BEFORE THE STATE CORPORATION COMMISSION OF THE STATE OF KANSAS

| In the Matter of the Application |) | | 20 EVME 250 TAD |
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| of Evergy Metro, Inc. for Approval of |) | Docket No. | 20-EKME-358-TAR |
| Customer Forward Program Tariff Changes |) | | |

APPLICATION OF EVERGY METRO, INC. FOR APPROVAL OF TARIFF CHANGES TO IMPLEMENT CONSOLIDATED CUSTOMER FORWARD PROGRAM

COMES NOW Evergy Metro, Inc. d/b/a Evergy Kansas Metro ("Evergy Kansas Metro") (formerly known as Kansas City Power & Light Company), and hereby requests from the State Corporation Commission of the State of Kansas ("Commission" or "KCC") approval of certain tariff changes necessary to implement an integrated Customer Forward Program with Evergy Kansas Central, Inc. In furtherance of this Application, Evergy Kansas Metro states as follows:

- 1. Evergy Kansas Metro is a Missouri corporation and a vertically integrated electric public utility company under the jurisdiction of the Commission engaged in the production, transmission, delivery and furnishing of power within the meaning of K.S.A. 66-104, in legally designated areas of Kansas. Evergy Kansas Metro holds a certificate of convenience and authority issued by the Commission, authorizing Evergy Kansas Metro to engage in such utility business. Evergy Kansas Metro has previously filed with the Commission certified copies of its Articles of Incorporation under which it was organized, its Certificate of Registration as a Foreign Corporation authorized to do business in Kansas, and all amendments thereto and restatements thereof, and the same are incorporated herein by reference.
- 2. The Commission approved the merger of Great Plains Energy Incorporated (Great Plains), Kansas City Power and Light Company (now Evergy Kansas Metro) and Westar Energy, Inc. (now Evergy Kansas Central) in its Order Approving Merger issued on May 24, 2018 in Docket No. 18-KCPE-095-MER ("095 Docket"). The merger closed on June 4, 2018. As part of the

merged companies' efforts to integrate the operations of the two legacy operating utilities and obtain efficiencies as discussed in the 095 Docket, the merged companies have begun the process of integrating their various IT systems. One such project is the Customer Forward Program – the integration and consolidation of the merged companies' customer service systems by moving the Evergy Kansas Central customers onto Evergy Kansas Metro's recently developed customer service system. The goal of the Customer Forward Program is to integrate customer systems in order to create efficiencies and create a seamless and improved experience for Evergy Kansas Metro's and Evergy Kansas Central's customers and employees.

3. In order to consolidate the merged companies' customer systems, it is necessary to align the customer practices of each operating utility, as well as the governing tariffs that address those practices. Therefore, the companies are filing this Application for Evergy Kansas Metro and a parallel application for Evergy Kansas Central, in order to request approval of the necessary tariff changes to align their customer practices and implement the Customer Forward Program.

4. The tariff changes proposed for Evergy Kansas Metro are summarized in the table below and are also reflected in the clean and redlined versions of Evergy Kansas Metro's tariffs, attached hereto.

| Topic | Tariff Pages Affected | Description of Changes |
|--|---|--|
| Align length of time to pay after a billing adjustment | Previously Section 4.02 (B), Schedule 1.23 | For Evergy Kansas Metro, the wording is being changed to allow the flexibility of more time to pay in the event of a billing adjustment. |
| Estimation Process | Previously Section 4.08, Schedule 1.31A | All jurisdictions will have an update to the estimation process. For Evergy Kansas Metro, clarification wording will be added. The process used is not changing but the details of how it works are being clarified. |
| Commercial Credit Card Payments | Previously Section 4.03C-D, Schedule 1.24-1.25 | Adding language that allows acceptance of commercial credit card payments up to \$5,000 per transaction with a fee of 2.7% |
| Diversion Charges | Previously Section 5.10(B)(7), Schedule 1.42, Sheet 42 and Section 6.10, Schedule 1.52, Sheet 52 | Adding language to collect all diversion related charges (usage, damages, etc.) prior to reconnect. |

5. Currently, Evergy Kansas Metro expects the consolidated Customer Forward Program to be completed and operational by October 12, 2020; however, that date could change as the company works through the implementation process. Evergy Kansas Metro will not be able to implement the practices supported by the proposed tariff changes until the time that the Customer Forward Program goes live. Therefore, Evergy Kansas Metro requests that the Commission approve the proposed tariff changes to be effective in conjunction with the date the

consolidated Customer Forward Program begins operation. Once that date becomes final, Evergy Kansas Metro will file a notice with the Commission notifying it and the parties of the exact effective date and requesting that the tariffs be file-stamped with that effective date.

WHEREFORE, Evergy Kansas Metro respectfully requests that the Commission approve the proposed tariff revisions to be effective in conjunction with the implementation of the consolidated Customer Forward Program as discussed herein.

Respectfully submitted,

|s| Cathryn J. Dinges

Cathryn J. Dinges (#20848) Corporate Counsel 818 South Kansas Avenue Topeka, Kansas 66612 Telephone: (785) 575-8344

Fax: (785) 575-8136

Cathy.Dinges@evergy.com

Counsel for Evergy Metro, Inc.

VERIFICATION

| STATE OF KANSAS |) |
|-------------------|------|
| |) ss |
| COUNTY OF SHAWNEE |) |

The undersigned, Cathryn Dinges, upon oath first duly sworn, states that she is Corporate Counsel for Evergy Metro, Inc., that she has reviewed the foregoing pleading, that she is familiar with the contents thereof, and that the statements contained therein are true and correct to the best of her knowledge and belief.

Cathryn Dinges

Subscribed and sworn to before me this 4th day of February, 2020.

NOTARY PUBLIC - State of Kansas

LESLIE R. WINES

My Appt. Exp. 5/30/22

My appointment expires: May 30, 2022

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| | 2. The da | ite the mete | r was read and the | e date of the bill; | | | | | |
| | 3. The fir impose | • | which a payment | can be received before a deli | nquency charge is | | | | |
| | 4. Actual | or estimate | d usage during the | billing period; | | | | | |
| | receive | ed before th | | prior to the final date by which delinquent and the amount aquent; | | | | | |
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Darrin Ives, Vice President

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| | 8. | The amount | due, sepa | arately sta | ated, for | franchise | taxes and | sales ta | axes; | | |
| | 9. The address and telephone number of the Company and the identification person or office where a Customer may report a disputed bill, make an concerning a bill, delinquency or termination of service, or otherwise inquire. | | | | | | e an i | | | | |
| | 10. | changes mu | st be mad | de availab | ing overall changes in rate changes in rates and custom ilable to customers through bill inserts or direct mail who due to a rate case. | | | | | | |
| B. | meter Compurs most the 0 5.01 equal length | adjustments to previous billings which were based on estimated usage or Customer ter readings shall be shown on the bill. The adjustment shall be made after the impany has determined the actual usage by a meter reading, if available and usable suant to Rule 9.12(B)(1-3) and shall be calculated for the period between the prior and st recent meter reading available and usable by the Company. If the Customer owes Company additional money as a result of the adjustment, except in cases under Rule 1(H) the Customer, upon his request, shall be permitted to pay the additional charge in all monthly installments over a period the same amount of time at least equal to as the 10th of the adjusted billing period. If the Company owes the Customer a refund, it shall bear as a credit on the Customer's next bill. If the credit exceeds \$10, upon Customer usest, the Company shall refund the overpayment. | | | | | | er the usable or and owes r Rule arge in as the it shall | | | |
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| | | | | AL RULES AND I YING TO ELECTI | | | | | |
| | C. | Special ser Commissio connection separately balance cu additional u | vices are thosen, such as therewith. from chargeserrently due for | se not authorized the sale of mer Charges for spe for electric service or utility service (such as discon | electric service other charges for by tariff or otherwise specifical chandise, insulation or servecial services shall be designed. Partial payments shall be beginning with the oldest senection, reconnection or return | ally regulated by the vices performed in gnated clearly and applied first to the rvice debt, then to | | | |
| | D. | If the Customer is paying under an average payment plan, each bill shall also clearly disclose the difference of the total amount paid to date as compared to the cumulative actual usage, in dollars, to date. | | | | | | | |
| | E. | If the Customer is paying an arrearage under the Cold Weather Rule or other payment plan, those monthly amounts shall be printed on the bill and clearly labeled. | | | | | | | |
| 4.03 | PA | YMENT OF B | ILLS: | | | | | | |
| | A. | | | | e Company shall, upon rendinet amount thereof. | ition (by mailing or | | | |
| | B. | A bill for electric service is considered paid when the full amount due is received by mail or at an authorized pay agent of the Company. Payments due on Saturday, Sunday or a legal holiday shall be considered as paid when due if received on the next business day. | | | | | | | |
| | C. | Bills for electric service may be paid in cash, or with approved credit and debit cards. Non-residential Customers will be limited to \$5,000 per transaction and will pay to authorized agent a fee of 2.7%-Additionally, residential service customers may also pay by approved credit and debit cards. | | | | | | | |
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| supplement or se ll modify the tari | parate understandin ff as shown hereon. | g | | Sheet 4 of 1 | 2 Sheets | |
| | | _ | AL RULES AND I | | | |
| D. | The following | ng describe th | ne Company's bill | payment methods: | | |
| | b. Recui custo may k return Metro c. Pay ir along acces custo fee fo (C)); d. Pay C bank websi than k e. Pay E custo Paym custo | The Compareason other tring Paymemer's bank are done by used payment and payment and payment are service or any reason on Line: Pay account. Pay account. Pay account. Pay Phone: mer's bank are to this mer service are service are service. | ny may require a han bank error. (Int: Payment maccount through se of approved cree for any reason); ayment may be made ayment may be made ayment by this repany may require CPL Evergy Kanse Payment may be account or may be method is access phone number. The count or may be account or may be method is access phone number. The count or may be method is access phone number. | returned payment fee for pay CCPL-Evergy Kansas Metro Ray be made automatically the Company's recurring payedit or debit card. The Company on other than bank error. (KC) adde in person with cash, check authorized pay station. A vebsite or by calling the Company may require a company and ACH debit for the Company may require a company and the company may require a company ma | rments returned for Rule 4.06 (C)); each month from the company order returned payment is Metro. Rule 4.00 company's toll free returned payment is Metro. Rule 4.00 company's rany reason other company's rany reason other company's redit or debit cards local or toll free returned payment is local or toll free returned payment. | |
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| EVER | GY KANSA | S METRO | SERVICE A | REA | Replacing | Schedule 1.22 | 1.5171 | Silc <u>ct</u> | |
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| lo supplement | or separate und | erstanding | | | | | | | |
| nall modify th | or separate und the tariff as show | n hereon. | | | | Sheet 5 of | 12 Sheets | 3 | |
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| | | | | ING TO ELECT | | | | | |
| | | | | | | | | | |
| | , | | 1. | · · · · · | | | | | |
| | f. | | | tion fees by payr | | | | | |
| | | i. | | yment | | D per transact | | | |
| | | ii. | , | -Person | • | per transact | | | |
| | | iii. | • | n-Line | | D per transact | | | |
| | | iv. | Pay B | y Phone | | D per transact | | | |
| | | V. | Pay B | y Credit/Debit | \$0.00 | Der transact | ion, res | sidential | |
| | | | | | 2.7% | 6 per transacti | on, nor | n-reside | ntial |
| | G. Non-bills and stails be el 4.03(| of the comer's bill residential become come to pay an ligible in to provide the companion of the companion o | delinquent, and colle I Custome lelinquent. id by the (undispute he future toly to all su | inquent, a late paramount owed for amount owed for the result of the res | or current utiline Company man 14-day extension (1%) charge with ess of when particularly delinquent date at remain unpair f service may remain unpair extended fervice may remain united fervices fervice may remain united fervices ferv | ty service wing be initiated. The definition of the date of the date of the date, the date of the date on the 16th of the definition of the date of the definition of the date of th | e upon to each de. If the Cust e paymenday afte | which un month he Customer went chair er rending of payer | npaid 's bill, tomer rill not rge in tion. |
| ssued | | 5.08 shall | be applied 14 Day | | | | | | |
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| No suppleme shall modify | nt or separate understanding the tariff as shown hereon. | | | Shee | et 6 of 12 Sheet | s | | | |
| | | _ | RULES AND F | | | | | | |
| 4.04 | DEFAULT: | | | | | | | | |
| | Failure of the Customer to pay any amount due the Company under the Customer's service agreement in the full amount due before the same becomes delinquent shall constitute a default by the Customer in his service agreement. The Customer's obligation to pay the amount due the Company under the Customer's service agreement shall be separate from other obligations and claims between the Company and the Customer. Failure by the Customer to pay obligations to and claims by the Company, other than amounts due the Company under the Customer's service agreement, shall not constitute a default justifying discontinuance of electric service under Rule 5.01 and the failure of the Company to pay obligations to or claims by the Customer, or to give the Customer credit therefore shall not justify failure by the Customer to pay the amount due the Company under the Customer's service agreement nor prevent default by the Customer. | | | | | | | | |
| 4.05 | MAILING BILLS: | | | | | | | | |
| | designated by the C payments due to the duplicate bill to the l expediting payment | Customer. If e Customer's home office of the non-re | a non-residentia s accounting pro- or other location ceipt of a bill by | address or such other not | e unable to n shall offer to ill be made a release or d | nake timely s issue a as a means o iminish the | | | |
| | | | | | | | | | |
| 4.06 | OTHER CHARGES | S : | | | | | | | |
| 4.06 | A. TEMPORARY estimated cos | SERVICE Notes of Service 1 | | The Customer shall pa cting the Company's fa an \$25. | | | | | |
| 4.06 | A. TEMPORARY estimated cos | SERVICE Notes of Service 1 | ng and disconne | cting the Company's fa | | | | | |
| 4.06 Issued | A. TEMPORARY estimated cos 2.03. In no ca | SERVICE Notes of Service 1 | ng and disconne | cting the Company's fa | | | | | |
| | A. TEMPORARY estimated cos 2.03. In no ca | SERVICE Notes to see will the cl | ng and disconne harge be less that the second secon | cting the Company's fa | | | | | |

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| | ritory to which sch | | | which was filed | | | | | | |
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| | | _ | AL RULES AND YING TO ELECT | | | | | | | |
| В. | | | | ustomer does not furnis read the meter and cha | | | | | | |
| C. | by K.S.A. 21 | RETURNED CHECK CHARGE: A charge not to exceed \$30.00, the maximum provided by K.S.A. 21-3707, may be assessed when a Customer's check is returned due to insufficient funds. | | | | | | | | |
| D. | D. METER TEST FEE: The Company may charge \$15 for meter tests made at the Customer's request if upon test the average meter error is found to be 2% or less. | | | | | | | | | |
| 4.07 A\ | /ERAGE PAYN | IENT PLAN | : | | | | | | | |
| A. | service unde Customers I Company u | er any Resid may elect to nder said rat Plan is a self- | ential Service or S be billed, and mu e schedules in ac | Plan (Plan) is available to Small General Service ra st pay, for all electric ser cordance with the terms n that tends to smooth o | ate schedulervice provider and provis | e. Qualified ed by the ions of the | | | | |
| В. | | | gible to be billed of following require | under the terms and pro ments: | visions of th | ne Plan, the | | | | |
| | 2. The C premis | Sustomer muses for at lea | ist have received ast twelve (12) mo | eiving service under one service continuously a onths prior to the election mined in accordance wi | t the Custo on or agree | mer's present to Company's | | | | |
| | | Customer m | | ny delinquent amount | | ` ' | | | | |
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| | KANSAS METE tory to which sch | | | which was filed | .SIA Slic <u>et 6</u> | | | | | |
| No supplement or set shall modify the tarif | parate understanding If as shown hereon. | | | Sheet 8 of 12 | 2 Sheets | | | | | |
| | 4. The C | APPL | AL RULES AND I | | Company's General | | | | | |
| C. | Rules ELECTION: Residential which shall amount due pays the Av | Rules and Regulations Applying to Electric Service. ELECTION: Each month the Company will notify eligible Customers then served under Residential Service or Small General Service rate schedules of the Plan 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 Plan if the Customer pays the Average Payment amount. A Customer may also elect to be billed under the Plan at any time by contacting the Company's Customer Care Center. | | | | | | | | |
| D. | PAYMENT balance in a | PAYMENT OF ARREARS UNDER THE PLAN: Customers who have an account balance in arrears shall be informed of, and may elect to be billed on this Average Payment Plan, if the following conditions are satisfied: | | | | | | | | |
| | includi 4.07(E 2. The ar 3. The C amour | ng an agree)); rearage is no sustomer agr nt in arrears, | ment under the pot as a result of tales to pay, in tw | of default of a previous parovisions of the Cold Weather impering or diversion; elve equal installments, an a e (12), plus the Average Payr 4.07(E). | er Rule or this Rule | | | | | |
| | of the arreation considered Rule 5. The condition of | ars amount, in default, a e Company reconnection and shall | or who causes on subject to discount may require pay nown. A Customer when | yments of the Average Paymor permits diversion of electriconnection in accordance with ment in full of the total amore is in default will be remove or participation in the Plan until | c service, shall be h the provisions of unt in arrears as a d from the Average | | | | | |
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| | | AS METRO SERVICE which schedule is application. | | which was filed | JIA Slic <u>et 7</u> | | |
| supplement or s | eparate un | derstanding wn hereon. | | Sheet 9 of 12 Sheets | | | |
| | | _ | AL RULES AND YING TO ELECT | | | | |
| E. | AVE | RAGE PAYMENT | AMOUNT: | | | | |
| | If the customer has twelve (12) months of usage history at the premises calculation of the Plan payment will be the average of the last twelve (12) mon bills for the customer. Each month, the Company will average the prior twelve bills for the customer, along with the cumulative balance of the Plan payr compared to actual usage ((prior 12 bills + over/under balance)÷ 12); comme sixty (60) days from the effective date of the tariff, the Plan payment will automa adjust on the next month's bill if there is more than a 10% variance in the calcufrom the current Plan payment amount. | | | | | | |
| | 2. | | | twelve (12) months of usage history at the premises average of the last nine (9) months of bills for the | | | |
| | | otherwise eligible customer service | for an average representative (CS | 9) months of usage history at payment plan, the customer SR). At that time, the CSR will wing usage history of nearby | must speak to manually calcula | | |
| | | For the purpose of calculating an average payment amount, "like premises" mean premises of customers served under the same rate schedule for customers service under Residential Service rate schedules and "like premises" means premises customers served under the same rate schedule and operating in a similar industrior customers serviced under Small General Service rate schedules. | | | | | |
| | | nine (9) months | of usage history a | eneral Service rate schedules t the premises shall be ineliq vith like premises is not availat | gible for the plan | | |
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| | | | | | AL RULES AND I YING TO ELECTI | | | | | |
| | | 3. | Adjust | tments: | | | | | | |
| | | | | The monthly rate schedule | | e under the Plan will be | adjusted t | to reflec | ct any | |
| | b. 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. | | | | | | | | | |
| | | 4. | Revie | w of Contrac | t: | | | | | |
| | | | | • | t any time, reque average paymen | est that the Company revit amount | view the a | account | for a | |
| | F. | PAY | MENT: | | | | | | | |
| | | bill a | and the | amount ha | is a debit balanc | ot paid before the delinque, the Customer will be t (2%) of the Average Pay | billed a | ate pay | yment | |
| | G. | | | | election shall con any of the followir | tinue from month to mong events: | nth, unles | s termi | inated | |
| | | 1. | | | | with the Company. The on actual unpaid usage to | | will ren | nder a | |
| | | 2. | | mer's unpaid | - | tion of Plan billing. Uest billing date plus any a | • | | | |
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| | H. | 3. 4. GEN abor Cus | If the Counder to arrears subseque paying Center. No intended terminal ter | APPL customer fathis Plan, Plan in notights or obtains the customer fathis substitution. | lan billing may be due and payabled. The Custon ts due and notified be due from or Defended by modifies, tepligations, under | REGULATIONS | ted on any mer's unpain actual usuilled under istomer Conner as a response of the Conner as a response of the Conner as expresponse of the Conner as a response of the Con | bill rend usage we the Plemmuni esult of ssly se compans apply | e plus vill be an by cation Plan t forth by's or ing to | |
| 4.08 | | ГІМАТ | | . PROCED | | | | | | |
| | Α. | 1. | 1. For customers with Advanced Metering Infrastructure (AMI) meters, when a current meter read is unavailable, the system will average consumption from the Last read plus three-prior days to estimate the read. If that information is not available, a second estimation attempts will be made. The system will average the usage from five historical reads from the previous year. It will average the usage from the read in prior year from the same day as being estimated along with the three days prior and one day after. If the second estimation attempt is not successful, then the estimation is a manual process. The Billing Department will estimate usage based on historical usage information from the same premise and if and not available, the usage of customers with like premises. | | | | | | | |
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| | syst <u>usag</u> billin will estir Billir | APPLY customer with em will average ge 35 days bef g month. If tha be made by average nation attempt ng Department | e the usage fror ore and the usa t information is represented in the usa is not successful will estimate usa | | billing month, the and the following estimation attempt gs. If the second nual process. The formation from the | |
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| | | | | AL RULES AND I | | | | | | |
| | | | 5. DIS | CONTINUANCE | OF SERVICE | | | | | |
| 5.01 | DIS | CONTINUA | NCE OF ELEC | CTRIC SERVICE: | | | | | | |
| | The Customer shall at all times observe and perform his obligations to the Company under his service agreement. The Company may discontinue or refuse service for any of the following reasons: | | | | | | | | | |
| | A. | When re | quested by the | e Customer. | | | | | | |
| | B. When a bill becomes delinquent as specified in Rule 4.03 and after proper notice, as defined below in Rule 5.04, has been given the Customer. | | | | | | | | | |
| | C. | When a | dangerous co | ndition exists on th | ne Customer's premises. | | | | | |
| | D. | specified | | nas a previous und | dit information, security deposi disputed and unpaid separate a | | | | | |
| | E. | service. incomple | If the Compa te information he Customer | ny has reason to for the purpose | or her identity for the purpose of suspect that the Customer has of obtaining electric service, the proof of identity and/or resident | provided false or ne Company may | | | | |
| | F. | hours, to | equipment i | <u> </u> | mpany personnel access, during premises of the Customer for or replacement. | 0 | | | | |
| | G. | | | | f the Company which might acrity of the Company's delivery s | | | | | |
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| | | | | AL RULES AND YING TO ELECT | REGULATIONS TRIC SERVICE | | | | | |
| | H. | | | auses, permits or ruse of utility ser | r benefits from the unauthorized in vice. | nterference with, | | | | |
| 5.02 | EXC | EPTIONS: | | | | | | | | |
| | The | Company sh | nall not discon | tinue service for | the following circumstances: | | | | | |
| | A. The failure of the Customer to pay for special charges. | | | | | | | | | |
| | B. The failure of the Customer to pay for service received at a concurrent and separate metering point, residence or location. In the event of discontinuance or termination of service at a separate metering point, residence, or location in accordance with the Rules, the Company may transfer any unpaid balance to any other service account with the Customer's written consent, provided, however, that in the event of the failure of the Customer to pay a final bill at any metering point, residence or location, the Company may transfer such unpaid balance to any successive service account opened by the Customer for the same class of service, and may discontinue service at such successive metering point, residence or location for nonpayment of such transferred amount. | | | | | | | | | |
| | C. | location. billing the | The placing usage of sp | of more than or pecific devices u | a different class of service received meter at the same location for ander optional rate schedules or performent for the purpose of this Rule 5.02. | r the purpose of provisions is not | | | | |
| | D. | | | | amount which is disputed in good nts not in dispute. | d faith; provided, | | | | |
| | E. | agreeme | | | ccount more than five (5) years of the count more than five (5) years of the country of the coun | | | | | |
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| No suppleme shall modify | nt or separate understandir the tariff as shown hereon | ng | | Sheet 3 of 14 S | Sheets | | | | |
| | F. If a Residential Customer establishes with the Company that discontinuance of service would be especially dangerous to the health of the Customer, resident member of the Customer's family or other permanent resident at the Customer's service address and (i) such Customer is unable to pay for such service in accordance with the requirements of the Company's billing, or (ii) is able to pay for such service only in installments, the Company shall either allow payment in reasonable installments or postpone discontinuance of service for at least twenty-one (21) days so that the Customer can make arrangements for reasonable installment payments. In determining whether discontinuance would be especially dangerous to health, consideration shall be given to the weather, and the Customer's or other residents' medical condition, age or disability. The Company reserves the right to request written medical confirmation of the medical condition or emergency. The Company may allow installment payments of currently due amounts under a satisfactory credit arrangement. 5.03 AVAILABILITY OF COMPANY PERSONNEL: | | | | | | | | |
| 5.03 | | | · | igement. | | | | | |
| | Except for disco | | | 01(A), (C), (G), or (H), the Co | ompany shall not | | | | |
| | pursuant day follo | to Rules 5.0 | 4(F)(6) are availal nection for the p | ersonnel identified in the notice ole one hour after disconnection urpose of making payment a | n and on the full | | | | |
| | | | | o pay, at the service address, sconnection or provide for reco | | | | | |
| 5.04 | CUSTOMER NO | TIFICATION | : | | | | | | |
| | The Company sl to the following s | | nnect service to a | ny Customer without first giving | notice according | | | | |
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| | A. | is (i) at the the Composity | ne Customer's pany's Rules v | s request, or (ii) a which might adve mpany's delivery | iven prior to disconnection disconnection expenses a dangerous condition expenses affect the Custome occurs, in | xists, or (ii r's or othe | i) a violation of r's safety or the | |
| | B. | may disc persons of premises Company | continue servi other than the where sucl or shall give s | ice immediately. Customer or me h unauthorized | cal diversion of service in However, if the Composite mbers of the Customer's interference or diversion wo (2) day written or two controls. | any has la family are on is taki | knowledge that residing at the ng place, the | |
| | C. | the time Company the Custo the Comp ten (10) o verbal co | period(s) sp will attempt omer is conta pany fails to r days after the ntacts with the omer how to de- | ecified in 3.01(E to make telepho cted, disconnecti nake telephone of written notice of e Customer purs | ested positive proof of ice), the Company may come or personal contact was place after or personal contact, discondisconnection is mailed. Luant to this Rule 5.04(C), the protection of the p | disconnect with the Cours I defend to As part or the Comp | service. The ustomer, and if has elapsed. If may take place f all written and pany will advise | |
| | D. | information case of resident is compless mailed as | on, or adverting esidential occurrence to the community of the community o | sing, or delivered cupancy, to the a ing. The Compai ive dates of the | service shall be sent so to the account's name address where service is my shall maintain a recommotice. The notice shall an ection as described in the service of the serv | and addrounced and addrounced and address | ess and, in the Notice by mail te the notice is | |
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| E. | notice days p | of disconnection | n shall be posted nnection date un | nvolves more than one reside in the residential common are less a dangerous condition ex | ea at least five (5) | | |
| F. | The di | isconnection notic | ce shall contain th | e following information: | | | |
| | 1. | | address of the dress, where servi | Customer and the address, if ce is provided. | different from the | | |
| A clear and concise statement of the reason for the proposed disconservice and the cost and conditions for reconnection of service. | | | | | | | |
| | 3. | The dates betw appropriate acti | | e can be discontinued unless th | ne Customer takes | | |
| | 4. | Terms under wh | nich the Custome | r may avoid discontinuance of | service. | | |
| | 5. | A statement that discontinuance of service may be postponed or avoided if the Customer can demonstrate that special circumstances prevent timely payment and satisfactory credit arrangements are made with the Company for payment of the bill(s) not in dispute. | | | | | |
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| | | pr cii ar dii se er | statement to ocedure which roumstances and name of the sputed bills, ret forth. The mployee of the statement of the spute of the spute of the statement of the spute of the statement of the stat | ch may be utilized such as provided ne Company office rectify errors, and notice shall state ne Company to p | RIC SERVICE Istomer of the availability of a d in the event of a bona fide in Rule 5.02(F). The address, to e or designated personnel emporate of the content of the conte | dispute or under elephone number owered to review e shall be clearly with a designated lisputing a bill or | | | |
| | 0 | ar | rangement o | r postponement of | ould not be discontinued, or to service disconnection. | · | | | |
| | G. | | | | which disconnection is schedul tomer by telephone that discon | | | | |
| 5.05 | DIS | CONNECTIO | N PROCEDI | JRE: | | | | | |
| | | | | disconnect a Custable effort to: | tomer's electric service shall, imi | mediately prior to | | | |
| | A. | • | | | mer or other responsible persone of his or her presence. | n then upon the | | | |
| | B. | Identify a | nd record the | name of the person | on contacted. | | | | |
| | C. | Accept pa | ayment of all a | amounts tendered | which are necessary to avert di | sconnection. | | | |
| | D. | | | | rracy of a delinquent bill and/ cerning the cause for discontinua | | | | |
| | E. | E. Record statements concerning the medical condition of any permanent resident of the premises. | | | | | | | |
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| shall modify | ent or separate understandin the tariff as shown hereon. | g | | Sheet 7 of 14 S | heets | | |
| | | APPL'ent that the C | | RIC SERVICE ee cannot contact the Custome | | | |
| | service a | | ess and phone nu | indicates the date and time of mber of the Company where the | | | |
| 5.06 | COLLECTION A | ND DISCON | NECTION CHARC | SE: | | | |
| | If electric service becomes subject to disconnection pursuant to Rule 5.01, the Company shall send a Representative to the service address to (1) collect the delinquent amount due, (or) (2) make credit arrangements, satisfactory to the Company, for payment of the delinquent amoundue, or (3) disconnect service if the Representative is unable to contact the Customer or in payment is not made. When it is necessary for a Representative to visit the service address for the purpose of collecting a delinquent payment, except as provided for in 5.10 (D)(2), one of the following charges shall be assessed the Customer: | | | | | | |
| | Collection withou Disconnection of Disconnection of | service at a ı | | \$ 5.00 \$ 6.00 stal \$ 8.00 | | | |
| 5.07 | RECONNECTIO | N OF ELECT | RIC SERVICE: | | | | |
| | The Company may impose a reconnection charge as a condition precedent to the restoration of electric service to a Customer whose electric service has been discontinued for any reason whatsoever, including discontinuance at the request of the Customer. If electric service is discontinued for nonpayment by the Customer of any delinquent electric service bill, the Company shall not be required to restore electric service to the Customer until all such delinquent bills, together with any collection, disconnection and reconnection charges provided for in Rules 5.06 and 5.08 have been paid or a payment agreement has been entered into, and the Customer shall have complied with the credit regulations of the Company. | | | | | | |
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| snall modify | the tariff as snown hereon. | | | ა | neet 8 of 14 She | ets | | |
| | | | AL RULES AND I YING TO ELECTI | | | | | |
| | | | | e service that has be next business day foll | | | | |
| 5.08 | RECONNECTIO | N CHARGE: | | | | | | |
| | If a non-Residential Customer orders disconnection and reconnection at the same premise within a period of 12 months, the Company may collect, as a reconnection charge, the sum of the customer charges and facility charges as would have otherwise been incurred. | | | | | | | |
| | If electric service is discontinued for non-payment of a bill or for violation of any other provision of the Customer's service agreement except tampering and or diversion, the Company shall assess reconnection charges to the Customer as follows: | | | | | | | |
| | | ction of servic | ce meter ce at the pole or se | ervice pedestal | \$ 20. \$ 30. | | | |
| | | | nued for tamperin customer as follow | g and or diversion, s: | the Compan | y shall assess | | |
| | | | ess of point of reco | onnection y will result in addition | \$55. nal charges.) | | | |
| 5.09 | DISPUTED BILL | .S: | | | | | | |
| | service, | that all or pa | | rior to the date of the in dispute or that the Company shall: | | | | |
| | 1. In | nmediately re | cord the date, time | e and place the comp | laint is made | | | |
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| | | | Postpone discound to be inv | | a full investigation is completed | and the dispute | | |
| | | 3. lı | nvestigate the | dispute promptly | and completely. | | | |
| | | | Attempt to reso parties. | olve the dispute in | formally in a manner mutually sa | tisfactory to both | | |
| E | 3. | A Customer may advise the Company that a bill is in dispute in any reasonable manner such as by written notice, in person or by telephone call directed to appropriate personnel of the Company. | | | | | | |
| C | С. | The Company in attempting to resolve the dispute in a mutually satisfactory manner, may employ telephone communication, meetings with Company personnel and the Customer or legal representative of the Customer, formal or informal hearings, "on-site" visits or any other technique reasonably conducive to settlement of the dispute. | | | | | | |
| Γ | O. | If the dispute is not resolved to the Customer's satisfaction after full investigation and the Company intends to proceed with disconnection of service, the Company shall advise the Customer of both formal and informal procedures available before the Commission. The Company will then give proper notice and proceed with disconnection procedures. | | | | | | |
| E | ≣. | Each year the Company will provide a description of the KCC complaint procedures to each of the Company's Customers. The notice shall include the address and telephone number of the Commission's Consumer Protection Office. Space shall be provided for Customer comments. Copies of comments received will be forwarded by the Company to the Commission's Consumer Protection Office. | | | | | | |
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| 5.10 | COL | .D WEAT | HER RULE: | | | | | |
| | A. | payme The p | ent and disconne rovisions of the | ction procedures Cold Weather F | e Cold Weather Rule (CWR) for Residential Customers with t Rule to retain or restore servic ich extends from November 1 th | unpaid arrearage. e are applicable | | |
| | B. | B. DISCONNECTION DURING COLD WEATHER: During the Cold Weather Pe November 1 through March 31, the Company shall not disconnect service to Resi Customers if the National Weather Service forecast for the Kansas City area in temperatures of or below 35 degrees Fahrenheit (F) (or temperatures forecast to the "mid 30's") during the subsequent 48 hours unless: | | | | | | |
| | | 1. | It is at the Cust | omer's request; | | | | |
| | | 2. | The service is a | abandoned by the | Customer; | | | |
| | | 3. | A dangerous co | ondition exists on | the Customer's premises; | | | |
| | | 4. | | Customer or ot | e of the Company which adve her persons, or the physical | | | |
| | | 5. | diversion or us | | nits unauthorized interference vice (meter bypass) situated or | | | |
| | | 6. | The Customer retaining utility | | s or her identity for the purpos | e of obtaining or | | |
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| C. | or (6), is left Custo Office which after to payme Service the phragme value value Custo RESP discorreconi | The Customer to installment paying cure the insuffice notice is sent to a cure the insuffice notice is sent to a cure the customer of the Customer of the Customer of the disconnection and the disconnection and the curing that 10-ces disconnected the disconnected curing the diverted sent during the diverted sent of the dive | enders an insufficient under the cient payment of the Customer. The Company many disconnect the er's door or period the telephone in Customer, or Under (7), the Company of an inability of the telephone in Customer, or Under (7), the Company of an inability of the benefits of temperature or the payment of the p | icient funds payment as the initical Cold Weather Rule payment plauring the 10-day period after ay disconnect the service immede Customer 48 hours after a discreonal or telephone contact is umber of the Commission's Corn 10 days after a disconnection company may disconnect the Company may d | diately. Under (5) connection notice is made with the insumer Protection in notice is sent, sustomer 10 days in the insufficient in as possible after vice disconnected ustomer of the full effer to 6.10). The storic use of the inhaving service with the following stomer shall: | | |
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| | 3. | current consumplus any application for payments | nption, the full ame cable deposit, pur ent of the rest | th of the arrearage amount, 1/12 nount of any disconnection or resuant to 5.10(E)(1), and enter in the arrearage, or enter a payment of the arrearage amount | connection fee: nto an 11-mont ayment plan a | |
| | 4. | Apply for feder eligible. | al, state, local or | other assistance funds for which | the Customer | |
| | . RESP | ONSIBILITIES (| OF COMPANY: | | | |
| | 1. | Company shall Customer who who has been | mail a written no is currently rece | s prior to the Cold Weather F tice of the Cold Weather Rule to iving service, and to each resic ring or after the most recent cold to | each residenti lential Custom | |
| | 2. | service. A Customation activating temporary service. During the Company service and may on the day prior made. The total disconnection in the 5.04. If personal contains that the service is a customatic shall leave a custo | stomer may not be be perature is predicting the first 24 househall make at least ke one attempt a first to termination of elephone call attention to the first the Customer is ct the day prior to | first-class at least 10 days prior e disconnected until a 48-hour for ted by the Kansas City area Nurs, which will be the day prior to tone telephone call attempt with to a personal contact with the Custos service if telephone contact on empt(s) and personal contact to e already existing notice requires not contacted during the photo termination of service, the Contage on the door on the day price ervice. | recast above the ational Weath of disconnection the Customer stomer of recontact day was not also be call(s) or the call of th | |
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| | | above the active Service. If the temperature, the wait for another same procedure. In the telephore the disconnect 5.04, the Compute Weather Rule, | vating temperature he temperature ne disconnection or 48-hour forecast es prior to disconnection to disconnection (s), the message on the pany shall also in that the Custom | 10-day written notice, the person door, in addition to the existing form the Customer of the existence can avoid disconnection by | lational Weather the activating Company must re and follow the onal contact and requirements in ence of the Cold complying with | | |
| | 3. | Office. | · | nber of the Commission's Cons | | | |
| | 4. | | stomer of, or prosist with payment of | ovide a list of organizations working transport of utility bills. | here funds are | | |
| | 5. | Inform the Customer of, or provide a list of all other pay arrangements for which the Customer might qualify. Prior to discussing any plan for Cold Weather Rule payments over a period of fewer than 12 months, the Company must inform the Customer of the Customer's right to have a level payment plan for current and future consumption and to have the arrearage amount paid through an initial payment and equal installment payments over the next 11 months. | | | | | |
| | 6. Adopt and inform the Customers about a third-party notification plan. | | | | | | |
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| E. | OTHE | R PROVISIONS: | | | |
| | 1. | require the Custo | mer to make a bond, a guar | ny reserves its right under Rule cash deposit or furnish a surety rantee of payment by a third poe provided. | bond. In lieu of a |
| | 2. | any installment of shall constitute a who defaults on arrearage average prior Cold Weath Weather Rule payment plan upopaying any discorresponsibilities pris negotiated by informed of the payment of the | the payment payment of default of the a Cold Weat payment plan is payment plan is payment and recording and payment plans and to be a Copayment plan of the payment pl | ufficient funds check for the initial plan, unless subsequently cured Cold Weather Rule payment plan is not not under 4.07(C) unless the arrange paid. A Customer who de eligible to enter into a new Contial payment as set forth in Sonnect charges, and complying within 5.10(C). A payment plan of and the Company after the Curequired to be offered under the cold Weather Rule payment plan of fewer than 11 months shall rolan if the actual payments that yount that would have been required. | by the Customer, lan. A Customer t eligible for the earages from the efaults on a Cold old Weather Rule ection 5.10(C)(3), with the Customer of any length that stomer has been he Cold Weather an. However, a not be considered have been made |
| | 3. | | negotiate Cold | Weather Rule payments if the C | tomer should be customer receives |
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| | beyond the poin | nt of delivery | the electric service | required to transform, control, received to transform, control, received to the Company sole responsibility of the Custome | hall be furnished, |
| 6.02 | PROTECTION E | EQUIPMENT: | | | |
| | variations or other | er temporary i | rregularities in ele | rruptions, phase failure, phase ectric service shall, at his own exuipment for such purpose. | |
| 6.03 | CHOICE AND A | PPLICATION | OF RATE SCHE | EDULES: | |
| | Compan Compan electric Custome | y, the class y and made service. The er's installation ge, phase and | or classes of eleavailable to the (e Customer shale and all portions | determining in advance, through ectric service which will be do Customer and the applicable of the responsible for determine thereof, are and will be suitable stics of the class of service to be | esignated by the onditions of such hing whether the e for operation at |
| | Commiss during w | sion will be m | nade available by at the regular bus | Company currently in effect are the Company for inspection siness offices of the Company of | by any Customer |
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| | Compai of elect | ny under any o | ne of two or more | mer is eligible to take electric applicable rate schedules avai Company, the choice of such ra | lable for the class | |
| | selectio Custom | n of the rate er, based on t | schedule under | stomer will be assisted by the which electric service will be hand, but the responsibility for tomer. | supplied to such | |
| | schedul have th class of Custom enter in for that from the Custom | e under which e right to char electric servicer to terminate to a new serviclass of services originally e | he elects to take age his selection of e for a period of one his existing service agreement under the Customestimated or if the equirements and su | fter a Customer has selected at electric service from the Conor his applicable rate schedule ne year. However, the Comparice agreement during such one der a different applicable rate ser's electrical requirements propers a change in the character out of the change is based upon permitted. | npany, he will not available for that ny may permit the e year period and chedule available we to be different r conditions of the | |
| 6.04 | STANDARDS | AND APPROV | ALS: | | | |
| | governmental a the National El of the Compan | authorities havi ectrical Safety y. All required re the Compa | ing jurisdiction, th Code, rules, regulation regulations in the second contraction in the | th all applicable laws, the re e provisions of the National El- lations, standards and reasona Customer's installation must b ted to commence or continue | ectrical Code and able requirements e obtained by the | |
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| | effect of such us and equipment of discontinue electrons and unsafe or dark supplied by the required to give of the Custome capacitors, electrons to the Customer with the Compart of separate or Customer, furnis Customer shall prate schedule, a | se on the Compatric service to agerous condice of service or others. The conference of the conference | npany's electric seany. The Comparany. The Comparany. The Comparance a Customer, pursition or is so designated the Customers. Vice disconnection welding machine equipment with experience and the comparance of the customer's installation and charge therefored and charge therefored and charge therefored and company. | upplied by the Company of the control of the Custome of the Custom | ers and of electric s tomer's in turb the shall the ons threa ray mac or intermend any e shall not nents as requires upon remer cap ce under | on the factorice or installation electric sees Comparaten the shines, printeriment be connected may be request or opacity and the application of the application. | cilities may not is in ervice my be safety imary apidly tall or ected made lation of the dother may be safety in the dother may be safety in the dother may be safety in the safety in t |
| 6.06 | Company is not inspections or in Customer or as | ty of the Cust set aside, a recommendate a protection | stomer regarding and the Company ions by the Cor n to the electric | his use of the electric so shall in no way be liab npany which are made service supplied by the but assumes no duty, to i | ole, on a as a co Compar | occount of ourtesy to only to its | f any the other |
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| | his service if the to the Company his total estimate request by the adequate to sup | Customer's control of the Customer and customer and ply such incre | onnected load is substant may substant may substant may substant from the written from the ased load require | ume full responsibility for impainable to the stantially increased without purchased in the connected for in his service agreement the Company that the Company that the company the Customer. For the cent (15%) or more. | orior written notice ed load or exceed , only after writter ny's facilities are | | | |
| 6.08 | FACILITIES LOCATION: | | | | | | | |
| | 75 kva or more necessary space equipment and ventilation and cand free ingress located on the page 15 kva or more necessary space. | e, the Custom e and right-o other neces otherwise acce to and egress oremises of the | ner shall, if required f-way for the instance sary facilities. Support to the Cores from all of its elemene Customer, the | of the Customer requires transfeed by the Company, provide tallation by the Company of uch space, if enclosed, shampany. The Company shall hactric facilities. After any such facost of any subsequent change shall be paid by the Customer, | on his premises its transformation Il be adequately ve the right of ful acilities have beer ge in the location | | | |
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| | | 4. BILLING AND P | AYMENT | | |
| 4.01 | BILLING | PERIOD: | | | |
| | readings right to r of the mi | r, the Company will read the Customer's will be rendered at intervals of approxice and meters and render bills more frequinimums of such bills for any one month applicable rate schedule. | mately one month. The Comuently than monthly, and, in s | pany shall have the such event, the total | |
| 4.02 | CONTEN | NT OF BILLS: | | | |
| | A. Ea | ch bill for electric service shall show the | following: | | |
| | 1. | The beginning and ending meter re the billing period obtained from ar should disclose that it is based on es | electronic meter except that | | |
| | 2. | The date the meter was read and the | e date of the bill; | | |
| | 3. | The final date by which a payment imposed; | can be received before a de | linquency charge is | |
| | 4. | Actual or estimated usage during the | e billing period; | | |
| | 5. | The amount due if payment is made received before the bill is deemed received after the bill is deemed deli | delinquent and the amount | | |
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| | | _ | AL RULES AND R YING TO ELECTR | | | |
| | r | econnection and/ | or disconnection of | past due accounts, security of the charges, installment paymen oration Commission; | | |
| | 7. | Γhe total amount d | lue for the current b | oilling period; | | |
| | 8. | Γhe amount due, s | eparately stated, for | or franchise taxes and sales t | axes; | |
| | ŗ | person or office v | where a Custome | of the Company and the i may report a disputed bill ination of service, or otherwis | , make an inquiry | |
| 10. General information explaining overall changes in rate changes in r changes must be made available to customers through bill inserts onew rates are implemented due to a rate case. | | | | | | |
| B. | B. Any adjustments to previous billings which were based on estimated usage or Custo meter readings shall be shown on the bill. The adjustment shall be made after Company has determined the actual usage by a meter reading, if available and usapursuant to Rule 9.12(B)(1-3) and shall be calculated for the period between the prior most recent meter reading available and usable by the Company. If the Customer of the Company additional money as a result of the adjustment, except in cases under F 5.01(H) the Customer, upon his request, shall be permitted to pay the additional charge equal monthly installments over a period of time at least equal to the adjusted bit period. If the Company owes the Customer a refund, it shall appear as a credit on Customer's next bill. If the credit exceeds \$10, upon Customer request, the Company serfund the overpayment. | | | | | |
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| | C. | GENERAL RULES AND APPLYING TO ELECT | RIC SERVICE | or special services | | | | |
| | 0. | Special services are those not authorized Commission, such as the sale of mer connection therewith. Charges for special separately from charges for electric service balance currently due for utility service additional utility charges (such as discon and then to special charges. | by tariff or otherwise specifical rchandise, insulation or servecial services shall be designed. Partial payments shall be beginning with the oldest se | ally regulated by the vices performed in contract clearly and applied first to the rvice debt, then to | | | | |
| | I shall also clearly I to the cumulative | | | | | | | |
| | E. If the Customer is paying an arrearage under the Cold Weather Rule or other plan, those monthly amounts shall be printed on the bill and clearly labeled. | | | | | | | |
| 4.03 | PAY | MENT OF BILLS: | | | | | | |
| | A. | A bill for electric service supplied by the serving), become due and payable in the i | | tion (by mailing or | | | | |
| | B. A bill for electric service is considered paid when the full amount due is received by mean at an authorized pay agent of the Company. Payments due on Saturday, Sunday legal holiday shall be considered as paid when due if received on the next business days. | | | | | | | |
| | C. Bills for electric service may be paid in cash, check, or with approved credit and cards. Non-residential Customers will be limited to \$5,000 per transaction and will p authorized agent a fee of 2.7%. | | | | | | | |
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| pplement or sep modify the tarif | arate understanding f as shown hereon. | Sheet 4 of 12 | Sheets | |
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| D. | The following describe the Company's bil | Il payment methods: | | |
| | a. Mail: Payment may be made by stub. The Company may require a any reason other than bank error. b. Recurring Payment: Payment reustomer's bank account through may be done by use of approved a returned payment fee for any reason Rule 4.06 (C)); c. Pay in Person: Payment may be realong with bill stub, at a Company accessible from the Company's customer service phone number. fee for any reason other than bank d. Pay On Line: Payment may be meabank account. Payment by this website. The Company may requitan bank error (Evergy Kansas Metay By Phone: Payment may be customer's bank account or may be payment by this method is accedustomer service phone number. fee for any reason other than bank | a returned payment fee for pay (Evergy Kansas Metro Rule 4.0 may be made automatically a the Company's recurring payoredit or debit card. The Company credit or debit card. The Company con other than bank error. (Evergive authorized pay station. A website or by calling the Company may require a terror (Evergy Kansas Metro Rade online via an ACH debit from the company may require a returned payment fee for etro Rule 4.06 (C)); and the made by phone via an ACH debit from the company's the Company may require a sible through the Company's The Company may require a | ments returned for (6 (C)); each month from yment program of any may require ergy Kansas Metrology Kansas Me | |
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| EVE | RGY 1 | KANSAS METRO | SERVICE A | REA | Replacing Schedule 1.22-1 | 31A She <u>et 5</u> |
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| | | | | L RULES AND FING TO ELECTE | | |
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| | | f. Associa i. | | tion fees by payn yment | nent type and method: \$0.00 per transaction | un. |
| | | i. ii. | | -Person | \$0.00 per transaction | |
| | | iii. | , | | \$0.00 per transaction | |
| | | iv. | , | y Phone | \$0.00 per transaction | |
| | | | , | y Credit/Debit | \$0.00 per transaction | |
| | | V. | ray D | y Credit/Debit | 2.7% per transactio | • |
| | F. G. | render payme the Custome schedule sha When a bill be (2%) of the Customer's bill Non-residenti bills become and will be pay fails to pay a be eligible in 4.03(F) will ap | ent so credit or's next no ill become del ecomes deli delinquent ill, and collect al Customer delinquent. aid by the Con undispute the future fopply to all su | can be posted to the selling can be posted to the selling. An elling can be amount, a late paramount owed for the selling can be selling can be selling to the selling can be selling to the selling can be selling to the selling can be selling can be selling can be selling can be selling. | except those on average particle to the Customer's account price unpaid bill for service undixteenth (16 th) day after renditive the current utility service will be Company may be initiated. 14-day extension of the date 1%) charge will be applied to less of when payment is made extended delinquent date, the delinquent date, and the late at remain unpaid on the 16th delinated. | or to preparation of der any other rate ion. qual to two percent be added to the upon which unpaid each month's bill, e. If the Customer Customer will not payment charge in ay after rendition. |
| | H. | | collection, di | sconnection and | service may result for delinque reconnection charges as deta | |
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| No suppleme shall modify | ent or separate understanding the tariff as shown hereon. | g | Sheet 6 of 12 Sheets | | | |
| | | | S AND REGULATIONS ELECTRIC SERVICE | | | |
| 4.04 | DEFAULT: | | | | | |
| | Failure of the Customer to pay any amount due the Company under the Customer's service agreement in the full amount due before the same becomes delinquent shall constitute a company to by the Customer in his service agreement. The Customer's obligation to pay the amount of Company under the Customer's service agreement shall be separate from other obligation claims between the Company and the Customer. Failure by the Customer to pay obligation and claims by the Company, other than amounts due the Company under the Customer's service agreement, shall not constitute a default justifying discontinuance of electric service under Rule 5.01 and the failure of the Company to pay obligations to or claims by the Customer to give the Customer credit therefore shall not justify failure by the Customer to pay the amount due the Company under the Customer's service agreement nor prevent default by Customer. | | | | | |
| 4.05 | MAILING BILLS | 1 | | | | |
| | Normally bills will be sent by mail to the service address or such other mailing address designated by the Customer. If a non-residential Customer is otherwise unable to make timely payments due to the Customer's accounting procedures, the Company shall offer to issue a duplicate bill to the home office or other location from which payment will be made as a means of expediting payment. The non-receipt of a bill by the Customer shall not release or diminish the obligation of the Customer with respect to the full payment thereof, including penalties and interest. | | | | | |
| 4.06 | 06 OTHER CHARGES: | | | | | |
| | TEMPORARY SERVICE MINIMUM FEE: The Customer shall pay the Company the total estimated cost of connecting and disconnecting the Company's facilities pursuant to Rule 2.03. In no case will the charge be less than \$25. | | | | | |
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| | | GENERAL RULES AN APPLYING TO ELE | | | | | |
| | B. | | a Customer does not furnish a meter reading ay read the meter and charge the Customer \$5. | | | | |
| | C. | C. RETURNED CHECK CHARGE: A charge not to exceed \$30.00, the maximum provided by K.S.A. 21-3707, may be assessed when a Customer's check is returned due to insufficient funds. | | | | | |
| | D. | | ay charge \$15 for meter tests made at the erage meter error is found to be 2% or less. | | | | |
| 4.07 | AVE | ERAGE PAYMENT PLAN: | | | | | |
| | A. | AVAILABILITY: The Average Payment Plan (Plan) is available to Customers receiving service under any Residential Service or Small General Service rate schedule. Qualified Customers may elect to be billed, and must pay, for all electric service provided by the Company under said rate schedules in accordance with the terms and provisions of the Plan. The Plan is a self-adjusting program that tends to smooth out monthly fluctuations of electric service bills. | | | | | |
| | B. | ELIGIBILITY: To be eligible to be billed Customer must meet the following requ | ed under the terms and provisions of the Plan, the uirements: | | | | |
| The Customer must be currently receiving service under one of said sched | | | | | | | |
| | | premises for at least twelve (12) | red service continuously at the Customer's present months prior to the election or agree to Company's etermined in accordance with Rule 4.07(E). | | | | |
| | | 3. The Customer must not have Company. | any delinquent amount not in dispute with the | | | | |
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| | | GENERAL RULES AND APPLYING TO ELECT | | | | | |
| | 4. | The Customer must satisfy, and be Rules and Regulations Applying to | | Company's Gener | | | |
| C. | C. ELECTION: Each month the Company will notify eligible Customers then served Residential Service or Small General Service rate schedules of the Plan by issuing which shall contain two amounts: the actual amount due, and the Average Payamount due under the Plan. The Customer elects to pay under the Plan if the Customer the Average Payment amount. A Customer may also elect to be billed under the at any time by contacting the Company's Customer Care Center. | | | | | | |
| D. | bala | PAYMENT OF ARREARS UNDER THE PLAN: Customers who have an a balance in arrears shall be informed of, and may elect to be billed on this Average Parlan, if the following conditions are satisfied: | | | | | |
| | 1. | The arrearage is not as a result including an agreement under the 4.07(D); | | | | | |
| | 2. | The arrearage is not as a result of ta | The arrearage is not as a result of tampering or diversion; | | | | |
| | 3. | The Customer agrees to pay, in twamount in arrears, divided by twelved determined in accordance with Rule | ve (12), plus the Average Payr | | | | |
| | of to con- Rule con- Pay | Customer who fails to make timely phe arrears amount, or who causes sidered in default, and subject to dise 5. The Company may require padition of reconnection. A Customer woment Plan, and shall not be eligible final paid in full. | or permits diversion of electri sconnection in accordance wit yment in full of the total amou who is in default will be remove | c service, shall h the provisions unt in arrears as d from the Avera | | | |

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| | | GENERAL RULES AN APPLYING TO ELEC | | | |
| E. | AVI | ERAGE PAYMENT AMOUNT: | | | |
| | 1. | If the customer has twelve (12 calculation of the Plan payment with bills for the customer. Each more bills for the customer, along with compared to actual usage ((prioring sixty (60) days from the effective adjust on the next month's bill if the from the current Plan payment and | will be the average of the last twenth, the Company will average the lith the cumulative balance of the race of the tariff, the Plan paymenthere is more than a 10% variance. | elve (12) months of ne prior twelve (12) he Plan payments ÷ 12); commencing nt will automatically | |
| | 2. | If the customer does not have two the Plan payment will be the avecustomer. | | | |
| | | If the customer does not have nin otherwise eligible for an average customer service representative (an average payment amount by premises. | ge payment plan, the customer (CSR). At that time, the CSR will | must speak to a manually calculate | |
| | | For the purpose of calculating as premises of customers served ununder Residential Service rate sucustomers served under the same for customers serviced under Small | nder the same rate schedule for one schedules and "like premises" rate rate schedule and operating in | customers serviced neans premises of n a similar industry | |
| | | Customers serviced under Small nine (9) months of usage history usage history of nearby customer | y at the premises shall be inelig | gible for the plan if | |
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| | | GENERAL RULES A APPLYING TO ELI | | | |
| | 3. | Adjustments: | | | |
| | | b. The monthly amounts pay weather conditions, histo The estimated annual acamount, may be revise | yable under the Plan will be adjusted to reflect any yable under the Plan may be adjusted for abnormal rical usage at the current premise, or other factors. It is distincted billing, and thus the monthly level payment diff the earlier estimate was underestimated or tomer use, weather conditions, rate tariff changes, or | | |
| | 4. | Review of Contract: | | | |
| | | Customer may, at any time, remodification to the average pay | equest that the Company review the account for a ment amount | | |
| F. | PA | YMENT: | | | |
| | bill | and the amount has a debit ba | e is not paid before the delinquent date stated on the alance, the Customer will be billed a late payment rcent (2%) of the Average Payment Amount due. | | |
| G. | G. TERMINATION : The election shall continue from month to month, unless termina upon the occurrence of any of the following events: | | | | |
| | 1. | | ount with the Company. The Company will render a upon actual unpaid usage to date. | | |
| | 2. | | mination of Plan billing. Upon termination, the e latest billing date plus any arrears shall be due and | | |
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| | | 3. | If the Customer fails to make payr under this Plan, Plan billing may be arrears shall be due and payak subsequently issued. The Custor paying all amounts due and notific Center. | e terminated. The Customer's ble, and bills based on actumer may reelect to be billed | unpaid usage plus al usage will be under the Plan by |
| | | 4. | No interest shall be due from or termination. | payable to the Customer as | s a result of Plar |
| | H. | abo Cus Elec | NERAL RULES AND REGULATION ove, this Plan in no way modifies, te stomer's rights or obligations, under ctric Service, including but not limitivice provisions. | rminates or suspends any of the General Rules and Regul | the Company's or ations Applying to |
| 4.08 | ES1 | ГІМА | TED BILL PROCEDURE: | | |
| | A. | ES | TIMATION METHOD: | | |
| | | 1. | For customers with Advanced Meter read is unavailable, the systemater read is unavailable, the systemater second estimation attempts will be five historical reads from the previous in prior year from the same day as and one day after. If the second estimation is a manual process. To on historical usage information from usage of customers with like premi | tem will average consumption the read. If that information is made. The system will average us year. It will average the us being estimated along with the estimation attempt is not such a Billing Department will estimate the same premise and if and | from the last read is not available, a ge the usage from the read ne three days prior ccessful, then the mate usage based |
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| | system v usage 35 not avail usage fi successf estimate | APPLYI omer with r will average days befo lable, a sec rom the pr ful, then the usage bas | e the usage from the and the usage cond read estimation two reading e estimation is a ted on historic us | | the same billing the month. If the standard by the stimation and the same the same | ing month, the t information is averaging the attempt is no department wil | |
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| o supplementall modify | nt or sepa the tariff | arate understanding as shown hereon. | Sheet 1 of 14 Sl | neets |
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| | | 5. DISCONTINUANCE | OF SERVICE | |
| 5.01 | DISC | CONTINUANCE OF ELECTRIC SERVICE: | | |
| | | Customer shall at all times observe and poce agreement. The Company may discord ons: | | |
| | A. | When requested by the Customer. | | |
| | B. | When a bill becomes delinquent as sp defined below in Rule 5.04, has been give | | proper notice, as |
| | C. | When a dangerous condition exists on the | ne Customer's premises. | |
| | D. | When the Customer fails to provide cre specified in Rule 3 or has a previous und service with the Company. | | |
| | E. | When the Customer misrepresents his of service. If the Company has reason to incomplete information for the purpose require the Customer to provide positive Rule 3.01(B). | suspect that the Customer has of obtaining electric service, the | orovided false o e Company may |
| | F. | When the Customer refuses to grant Cohours, to equipment installed upon the inspection, meter reading, maintenance | premises of the Customer for | |
| | G. | When the Customer violates any rule o Customer's or others' safety or the integr | | |

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| | H. | When the Customer causes, permits or physical diversion or use of utility s | s or benefits from the unauthorized intervice. | terference with | |
| 5.02 | EXC | CEPTIONS: | | | |
| | The | Company shall not discontinue service f | or the following circumstances: | | |
| | A. | The failure of the Customer to pay fo | r special charges. | | |
| | B. | metering point, residence or location service at a separate metering point, the Company may transfer any unpole Customer's written consent, provide Customer to pay a final bill at any may transfer such unpaid balance Customer for the same class of service. | for service received at a concurrent. In the event of discontinuance or residence, or location in accordance baid balance to any other service acted, however, that in the event of the metering point, residence or location to any successive service account ice, and may discontinue service at significant for nonpayment of such transferred a | termination of with the Rules count with the failure of the the the Company opened by the uch successive | |
| | C. | location. The placing of more than | for a different class of service received one meter at the same location for sunder optional rate schedules or provice for the purpose of this Rule 5.02. | the purpose of | |
| | D. | The failure of the Customer to pay a however, that the Customer pays am | an amount which is disputed in good nounts not in dispute. | faith; provided | |
| | E. | | e account more than five (5) years ol) years old if service was provided | | |
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| EVE | | S METRO SERVICE which schedule is applic | | which was filed | |
| No suppleme | nt or separate und the tariff as show | erstanding | | Sheet 3 of 14 s | Shoots |
| | F. If a wo Cursuc the Codisma | GENER APPL a Residential Custould be especially of stomer's family or ch Customer is unated Company's billing mpany shall eith continuance of seke arrangements | dangerous to the hother permanent reable to pay for such g, or (ii) is able to her allow payment to for reasonable in | vith the Company that discontinuealth of the Customer, resident at the Customer's service in service in accordance with the pay for such service only in the in reasonable installment wenty-one (21) days so that the stallment payments. In determine the company in the company i | nt member of the ce address and (i) e requirements of installments, the its or postpone the Customer can ermining whether |
| 5.03 | the The cor am | weather, and the Company reserved Company reserved Maition or emergen | Customer's or oth yes the right to requey. The Company sfactory credit arran | gerous to health, consideration er residents' medical condition, uest written medical confirmati may allow installment payment ngement. | age or disability. on of the medical |
| | | discontinuance passervice of any Cu | | .01(A), (C), (G), or (H), the C | ompany shall not |
| | pur day | suant to Rules 5.0 | 04(F)(6) are availa nnection for the p | ersonnel identified in the notice ble one hour after disconnection ourpose of making payment | on and on the full |
| | | | | to pay, at the service address, isconnection or provide for reco | |
| 5.04 | CUSTOME | ER NOTIFICATION | N: | | |
| | | any shall not disco wing schedule: | onnect service to a | ny Customer without first giving | notice according |
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| No supplement or sepshall modify the tariff | | | |
| shall modify the tariff | GENERAL RULES AI APPLYING TO ELE | | heets |
| A. | Ten (10) days written notice shall be is (i) at the Customer's request, or (the Company's Rules which might ac integrity of the Company's delivered disconnection may take place. | (ii) a dangerous condition exists, or dversely affect the Customer's or oth | (iii) a violation of ner's safety or the |
| B. | If an unauthorized interference or ph may discontinue service immediate persons other than the Customer or premises where such unauthorize Company shall give such persons notice prior to discontinuance of serv | ely. However, if the Company has members of the Customer's family a ed interference or diversion is ta a two (2) day written or twenty-for | s knowledge that are residing at the aking place, the |
| C. | If the Customer fails to provide the rethe time period(s) specified in 3.0 Company will attempt to make telepthe Customer is contacted, disconnethe Company fails to make telephonten (10) days after the written notice verbal contacts with the Customer per the Customer how to contact the Commission. | 1(B), the Company may disconne obnone or personal contact with the ection may take place after 48 hours ne or personal contact, disconnection of disconnection is mailed. As part ursuant to this Rule 5.04(C), the Cor | ct service. The Customer, and if is has elapsed. If in may take place of all written and impany will advise |
| D. | Notice of impending disconnection information, or advertising, or delive case of residential occupancy, to the is complete upon mailing. The Commailed and the effective dates of the month after first available day for dis | ered to the account's name and addeduced and address where service is provided apany shall maintain a record of the ne notice. The notice shall be effective. | dress and, in the d. Notice by mail date the notice is ective for one (1) |
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| E. | E. If a proposed disconnection of service involves more that notice of disconnection shall be posted in the residential days prior to the disconnection date unless a dangerous the safety of the Customer or others. | | | | a at least five (5) |
| F. | The di | sconnection notice shall c | ontain the follov | ving information: | |
| | 1. | ner and the address, if ovided. | different from the | | |
| | 2. | discontinuance of | | | |
| | 3. | The dates between which appropriate action. | h service can b | e discontinued unless th | e Customer takes |
| | 4. | Terms under which the C | Customer may a | avoid discontinuance of s | service. |
| | 5. | A statement that discondustomer can demonstrate and satisfactory credit at the bill(s) not in dispute. | rate that specia | al circumstances prever | nt timely payment |
| | | | | | |
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| | | procedure which may be ut circumstances such as provious and name of the Company disputed bills, rectify errors, set forth. The notice shall semployee of the Company | e Customer of the availability of an administral cilized in the event of a bona fide dispute or unded in Rule 5.02(F). The address, telephone number of the control of the | nder nber view early ated II or |
| | G. | | on which disconnection is scheduled to occur, Customer by telephone that disconnection may t | |
| 5.05 | DISC | ONNECTION PROCEDURE: | | |
| | | mpany employee sent to disconnect a nnection, make a reasonable effort to: | Customer's electric service shall, immediately pric | or to |
| | A. | Identify himself or herself to the Copremises and shall announce the pu | ustomer or other responsible person then upon rpose of his or her presence. | the |
| | B. | Identify and record the name of the p | person contacted. | |
| | C. | Accept payment of all amounts tend | ered which are necessary to avert disconnection. | |
| | D. | | accuracy of a delinquent bill and/or disputing concerning the cause for discontinuance. | the |
| | E. | Record statements concerning the premises. | medical condition of any permanent resident of | the |
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| | F. In the event that the Company's employed notice shall be left at the premises the service and the address and phone in arrange to have service restored. | at indicates the date and time o | of disconnection of |
| 5.06 | COLLECTION AND DISCONNECTION CHAR | RGE: | |
| | If electric service becomes subject to disconnain send a Representative to the service address make credit arrangements, satisfactory to the due, or (3) disconnect service if the Repres payment is not made. When it is necessary to the purpose of collecting a delinquent payment following charges shall be assessed the Custo | to (1) collect the delinquent and Company, for payment of the dentative is unable to contact the or a Representative to visit the soft, except as provided for in 5.10 | nount due, (or) (2) delinquent amount he Customer or if service address for |
| | Collection without disconnection of service Disconnection of service at a meter Disconnection of service at pole or service ped | \$ 5.00 \$ 6.00 lestal \$ 8.00 | |
| 5.07 | RECONNECTION OF ELECTRIC SERVICE: | | |
| | The Company may impose a reconnection characteric service to a Customer whose electric whatsoever, including discontinuance at the discontinued for nonpayment by the Customer Stall not be required to restore delinquent bills, together with any collection, of for in Rules 5.06 and 5.08 have been paid or the Customer shall have complied with the creations. | c service has been discontinue request of the Customer. If mer of any delinquent electric electric service to the Custor disconnection and reconnection a payment agreement has beer | ed for any reason electric service is c service bill, the mer until all such charges provided |
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| | At all times, the Company will attempt to restore requested, and in any event, no later than the n the Customer. | | | | | |
| 5.08 | RECONNECTION CHARGE: | | | | | |
| | If a non-Residential Customer orders disconn within a period of 12 months, the Company mathe customer charges and facility charges as wo | y collect, as a reconnection c | harge, the sum of | | | |
| | If electric service is discontinued for non-payment of a bill or for violation of any other provision of the Customer's service agreement except tampering and or diversion, the Company shall assess reconnection charges to the Customer as follows: | | | | | |
| | Reconnection of service meter Reconnection of service at the pole or se | • | 20.00 30.00 | | | |
| | If electric service is discontinued for tampering reconnection charges to the Customer as follows | | pany shall assess | | | |
| | Reconnection regardless of point of reco (Excessive damage of Company property | | 55.00 es.) | | | |
| 5.09 | DISPUTED BILLS: | | | | | |
| | A. If the Customer advises the Company pr service, that all or part of a billing is discontinuance are factually invalid, the C | in dispute or that the Compa | | | | |
| | Immediately record the date, time | and place the complaint is ma | de. | | | |
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| | | 2. | Postpone disconding found to be inv | | a full investigation is completed | and the dispute |
| | | 3. | Investigate the | dispute promptly | and completely. | |
| | | 4. | Attempt to reso parties. | olve the dispute in | formally in a manner mutually s | atisfactory to both |
| | B. | such a | | | that a bill is in dispute in any re y telephone call directed to appi | |
| | C. | emplo or leg | y telephone com al representative | nmunication, meet of the Customer, | ne dispute in a mutually satisfactings with Company personnel a formal or informal hearings, "on a settlement of the dispute. | and the Customer |
| | D. | Comp Custo | eany intends to pomer of both form | roceed with discor al and informal p | tomer's satisfaction after full invenence tion of service, the Compar rocedures available before the old proceed with disconnection proceed. | y shall advise the Commission. The |
| | E. | each numb Custo | of the Company' er of the Commi mer comments. | s Customers. The ssion's Consume | description of the KCC complate notice shall include the address of Protection Office. Space shate ents received will be forwarded on Office. | ess and telephone all be provided for |
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| | | | | AND REGULATIONS ECTRIC SERVICE | |
| 5.10 | COL | D WEAT | HER RULE: | | |
| | A. | payme The p | ent and disconnection proced rovisions of the Cold Weat | of the Cold Weather Rule (CWR) a lures for Residential Customers with unther Rule to retain or restore serviced, which extends from November 1 thr | npaid arrearag e are applicab |
| | B. | Noven Custon tempe | nber 1 through March 31, the mers if the National Weathe | D WEATHER: During the Cold We company shall not disconnect servicer Service forecast for the Kansas Citees Fahrenheit (F) (or temperatures fent 48 hours unless: | ce to Resident ty area includ |
| | | 1. | It is at the Customer's reque | est; | |
| | | 2. | The service is abandoned by | by the Customer; | |
| | | 3. | A dangerous condition exis | ts on the Customer's premises; | |
| | | 4. | | y rule of the Company which adver or other persons, or the physical ; | |
| | | 5. | | permits unauthorized interference was service (meter bypass) situated or ises; | |
| | | 6. | The Customer misrepreser retaining utility service; or | nts his or her identity for the purpose | of obtaining |
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| | 7. | installment payment under t | sufficient funds payment as the in he Cold Weather Rule payment nt during the 10-day period afte er. | plan and does not |
| | or (6) is lef Custo Office which after | the Company may disconnect ton the Customer's door or omer of record and the telephor is given to the Customer, never is quicker. Under (7), the | may disconnect the service immet the Customer 48 hours after a dependent or telephone contact the number of the Commission's Coror 10 days after a disconnecting Company may disconnect the tent if the Customer has not cu | isconnection notice is made with the onsumer Protection on notice is sent, Customer 10 days |
| | the p under value value | hysical problems defined in (3) r (5) must be restored as soon of the diverted service, charge | (4) above must be restored as social or (4) have been corrected. See as possible after payment by the (es, costs, damages, plus deposit (all be estimated based on the hard- | ervice disconnected Customer of the full (refer to 6.10). The |
| C. | disco recon | nected regardless of tempera | MERS: In order to keep fro ire is 35 degrees or above, o ature, a Customer must comply s of the Cold Weather Rule, the C | r to have service with the following |
| | 1. | Inform the Company of an in- | ability to pay the bill in full; | |
| | 2. | Provide sufficient information | to allow the utility to make a payn | nent agreement; |
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| | 3. | current consumption, the full am plus any applicable deposit, pur plan for payment of the rest of | th of the arrearage amount, 1/12 fount of any disconnection or recusuant to 5.10(E)(1), and enter in of the arrearage, or enter a paragment of the arrearage amount | connection fees, to an 11-month ayment plan as |
| | 4. | Apply for federal, state, local or deligible. | other assistance funds for which | the Customer is |

D. RESPONSIBILITIES OF COMPANY:

- Once a year, at least 30 days prior to the Cold Weather Rule period, the Company shall mail a written notice of the Cold Weather Rule to each residential Customer who is currently receiving service, and to each residential Customer who has been disconnected during or after the most recent cold weather period and who remains without service.
- 2. Send one written notice mailed first-class at least 10 days prior to termination of service. A Customer may not be disconnected until a 48-hour forecast above the activating temperature is predicted by the Kansas City area National Weather Service. During the first 24 hours, which will be the day prior to disconnection, the Company shall make at least one telephone call attempt with the Customer of record and make one attempt at a personal contact with the Customer of record on the day prior to termination of service if telephone contact on that day was not made. The telephone call attempt(s) and personal contact the day prior to disconnection is in addition to the already existing notice requirements contained in the 5.04. If the Customer is not contacted during the phone call(s) or the personal contact the day prior to termination of service, the Company employee shall leave a disconnect message on the door on the day prior to disconnect. There will be no charge for this service.

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| (Name of Issuing Utility) EVERGY KANSAS METRO SERVICE AREA (Territory to which schedule is applicable) | | | Replacing Schedule 1.32-1.45 Sheet 13 which was filed | | |
| No supplement o shall modify the | or separate understa tariff as shown her | unding reon. | Sheet 13 of 14 | 4 Sheets | |
| | 3. 4. | GENERAL RULES A APPLYING TO ELI On the day of disconnective above the activating temper Service. If the temperate temperature, the disconnective wait for another 48-hour foresame procedures prior to disconnect message on 5.04, the Company shall also Weather Rule, that the Cu 5.10(C), and the telephone Office. | on, the Company must receive a crature from the Kansas City area cure is then forecast to be belotion may not be carried out and the cast above the activating temperate sconnection. The 10-day written notice, the per a the door, in addition to the existing so inform the Customer of the exists astomer can avoid disconnection to number of the Commission's Comprovide a list of the requirements of the provide a list of organizations. | National Weather ow the activating ne Company must ture and follow the sonal contact and ag requirements in stence of the Cold by complying with a sumer Protection 5.10(C). | |
| | 5. 6. | Inform the Customer of, or the Customer might qualify. payments over a period of for Customer of the Customer's future consumption and to payment and equal installments. | provide a list of all other pay arrange. Prior to discussing any plan for Confewer than 12 months, the Compars right to have a level payment play have the arrearage amount paid ent payments over the next 11 montemers about a third-party notification | Cold Weather Rule by must inform the an for current and through an initial ths. | |
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| EVERGY K | ANSAS M | METRO SERVICE AREA | Replacing Schedule 1.32-1.4. | 5 Sheet 14 |
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| | | GENERAL RULES AN APPLYING TO ELEC | | |
| E. | OTHE | ER PROVISIONS: | | |
| | 1. | require the Customer to make | pany reserves its right under Rule a cash deposit or furnish a surety parantee of payment by a third pay be provided. | bond. In lieu of a |
| | 2. | any installment of the paymen shall constitute a default of the who defaults on a Cold We arrearage average payment prior Cold Weather Rule plan Weather Rule payment plan payment plan upon making a paying any disconnect and recresponsibilities provisions of sis negotiated by the Customer informed of the payment plan Rule is considered to be a Customer with a payment plan to be in default of the payment are equal or greater than the amonth payment plan for arrear Renegotiation of Cold Weather | her Rule Agreement. The Cust | by the Customer, an. A Customer t eligible for the earages from the faults on a Cold old Weather Rule ection 5.10(C)(3), with the Customer of any length that stomer has been the Cold Weather an. However, a lot be considered have been made ired under an 11- |
| | February Month | encouraged to renegotiate Coutility or other lump sum assist 14 2020 Day Year | Id Weather Rule payments if the Ctance. | ustomer receives |
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| | | | AND REGULATIONS LECTRIC SERVICE | | |
| | | 6. CUSTOMER'S SE | RVICE OBLIGATIONS | | |
| 6.01 | CUSTOMER'S | INSTALLATION: | | | |
| | Any and all wiring, appliances, or equipment required to transform, control, regulate, or utilized beyond the point of delivery the electric service supplied by the Company shall be furnished installed and maintained by, and shall be the sole responsibility of the Customer. | | | | |
| 6.02 | PROTECTION EQUIPMENT: | | | | |
| | Any Customer desiring protection against interruptions, phase failure, phase reversal, voltage variations or other temporary irregularities in electric service shall, at his own expense, furnish or such Customer's installation such protective equipment for such purpose. | | | | |
| 6.03 | CHOICE AND A | APPLICATION OF RATE | SCHEDULES: | | |
| | A. The Customer shall be responsible for determining in advance, through application to the Company, the class or classes of electric service which will be designated by the Company and made available to the Customer and the applicable conditions of such electric service. The Customer shall be responsible for determining whether the Customer's installation and all portions thereof, are and will be suitable for operation at the voltage, phase and other characteristics of the class of service to be supplied by the Company. | | | | |
| | Commis during w | sion will be made availa | of the Company currently in effect and on file with the ble by the Company for inspection by any Customer ar business offices of the Company or may be viewed | | |
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| EVE | | | ng Utility) RO SERVICE A hedule is applica | | Replacing Schedule 1.48-1.53 Sheet 2 which was filed | |
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| | | | _ | AL RULES AND F YING TO ELECTF | | |
| | C. | Company of electric | under any c | one of two or more | mer is eligible to take electri applicable rate schedules ava Company, the choice of such | ailable for the class |
| | D. | selection Custome | of the rate r, based on | schedule under v | tomer will be assisted by the vhich electric service will be hand, but the responsibility from the comer. | supplied to such |
| | E. | schedule have the class of e Custome enter into for that o from thos Custome | under which right to char electric servic r to terminate a new servictass of service se originally e | n he elects to take nge his selection of the for a period of or the his existing servi- tice agreement und the custome the custome the stimated or if there quirements and su | ter a Customer has selected electric service from the Co of his applicable rate scheduline year. However, the Compace agreement during such or er a different applicable rate r's electrical requirements process a change in the character ch change is based upon per | empany, he will not e available for that any may permit the ne year period and schedule available ove to be different or conditions of the |
| 6.04 | STA | NDARDS A | ND APPROV | /ALS: | | |
| | gove the N of th Cust | rnmental au National Elec e Company | othorities hav otrical Safety . All required the Compa | ing jurisdiction, the Code, rules, regud approvals of the | h all applicable laws, the reprovisions of the National Elations, standards and reason Customer's installation musted to commence or continue | Electrical Code and hable requirements be obtained by the |
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| | | NERAL RULES AND F APPLYING TO ELECTE | | |
| 6.05 | DANGEROUS OR DIST | URBING USES: | | |
| 6.06 | effect of such use on the and equipment of the C discontinue electric servi an unsafe or dangerous supplied by the Compar required to give notice of the Customer or oth capacitors, electric furna fluctuating load character unusual electric devices to the Customer's install with the Company. If the of separate or addition Customer, furnish and Customer shall pay to the rate schedule, a monthly | e Company's electric se company. The Comparice to a Customer, pursuantice to a Customer, pursuantice to a Customer, pursuantice to a Customer of service disconnection ners. Welding machinates, equipment with exercistics which adversely are expressly designated lation, except upon such a customer's installation nal transformer capacitation and transformer capacitation are company, in addition are capacitation and transformer capacitation and transformer capacitation are company, in addition are capacitation and transformer capacitati | pplied by the Company with rvice to its other Customers are yellowed as to Rule 5 if the Customer and to Rule 5 if the Customer and or operated as to disturb the Under no circumstances shall when dangerous conditions the estance of the Rule 1 in the customer affect load regulation, and and a disturbing uses and shall the prior special arrangements of any such equipment require, the Company shall, upon the or additional transformer to his bill for electric service units set out in an applicable rate | nd on the facilities ric service or may be installation is in the electric service of the Company be incaten the safety nachines, primary exmittent or rapidly by experimental or not be connected as may be made res the installation of request of the capacity and the inder the applicable |
| 6.06 | Company is not set as inspections or recomme | e Customer regarding ide, and the Company endations by the Com | his use of the electric service shall in no way be liable, o pany which are made as a | n account of any courtesy to the |
| | - | | service supplied by the Com out assumes no duty, to inspe | |
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| onan moony | | GENERAL R | RULES AND R TO ELECTR | EGULATIONS | | | |
| 6.07 | An industrial or commercial Customer shall assume full responsive service if the Customer's connected load is substantially in to the Company. Any such Customer may substantially increased load estimated demand therefrom as provided for in his service by the Customer and written from the Company adequate to supply such increased load requirements of the | | | | prior written notice red load or exceed t, only after written any's facilities are | | |
| 6.08 | adequate to supply such increased load rec Rule, the term "substantial" shall mean fiftee | | | ed by the Company, provide allation by the Company of ch space, if enclosed, shapany. The Company shall hattic facilities. After any such foost of any subsequent char | e on his premises its transformation all be adequately ave the right of full acilities have been age in the location | | |
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| | GENERAL RULES A APPLYING TO ELI | | |
| 6.09 | PROTECTION OF COMPANY'S PROPER | TY: | |
| | Customer and shall permit no person other other persons authorized by law to inspect, or other facilities of the Company. In case account of any carelessness, neglect or making agents, servants or employees, the Cu | the property of the Company on the premises of the than the employees and agents of the Company and work on, open or otherwise handle the wires, meters of loss or damage to the property of the Company on issue by the Customer, any member of his family, or stomer shall, at the request of the Company, pay to pairs or replacements of such facilities or the value of | |
| 6.10 | TAMPERING WITH COMPANY FACILITIE | S: | |
| | Customer's premises, pursuant to Rule 8 Company's facilities has been tampered received unauthorized service. In such information to have been used, but not together with all expenses incurred by Co and to increase the amount of his cash dep accordance with 3.03(B) before electric | to a customer and remove its facilities from the 5, when evidence is found that any portion of the with in such manner that the Customer may have event, the Company may estimate from available registered by the Company's meter, and collected mpany on account of customer unauthorized act(s), posit or indemnity bond or other credit arrangement in service is restored; and, in addition thereto, the posts incurred by the Company for such protective any, may be necessary. | |
| 6.11 | ATTACHMENTS TO COMPANY'S FACIL | TIES: | |
| | and nature to the electric facilities of the Co | ompany, no person shall attach anything of any kind ompany wherever located and the Company reserves tice any unauthorized attachment to its facilities. | |
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| | GENERAL RULES A APPLYING TO EL | | | | |
| 6.12 | INDEMNITY TO COMPANY: | | | | |
| | The Customer shall indemnify, save harmless and defend the Company against all claim demands, cost or expense, for loss, damage and injury to persons or property, in any many directly or indirectly connected with, or growing out of the distribution or use of electric service the Customer at or on the Customer's side of the point of delivery. | | | | |
| 6.13 | PRORATION OF DEMAND CHARGES: | | | | |
| | reduced because of damage to or destruction an Act of God or because of a labor strike premises of the Customer, the Company demand charges which would otherwise | requirements are temporarily curtailed or substantially ation of the Customer's premises or equipment due to be of the Customer's own employees employed at the visual, upon request by the Customer, prorate the be applicable for the electric service supplied to the enths of curtailed or reduced load requirements of the | | | |
| 6.14 | PARALLEL OPERATION: | | | | |
| | No Customer shall operate or permit operation of electric generating equipment in parallel w electric service supplied by the Company except as may be permitted under the Custome service agreement. | | | | |
| 6.15 | CUSTOMER TO FURNISH RIGHT-OF-WA | AY: | | | |
| | to trim or remove any trees that may interfare satisfactory to the Company, acros | he Company such rights-of-way (including permission fere with the operation of the Company's facilities) as is property owned or otherwise controlled by the and maintenance by the Company of its facilities such electric service. | | | |
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| 6.16 | ACCESS TO CU | ISTOMER PREI | WISES: | | | |
| | properly identifie for the purpose or or removing any | d, full and free a of constructing, i of the Company | access to the prince installing, inspector on the contract of | agents and employees of emises of the Customer at eting, adjusting, repairing, r be premises of the Customer rvice supplied by the Comp | all reasonable hours maintaining, replacing er, reading meters, or | |
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