuing | Electric Service: | | |
| | A. Com | | discontinue or refu | se Electric Service | for any of the following |
| | (1) | upon custor | mer's request; | | |
| | (2) | when custor | mer abandons Elec | tric Service; | |
| | (3) | Section 4.0 | | <u>lls,</u> and after prope | elinquent, as provided in r notice to customer, as |
| | (4) | when a dar | ngerous condition e | xists on customer's p | remise; |
| | (5) | | • | | e, interference, tampering on or about customer's |
| | (6) | | • | their identity or pro- aining Electric Service | vides false information for e; |
| | (7) | Service wh safety or co | ich results in an | unsatisfactory condi Service to other custo | ses or misapplies Electric tion affecting the quality, omers or it is necessary to |
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| snall modify the | e tariii as snown | nereon. | | Sn. | eet 2 of 11 Sne | ets |
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| | | guarantee a Section 3.02 | s may be requi 2, <u>Security Depo</u> | vide credit informatio red by Section 3.01, <u>sit,</u> or has a previou Service with Company | Credit Red s undispute | quirements, or |
| | | working hou | rs, to Company | ant Company's person facilities installed upor ter reading, maintenar | n customer' | s premises for |
| | | under a colo payment dur | d weather rule pa | insufficient funds che ayment plan and doe otice period after a di | s not cure | the insufficient |
| | | (11) when custon Company; | mer resells Ele | ctric Service without | the writte | en consent of |
| | | | ctric Service to o | certain conditions th customer. These mo | • | |
| | | | | ction of Electric Server the following reasons | | any shall not |
| | | | | al charges other than terms and conditions; | hose specif | ically identified |
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| No supplement of shall modify the | or separate un tariff as sho | derstanding wn hereon. | Sho | eet 3 of 11 Sheets | |
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| | B. | metering point, resof Electric Service with these rules, of Service account when the such unpaid balancustomer for the such unpaid balancustom | sidence or location at a separate monopole of at a separate monopole of a separate monopole of a separate of any substance to any substance of any substance of any substance of succession at such succession. | on. In the event of disc etering point, residence ansfer any unpaid bala is written consent. How int, residence or location ccessive Electric Ser ectric Service. Also, Cosive metering point, in | a concurrent and separate continuance or termination or location in accordance ance to any other Electric wever, if customer fails to on, Company may transfer vice account opened by Company may discontinue residence or location for |
| | C. | same location. It more than one me | shall not be con eter is placed at | sidered as a separate | c Service received at the class of Electric Service if the purpose of billing the provisions; |
| | D. | | | which is in dispute; ill not in dispute; or | provided, however, that |
| | E. | and is more tha | n 5 years old | for Electric Service p | count which has accrued provided under a written e provided under an oral |
| 5.03 [| Disconne | ct Procedure: | | | |
| _ | Α. | Company may dis | connect a custor | ner: | |
| | | (1) on ten days | written notice for | the reasons set forth ir | Section 5.01; or |
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| upplement or separate understanding I modify the tariff as shown hereon. | | | | Sh | eet 4 of 11 Sheets |
| | | GENEI | RAL TERMS AND | CONDITIONS | |
| | (2) | immediately | , if disconnection i | s made for any of the | following reasons: |
| | | (a) upon cus | stomer's request, | | |
| | | (b) when cu | stomer abandons | Electric Service, | |
| | | (c) when a | dangerous condition | on exists on customer | s premise, |
| | | Electric | Service resulting | in an unsatisfactor | y condition affecting the |
| | | (e) it is nece | essary to maintain | the integrity of Compa | any's system; or |
| | | tamperin | ng or diversion of | | |
| B. | are imme | discovered diately. E | by Company, Electric Service w | Company may disc ill be restored as so | connect Electric Servi |
| C. | custo tampo Section twent | mer's family ering, divers on 5.01(5) tl y-four (24) I | r are residing at the sion or Electric Sien Company shahour oral notice p | the premises where uservice (meter bypassall give such persons prior to disconnection | unauthorized interferences) is taking place, (See a two (2) day written of Electric Service. The |
| D. | | | | | |
| | | 23 | 2020 | | |
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| | ENTRAL, Y KANS. Perritory to separate unrilf as sho B. C. Nove Mont | ENTRAL, INC. & EVIC (Name of I (N | (Name of Issuing Utility) (KANSAS CENTRAL SERVICE Perritory to which schedule is applied separate understanding riff as shown hereon. (2) immediately (a) upon customer (b) when customer (c) when a customer (d) when customer (e) it is necessary (e) it is necessary (f) when customer (f) when custome | (Name of Issuing Utility) (KANSAS CENTRAL SERVICE AREA erritory to which schedule is applicable) separate understanding riff as shown hereon. (2) immediately, if disconnection i (a) upon customer's request, (b) when customer abandons (c) when a dangerous condition (d) when customer, in Compality, safety or continuity (e) it is necessary to maintain (f) when customer causes tampering or diversion of customer's premise. B. When disconnection occurs due to are discovered by Company, immediately. Electric Service we physical problem(s) has been corrected. C. If Company has knowledge that customer's family are residing at the tampering, diversion or Electric Section 5.01(5) then Company shat wenty-four (24) hour oral notice patelephone number of the Commission D. If Company can prove that a custof false identity (See Section 5.01(6), 6) November 23 2020 Month Day Year | Replacing Schedule (Name of Issuing Utility) Replacing Schedule (Name of Issuing Utility) (Y KANSAS CENTRAL SERVICE AREA Perritory to which schedule is applicable) (A Which was filed |

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| | | GENE | NAL TERIVIS AINL | CONDITIONS | | | |
| | | | | one contact is made w mmission's Consumer | | | |
| | | (ii) ten (10) days | after a disconnect | notice is sent, whiche | ver is quicker. | | |
| | E. | Notice of disconti | nuance of service. | | | | |
| | | upon mailin and after v | g and shall be ef which Electric Se | er a disconnection notion fective for one month pervice can be discont of the date of mailing | after the initial date nected. Company | upon shall | |
| | | . , | hall notify, or atte disconnection. | mpt to notify, custom | ers by phone at leas | st two | |
| | | or advertising to occupancy, to the disconnection in disconnection no | the account name ne address where avolves more that | ent separately from of ne and address and, e Electric Service is an one residential ed in the residential of | in the case of resid provided. If a prop dwelling unit, then | ential oosed the | |
| | G. | The disconnectio | n notice shall cont | ain the following inforn | nation: | | |
| | | (1) the name and address of customer and in the case of a residential dwelling the address, if different, where Electric Service is provided; | | | | | |
| | | | | t of the reason for the and conditions for reco | | ion of | |
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| | | | GENER | RAL TERMS ANI | CONDITIONS | ; | |
| | | (3) | | or after which ses appropriate a | | ice will be disc | continued unless |
| | | (4) | terms under | which customer | may avoid disco | nnection; | |
| | | (5) | demonstrate | that special c | ircumstances p | revent comple | d if customer can te payment and r that amount not |
| | | (6) | administrative dispute or of Company's control errors, and put state that cum ay present disconnection of disconnection of disconnection disco | e procedure wher circumstance office or persone or event disconnectomer may mee customer's reason, requesting cre | ich may be utiles. The address nel empowered ction, shall be cet with a design ons for disputing dit arrangement ohone number | lized in the events, telephone nunder to review dispolearly set forth. Instead employee g a bill or Compoles or requesting | e availability of an ent of a bonafide ober and name of outed bills, rectify. The notice shall of Company and any's reasons for a postponement sion's Consumer |
| | | (7) | | of Customer's R ny time during th | • | | tion is scheduled igh March 31. |
| | H. | | | sconnect a custoer on the following | • | authorized paym | ent locations are |
| | | (1) | one hour after | er disconnection, | and | | |
| | | | | | | | |
| Issued | Nover Month | | 23 Day | 2020 Year | | | |
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| THE STATE CO | RPORATION | COMMISSION | OF KANSAS | | | |
| EVERGY KANSAS CEI | NTRAL, INC. & EV | ERGY KANSAS SOU | JTH, INC., d.b.a. EVERGY KA | ANSAS CENTRAL SCHED | ULE Section 5 | |
| | (Name of | Issuing Utility) | | Replacing Schedul | e GT&C Sheet 7 | |
| EVERGY I | KANSAS CEN | NTRAL SERVIC | E AREA | Replacing Schedul | Sheet_/ | |
| (Terr | ritory to which | schedule is applic | cable) | which was filed | April 18, 2012 | |
| No supplement or set shall modify the tarif | parate understand If as shown hereo | ing n. | | Sh | eet 7 of 11 Sheets | |
| | | | | | | |
| | | GENER | RAL TERMS AND | CONDITIONS | | |
| | (2) | authorized a open and av preventing d | gents identified in railable to custome | the notice given purifor the purpose of roviding for reconnec | mpany personnel and/or are are making pay arrangements, tion, unless disconnection | |
| | disc | | mer's Electric Serv | | s employee that is sent to ely prior to disconnection, | |
| | (1) | | omer or responsile purpose of Comp | | n the premises and shall | |
| | (2) | identify and | record the name of | the person contacted | d; | |
| | (3) | accept paym avert discon | | tendered to Compar | ny, which are necessary to | |
| | (4) | record stater | ments disputing the | e accuracy of the deli | nquent bill; | |
| | (5) | | ments disputing thr discontinuance; | ne accuracy of Comp | pany's findings concerning | |
| | (6) | record state resident of the | | g the medical cond | dition of any permanent | |
| | (7) | during the pe | eriod from Novemb | er 1 through March 3 | 11: | |
| | | (a) inform | customer of the Co | old Weather Rule; | | |
| | | | | | | |
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| | | | MISSION OF KANSA | |
| EVERGY KANS | | ne of Issuing | | . EVERGY KANSAS CENTRAL SCHEDULE Section 5 |
| EVE | | | L SERVICE AREA | Replacing Schedule <u>GT&C</u> Sheet <u>8</u> |
| EVE | | | le is applicable) | which was filed April 18, 2012 |
| No supplement | nt or separate unders the tariff as shown h | | | Sheet 8 of 11 Sheets |
| shan mounty | ine tarrir us snown i | iereon. | | |
| | | | GENERAL TERM | MS AND CONDITIONS |
| | | (b) | | that they can avoid disconnection by complying with 7.02, <u>Customer's Responsibilities</u> , during the Cold eriod; |
| | | (c) | inform customer are available; and | of the availability of a list of organizations where funds |
| | | (d) | provide a list of qualify. | all other pay arrangements for which customer might |
| | le | eave a d | conspicuous notic | contacted at the time of disconnection, Company shall e to the customer giving the address and telephone customer can arrange to have Electric Service restored. |
| 5.04 | Postponeme | ent of Dis | continuance in Sp | ecial Circumstances: |
| | e fa c c c d c | especially amily or sustomer of Compa disconnectisconnectisconnection | dangerous to the other permanent is unable to pay fany's billing or caption of Electric Section of Electric Section | establishes with Company that disconnection would be e health of customer, resident member of customer's resident at customer's Electric Service address, and or Electric Service in accordance with the requirements an pay for Electric Service only in installments, then ervice shall be postponed for at least twenty-one days. allow customer to arrange a reasonable installment apany. |
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| | E CORPORATION SAS CENTRAL, INC. & E | | N OF KANSAS UTH, INC., d.b.a. EVERGY KA | NSAS CENTRAL SCHED | ULE Section 5 | | | |
| | (Name o | f Issuing Utility) | | | e_GT&CSheet_9 | | | |
| EVE | (Tamitam to subject | | | which was filed | A | | | |
| No suppleme | (Territory to which | | cable) | which was filed _ | | | | |
| shall modify | nt or separate understand the tariff as shown hered | on. | | Sh | eet 9 of 11 Sheets | | | |
| | | GENE | RAL TERMS AND | CONDITIONS | | | | |
| | B. Consideration shall be given to the weather, and customer's or other resident's medical condition, age or disability, in determining whether disconnection would be especially dangerous to health. Customer may establish that disconnection of Electric Service would be especially dangerous to the health of customer, resident members of customer's family, or other permanent resident of the premises where Electric Service is rendered by obtaining a statement signed by a physician or public health official verifying that fact and forwarding or presenting it to Company's office prior to the date of disconnection. | | | | | | | |
| 5.05 | request, when been paid, and shall at all time Electric Service | the cause of d, if necessar s, make every e on the day | disconnection has y, satisfactory cred y commercially rea y requested by cu | s been eliminated, a lit arrangements hav sonable effort to pror stomer. In any ever | Service upon customer's reconnection charge has been made. Company mptly restore disconnected at, Company shall restore wing the day requested by | | | |
| 5.06 | Review of Disp | <u>utes</u> : | | | | | | |
| | A. Prior to disconnection of Electric Service, if customer advises Company that all part of a billing is in dispute or that Company's reasons for disconnection factually invalid, Company shall: | | | | | | | |
| | (1) | immediately | record the date, tir | ne and place the con | nplaint is made; | | | |
| | (2) postpone disconnection until a full investigation is completed and the disconnection until a full investigation is completed and the disconnection. | | | | | | | |
| (3) investigate the dispute promptly and completely; and | | | | | | | | |
| | (4) | attempt to r both parties | - | informally in a manr | ner mutually satisfactory to | | | |
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| THE STAT | TE CORPORAT | TION COMMISSION | OF KANSAS | | | | |
| EVERGY KAN | | | JTH, INC., d.b.a. EVERGY KA | ANSAS CENTRAL SCHEDI | ULE Section 5 | | |
| EVE | | me of Issuing Utility) CENTRAL SERVIC | E AREA | Replacing Schedule | e GT&C Sheet 10 | | |
| | (Territory to w | hich schedule is applic | cable) | which was filed | April 18, 2012 | | |
| No supplement or separate understanding shall modify the tariff as shown hereon. | | | | She | eet 10 of 11 Sheets | | |
| | | GENER | RAL TERMS AND | CONDITIONS | | | |
| | : | | notice, in person | | in any reasonable manner directed to the appropriate | | |
| | C. In an attempt to resolve the dispute in a mutually satisfactory manner, Comparmay employ telephone communication, personal meetings, formal or information hearings, on-site visits or any other techniques reasonably conducive to settlement of the dispute. | | | | | | |
| | | Company intends | s to proceed with formal and information | n disconnection, thei al procedures availabl | and after full investigation n Company shall advise e before the Commission. roceed with disconnection | | |
| 5.07 | · | | | | | | |
| | | | | | | | |
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| THE STATE CORPORATION COMMISSION OF KANSAS EVERGY KANSAS CENTRAL, INC. & EVERGY KANSAS SOUTH, INC., d.b.a. EVERGY KANSAS CENTRAL (Name of Issuing Utility) Replacing Schedule GT&C Sheet 11 EVERGY KANSAS CENTRAL SERVICE AREA (Territory to which schedule is applicable) which was filed April 18, 2012 No supplement or separate understanding shall modify the tariff as shown hereon. Sheet 11 of 11 Sheets GENERAL TERMS AND CONDITIONS 5.08 Reconnection Charge: When a customer has been disconnected for conditions in Section | | Index | | | | | | | |
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| 5.08 Reconnection Charge: When a customer has been disconnected for conditions in Section | No supplement or separate understanding shall modify the tariff as shown hereon. | Sheet 11 of 11 Sheets | | | | | | | |
| 5.08 Reconnection Charge: When a customer has been disconnected for conditions in Section | GENERAL TERMS AND CONDITIONS | | | | | | | | |
| 5.01, Conditions for Discontinuing Electric Service, Company may require a service charge as specified in Section 12.06, Reconnection at Meter Charge, or Section 12.17, Reconnection of Service at Pole or Pedestal for reconnecting Electric Service. In addition, Company may require a Security Deposit as specified in Section 3, Credit and Security Deposit Regulations, before Electric Service is restored. If customer orders a disconnection and a reconnection at the same premises within a period of 12 months, Company will collect, as a reconnection charge, the sum of the customer charges as would have been incurred but in no event less than the reconnection charge provided for in Section 12.06, Reconnection Charge. In addition, if electric service has been disconnected because of unauthorized use, interference, tampering or diversion of electric service (meter bypass), customer shall pay Company an amount estimated by Company to be reasonable payment for electric service used and not paid for, plus the reconnection charge as provided in Section 12.18, Reconnection Charge due to Meter Tampering and/or Diversion. 5.10 Lock Ring Device: A. Company may install a Lock Ring Device on meter installations of customers provided there is evidence of a customer reconnecting service after a disconnection (self turn on) or evidence of tampering with the meter in a effort to alter the meter | 5.08 Reconnection Charge: When a customer ha 5.01, Conditions for Discontinuing Electric Ser specified in Section 12.06, Reconnection at M Service at Pole or Pedestal for reconnecting require a Security Deposit as specified in Section 5.00 before Electric Service is restored. If customer the same premises within a period of 12 months of the customer charges as than the reconnection charge provided for in Section 1.00 In addition, if electric service has been interference, tampering or diversion of electric Company an amount estimated by Company used and not paid for, plus the reconnection Charge due to Meter Tampering 1.00 Lock Ring Device: A. Company may install a Lock Ring Device of a customer charge in the customer had been interfered. The customer had been interfered to the customer charge as the customer charge as the customer charge are connected by Company used and not paid for, plus the reconnection Charge due to Meter Tampering 1.00 Lock Ring Device: A. Company may install a Lock Ring provided there is evidence of a customer charge. | as been disconnected for conditions in Section rvice, Company may require a service charge as Meter Charge, or Section 12.17, Reconnection of g Electric Service. In addition, Company may etion 3, Credit and Security Deposit Regulations, er orders a disconnection and a reconnection at onths, Company will collect, as a reconnection would have been incurred but in no event less section 12.06, Reconnection Charge. disconnected because of unauthorized use, ric service (meter bypass), customer shall pay y to be reasonable payment for electric service ection charge as provided in Section 12.18, g and/or Diversion. | | | | | | | |
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| Certitory to which schedule is applicable Sheet 1 of 1 Sheets | Cerritory to which schedule is applicable Sheet 1 of 1 Sheets | | (Name of Is | ssuing Utility) | | Replacing | Schedule G | ¹Τ&-C | Sheet | 1 |
| ### Complement or separate understanding all modify the tariff as shown hereon. ### GENERAL TERMS AND CONDITIONS 12. SCHEDULE OF MISCELLANEOUS CHARGES AND AMOUNTS | ### Complement or separate understanding all modify the tariff as shown hereon. ### GENERAL TERMS AND CONDITIONS 12. SCHEDULE OF MISCELLANEOUS CHARGES AND AMOUNTS | EVER | GY KANSAS CENT | ΓRAL SERVIC | E AREA | Replacing | Schedule | itac | _ Sheet | |
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| 12.01 Connection Charge (Re: 2.01.02, 8.02.06) \$ 5.00 12.02 Meter Reading Charge (Re: 4.04.03 & 4.04.05) \$ 10.00 12.03 Credit Due Amount (Re: 4.05.03 & 4.05.09) \$ 10.00 12.04 Bill Error Amount (Re: 4.05.09, 2.06.02) \$ 2.00 12.05 Collection or Disconnection at Meter Charge (Re: 5.07) \$ 15.00 12.06 Reconnection at Meter Charge (Re: 5.08) \$ 20.00 12.07 Insufficient Funds Charge (Re: 4.03) \$ 30.00 12.08 Insufficient Funds Service Charge (Re: 4.03) \$ 30.00 12.09 Adjustment of Bills for Meter Error (Re: 9.05 B (2)) \$ 2.00 12.10 Adjusted Bill Amount (Re: 4.05.03) \$ 2.00 12.11 Meter Test Charge (Re: 9.05 B(7)) \$ 30.00 12.12 Service Limiter Charge (Re: 5.09) \$ 30.00 12.13 Lock Ring Charge (Re: 5.09) \$ 20.00 12.14 Customer Requested Information Charge (Re: 4.14) \$ 20.00 12.14 Credit, Debit Card Fee per transaction amount for C&I customers (Re: 4.03 D) \$ 48.00 12.15 Disconnection of Service at Pole or Pedestal (Re: 5.07) \$ 20.00 12.16 Reconnection of Service at Pole or Pedestal (Re: 5.08) \$ 30.00 | 12.01 Connection Charge (Re: 2.01.02, 8.02.06) \$ 5.00 12.02 Meter Reading Charge (Re: 4.04.03 & 4.04.05) \$ 10.00 12.03 Credit Due Amount (Re: 4.05.03 & 4.05.09) \$ 10.00 12.04 Bill Error Amount (Re: 4.05.09, 2.06.02) \$ 2.00 12.05 Collection or Disconnection at Meter Charge (Re: 5.07) \$ 15.00 12.06 Reconnection at Meter Charge (Re: 5.08) \$ 20.00 12.07 Insufficient Funds Charge (Re: 4.03) \$ 30.00 12.08 Insufficient Funds Service Charge (Re: 4.03) \$ 30.00 12.09 Adjustment of Bills for Meter Error (Re: 9.05 B (2)) \$ 2.00 12.10 Adjusted Bill Amount (Re: 4.05.03) \$ 2.00 12.11 Meter Test Charge (Re: 9.05 B(7)) \$ 30.00 12.12 Service Limiter Charge (Re: 5.09) \$ 30.00 12.13 Lock Ring Charge (Re: 5.09) \$ 20.00 12.14 Customer Requested Information Charge (Re: 4.14) \$ 20.00 12.14 Credit, Debit Card Fee per transaction amount for C&I customers (Re: 4.03 D) \$ 2.703.25 % \$ 2.00 12.15 Disconnection of Service at Pole or Pedestal (Re: 5.07) \$ 20.00 12.16 Reconnection of Service at Pole or Pedestal (Re: 5.08) \$ 30.00 | | | GENEI | RAL TERMS AND | CONDITIONS | | | | |
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| | | 12.02 12.03 12.04 12.05 12.06 12.07 12.08 12.09 12.10 12.11 12.12 12.123 12.134 12.145 | Meter Reading Credit Due Amo Bill Error Amou Collection or Di Reconnection a Insufficient Fun Insufficient Fun Adjustment of E Adjusted Bill Ar Meter Test Cha Service Limiter Customer Requ Lock Ring Chai Credit, Debit Ca (Transaction a Disconnection of | Charge (Re: bunt (Re: 4.0 nt (Re: 4.05.0 sconnection at Meter Charge (Rds Service Charge (Re: 4.0 nt (Re: 4.0 nt (Re: 4.0 nt (Re: 4.0 nt (Re: 5.10) ard Fee per transport (Re: 5.10) ard Fee per transport (Re: 4.0 nt (Re: 5.10) ard Fee per transport (Re: 5.10) ard F | 4.04.03 & 4.04.05 5.03 & 4.05.09) 09, 2.06.02) at Meter Charge (Fige (Re: 5.08) e: 4.03) harge (Re: 4.03) Error (Re: 9.05 Bit (1.05.03) 5 B(7)) ation Charge (Re: 4.03) ansaction amount mited to \$5,000 or Pole or Pedestal (I | Re: 5.07) 4.14) for C&I custome less) Re: 5.07) | ers (Re: 4.00 | 3 D) | \$10.0 \$10.0 \$10.0 \$15.0 \$20.0 \$30.0 \$2.0 \$30.0 \$2.0 \$48.0 2.703.2 | 00 00 00 00 00 00 00 00 00 00 00 00 00 |
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By Darrin Ives, Vice President

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| E STATE CORPORATION CON | | ANGAG GENTEDAL GCHEDIU E | TOLL |
| RGY KANSAS CENTRAL, INC., & EVERGY (Name | e of Issuing Utility) | ANSAS CENTRAL SCHEDULE | TOU |
| | | Replacing Schedule TOU | Sheet1 |
| EVERGY KANSAS CENTI | | 1:1 (1) 1 0 001 | 7N 1 24 2020 |
| (Territory to which schedu | le is applicable) | which was filed June 8, 201 | <u> →November 24, 2020</u> |
| supplement or separate understanding ll modify the tariff as shown hereon. | | Sheet 1 of 4 Si | heets |
| | TIME OF USE - I | PILOT | |
| AVAILABLE | | | |
| Electric service is a | | chedule at points on the Co Of Use (TOU) Pilot program is | |
| APPLICABLE | | | |
| | nedule to encourage custor | otherwise served under Comp ners to shift consumption from | |
| customers eligible fo | r rate schedule RS in any | ricted to a maximum of one year and shall remain in effecting will accept applications on | t until modified o |
| | ticipate in this pilot program | ed for non-payment, or on a pa until the Commission has iss | |
| | | e Commission after the firs will detail findings and recomme | |
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| | CORPORATION | | I OF KANSAS UTH, INC., d.b.a. EVERGY | KANSAS CENTRAL SCHEDULE | TOU |
| VERUI KANSA | | Name of Issuing U | | KANSAS CENTRAL SCHEDULE | 100 |
| EVE | RGY KANSAS CE | | | Replacing Schedule | Sheet 2 |
| | Territory to which sc | | - | which was filed June | 8, 2017 November 24, 2020 |
| | or separate understandir e tariff as shown hereon | | | | of 4 Sheets |
| man mounty the | e tariii as shown hereon | • | | | or 4 Sheets |
| | | | TIME OF USE | <u>- PILOT</u> | |
| NET MO | NTHLY BILL | | | | |
| Е | BASIC SERVICE | FEE | \$14.50 | | |
| E | ENERGY CHAR | GE: | | | |
| | Winter Perio | d – Energy u | sed in the billing | months of October through | May. |
| | On-P | | | 2 <mark>7590</mark> ¢ per kWh | |
| | Off-P | eak | 5. <u>3886</u> | 6 <mark>4167</mark> ¢ per kWh | |
| | Summer Per | iod – Energy | used in the billin | g months of June through | September |
| | On-P Interr Off-P | mediate-Peak | k: 10. <mark>2527</mark> | <mark>18575</mark> ¢ per kWh 7 <mark>3062</mark> ¢ per kWh 2 <mark>5891</mark> ¢ per kWh | |
| | Plus | all applicable | adjustments and | d surcharges. | |
| ADJUST | MENTS AND S | URCHARGE | <u>S</u> | | |
| Т | he rates hereun | der are subje | ect to adjustment | as provided in the following | g schedules: |
| | 1. Retai | I Energy Cos | st Adjustment | | |
| | 2. Prope | erty Tax Surc | charge | | |
| | 3. Trans | smission Deli | very Charge | | |
| | 4. Envir | onmental Co | st Recovery Ride | er | |
| | | | y Program Rider | | |
| | | gy Efficiency | | | |
| | | Adjustment | | | |
| | Plus all appli | cable adjustr | ments and surcha | arges. | |
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|---|--|----------------|--|-------|
| E STATE CORPORATION COMMISSION OF KANSA RGY KANSAS CENTRAL, INC., & EVERGY KANSAS SOUTH, INC., d.b.a. 1 | | SCHEDULE | TOU | |
| (Name of Issuing Utility) | EVERGI INIVOID CENTRIE | _ | | |
| EVERGY KANSAS CENTRAL RATE AREA | Replacing | ScheduleT0 | OUSheet | 3 |
| (Territory to which schedule is applicable) | which was | filed June 8 | 3 , 2017 <u>November 24</u> | , 202 |
| supplement or separate understanding all modify the tariff as shown hereon. | | Sheet 3 o | of 4 Sheets | |
| TIME OF | USE - PILOT | | | |
| DETERMINATION OF PRICING PERIODS | | | | |
| Pricing periods are established in Central weekends. The hours of the pricing perio | | | | /s ar |
| Winter Period – Energy used in the b | oilling months of Octob | per through | May. | |
| On-Peak: Off-Peak: | Weekdays 10:00 AM Weekends, Holidays, | | lours | |
| Summer Period – Energy used in the | e billing months of Jun | e through S | September | |
| On-Peak: Intermediate-Peak: Off-Peak: | Weekdays 1:00 PM - Weekdays 10:00 AM Weekends, Holidays, | - 1:00 PM | lours | |
| MINIMUM CHARGE | | | | |
| The Basic Service Fee, plus the minimu applicable adjustments and surcharges. | m specified in the Ele | ectric Servic | e Agreement, p | lus |
| DEFINITIONS & CONDITIONS | | | | |
| Service shall be provided for a fix thereafter until terminated by either of the desire to terminate. | | | | |
| 2. Service under this optional pilot p | rogram will commence | e at the start | t of a billing cycl | le. |
| sued February 14 2020 | | | | |

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Darrin Ives, Vice President

2021 Year

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| | RPORATION COMMISSION OF KANSAS NTRAL, INC., & EVERGY KANSAS SOUTH, INC., d.b.a. EVERGY K | ANSAS CENTRAL SCHEDULE | TOU |
| | (Name of Issuing Utility) | | |
| EVERG | Y KANSAS CENTRAL RATE AREA | Replacing Schedule TOU | Sheet 4 |
| | tory to which schedule is applicable) | which was filed June 8, 20 | 17 November 24, 2020 |
| applement or set | parate understanding ff as shown hereon. | Sheet 4 of 4 S | Sheets |
| | | | |
| | TIME OF USE - | <u>PILOT</u> | |
| 3. | Customers served under this optional particle Average Payment Plan until billing command system. Participating customers are also billing and electronic messaging (alerts) is analyzed for effectiveness with the TOU | nences on the Customer Care estrongly encouraged to particle f available to them so that the | e and Billing (CCB cipate in electronic |
| 4. | Company shall install metering equipme rate described herein. | nt capable of accommodating | g the Time of Use |
| 5. | Holidays are defined as: New Year's Day Thanksgiving Day, Christmas Eve and C | | e Day, Labor Day |
| 6. | Company reserves the right to refuse ser- pertaining either to safety conditions at C at the sole discretion of the Company. | | |
| 7. | Service under this rate schedule is subjective presently on file with the State Corporation subsequently approved. | | |
| 8. | All provisions of this rate schedule are su authority having jurisdiction. | bject to changes made by ord | er of the regulator |
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| THE STATE CORPORATION COMMISSION OF KANSAS | CONTRA I | TO.U | |
| EVERGY KANSAS CENTRAL, INC., & EVERGY KANSAS SOUTH, INC., d.b.a. EVERG | GY KANSAS CENTRAL SCHEDUL | .ETOU | |
| (Name of Issuing Utility) | Replacing Schedule_ | TOU Sheet 1 | |
| EVERGY KANSAS CENTRAL RATE AREA | | | |
| (Territory to which schedule is applicable) which was filed November 24, 2020 | | | |
| No supplement or separate understanding shall modify the tariff as shown hereon. | Shee | t 1 of 4 Sheets | |
| TIME OF USE | <u>- PILOT</u> | | |
| <u>AVAILABLE</u> | | | |
| Electric service is available under this rate distribution system. Participation in the Time customers. | • | . , | |
| <u>APPLICABLE</u> | | | |
| TOU shall be available as an option to custom Service (RS) rate schedule to encourage cus periods to lower-cost time periods. | | | |
| TOU is a three-year pilot program that is recustomers eligible for rate schedule RS in arterminated by order of the Commission. Comserved basis. | ny year and shall remain i | n effect until modified or | |
| A customer exiting the pilot program, disconner not be allowed to participate in this pilot program the pilot program report. | | | |
| Company will file a report on TOU with implementation of the pilot program. Such rep | | , | |
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| THE STATE CORPORATION COMMISSION OF KANSAS | | | | |
| EVERGY KANSAS CENTRAL, INC., & EVERGY KANSAS SOUTH, INC., d.b.a. EVERGY KANSAS | CENTRAL | SCHEDULE | TOU | |
| (Name of Issuing Utility) | Replacing | g Schedule | TOUSheet | 2 |
| EVERGY KANSAS CENTRAL RATE AREA | 1 0 | | | |
| (Territory to which schedule is applicable) | which wa | s filed | November 24, 2020 | |
| No supplement or separate understanding | | Sheet 2 | 2 of 4 Sheets | |

TIME OF USE - PILOT

NET MONTHLY BILL

BASIC SERVICE FEE \$14.50

ENERGY CHARGE:

Winter Period – Energy used in the billing months of October through May.

On-Peak: 8.7136¢ per kWh Off-Peak 5.3886¢ per kWh

Summer Period – Energy used in the billing months of June through September

On-Peak: 14.7804¢ per kWh Intermediate-Peak: 10.2527¢ per kWh Off-Peak: 6.5549¢ per kWh

Plus all applicable adjustments and surcharges.

ADJUSTMENTS AND SURCHARGES

The rates hereunder are subject to adjustment as provided in the following schedules:

- 1. Retail Energy Cost Adjustment
- 2. Property Tax Surcharge
- 3. Transmission Delivery Charge
- **Environmental Cost Recovery Rider** 4.
- Renewable Energy Program Rider 5.
- 6. **Energy Efficiency Rider**
- Tax Adjustment 7.

Plus all applicable adjustments and surcharges.

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| THE STATE CORPORATION COMMISSION OF KANSAS | | | |
| EVERGY KANSAS CENTRAL, INC., & EVERGY KANSAS SOUTH, INC., d.b.a. EVERG | Y KANSAS CENTRAL | SCHEDULE | TOU |
| (Name of Issuing Utility) | Replacing | ScheduleT | OU Sheet 3 |
| EVERGY KANSAS CENTRAL RATE AREA | Kepiaenig | Senedule | Sheet |
| (Territory to which schedule is applicable) | which was | filed N | Jovember 24, 2020 |
| No supplement or separate understanding shall modify the tariff as shown hereon. | | Sheet 3 | of 4 Sheets |

TIME OF USE - PILOT

DETERMINATION OF PRICING PERIODS

Pricing periods are established in Central Standard Time year round by season for weekdays and weekends. The hours of the pricing periods for the price levels are as follows:

Winter Period – Energy used in the billing months of October through May.

On-Peak: Weekdays 10:00 AM – 8:00 PM Weekends, Holidays, All Other Hours

Summer Period – Energy used in the billing months of June through September

On-Peak: Weekdays 1:00 PM - 8:00 PM
Intermediate-Peak: Weekdays 10:00 AM - 1:00 PM
Off-Peak: Weekends, Holidays, All Other Hours

MINIMUM CHARGE

The Basic Service Fee, plus the minimum specified in the Electric Service Agreement, plus all applicable adjustments and surcharges.

DEFINITIONS & CONDITIONS

- 1. Service shall be provided for a fixed term of not less than one (1) year and for such time thereafter until terminated by either party giving thirty (30) days written notice to the other of the desire to terminate.
- 2. Service under this optional pilot program will commence at the start of a billing cycle.

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| | RPORATION COMMISSION OF KANSAS ITRAL, INC., & EVERGY KANSAS SOUTH, INC., d.b.a. EVER | GY KANSAS CENTRAL | SCHEDU | LE | TOU | |
| | (Name of Issuing Utility) | Danlasin | a Cahadula | TOU | Chast 4 | |
| EVERGY KANSAS CENTRAL RATE AREA | | кергаст | g Schedule_ | 100 | Sheet 4 | |
| (Territory to which schedule is applicable) | | which w | as filed | Novembe | er 24, 2020 | |
| No supplement or separate understanding shall modify the tariff as shown hereon. | | Sheet 4 of 4 Sheets | | | | |
| | TIME OF USI | E - PILOT | | | | |
| 3. | 3. Customers served under this optional pilot program will not be eligible for Company's Average Payment Plan until billing commences on the Customer Care and Billing (CCB) system. Participating customers are strongly encouraged to participate in electronic billing and electronic messaging (alerts) if available to them so that these options may be analyzed for effectiveness with the TOU Rate Option. | | | | | |
| 4. | Company shall install metering equiporate described herein. | uipment capable of accommodating the Time of Use | | | | |
| 5. | Holidays are defined as: New Year's Thanksgiving Day, Christmas Eve and | r's Day, Memorial Day, Independence Day, Labor Day, and Christmas Day | | | | |
| 6. | | se service under this optional pilot program for reasons as at Customer premises or to technological limitations, any. | | | | |
| 7. | | subject to Company's General Terms and Conditions coration Commission of Kansas and any modification | | | | |
| 8. | All provisions of this rate schedule are authority having jurisdiction. | subject to chang | ges made | by order | of the regulate | ory |
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