

KANSAS GAS AND ELECTRIC COMPANY
(Name of Issuing Utility)

SCHEDULE Service Regulations

All KGE territory served by the Company
(Territory to which schedule is applicable)

Replacing Schedule _____ Sheet _____
which was filed _____

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

Sheet 1 of 1 Sheets

SERVICE REGULATIONS



KANSAS

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By *Wayne Kitchen*
Wayne Kitchen, Vice President

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/s/ Jeffrey S. Wassman

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THE STATE CORPORATION COMMISSION OF KANSAS
KANSAS GAS AND ELECTRIC COMPANY, d/b/a Westar Energy
(Name of Issuing Utility)

SCHEDULE Service Regulations

Replacing Schedule SR Sheet 1

All KGE territory served by the Company

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THE STATE CORPORATION COMMISSION OF KANSAS
KANSAS GAS AND ELECTRIC COMPANY, d/b/a Westar Energy
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Replacing Schedule SR Sheet 2

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THE STATE CORPORATION COMMISSION OF KANSAS
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KANSAS GAS AND ELECTRIC COMPANY, d/b/a Westar Energy

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THE STATE CORPORATION COMMISSION OF KANSAS
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SERVICE REGULATIONS

These Service Regulations apply to all Service Agreements between Kansas Gas and Electric Company and the customer and to all Rate Schedules and Riders thereto approved by The State Corporation Commission of the State of Kansas. They are subject to additions and modifications from time to time, and upon filing with and approval by The State Corporation Commission of the State of Kansas, become effective and binding as a matter of law without any further notice. There is intended to be no inconsistency between these Service Regulations and more specific provisions in the Service Agreements, Rate Schedules, or Riders thereto. If there should appear any such inconsistency, the more specific provisions in the Service Agreements, Rate Schedules, or Riders thereto shall prevail. Copies of these Service Regulations may be reviewed or obtained by any customer of Company at Company's principal place of business or at the Commission where they have been filed of record.

1. DEFINITIONS

- 1.01 Apartment: A room or suite of rooms to live in.
- 1.02 Apartment House (Building): A building or buildings in which the rooms are arranged to suites as apartments.
- 1.03 Billing Period: A selected usage period approximating thirty (30) days except for initial, corrected or final billing periods.
- 1.04 Boarding House: A house where meals or room and meals can be had for pay.
- 1.05 Commission: The State Corporation Commission of Kansas, 1500 SW Arrowhead, Topeka, Kansas 66604-0027.
- 1.06 Company: Kansas Gas and Electric Company.
- 1.07 Customer: Any individual, partnership, association, firm, private corporation or governmental agency using Company's electric service at a stated location under a Service Agreement.

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SERVICE REGULATIONS

- 1.08 Electric Service: A source of electric supply, maintained by Company at the point of delivery, adequate to meet the customer's requirements as stated in the Service Agreement. Such service shall be provided at approximately the standard delivery voltage and frequency for the class of service rendered, irrespective of whether the customer makes use of said service.
- 1.09 Giving Notice: When notice is required to be given to the customer it shall be given in writing, addressed to the customer's last known address according to company records or to customer's agent in charge of the premises served and delivered or mailed appropriately. When notice is required to be given by Company it shall be given in writing, addressed to Company's office where bills for service were received and delivered or mailed appropriately. The notification is permitted only when specifically provided for.
- 1.10 Hotel: An establishment providing lodging, and food, meals and certain other services, for the accommodation of travelers, semipermanent residents, etc.
- 1.11 Metering Installation: The meter or meters together with auxiliary devices, if any, installed by Company to measure customer's consumption of electricity at a single point of delivery.
- 1.12 Month: Any of the main parts (usually 12) into which the calendar year is divided: also calendar month.
- 1.13 Point of Delivery: The point where Company's wires are joined to customer's wires or apparatus unless some other point of delivery is specified in the Service Agreement.
- 1.14 Rooming House: A house with furnished rooms for renting.
- 1.15 Service Agreement: The written Agreement or Contract between Company and Customer under which electric service is provided.

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KANSAS GAS AND ELECTRIC COMPANY
(Name of Issuing Utility)

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SERVICE REGULATIONS

1.16 Standard Delivery Voltages: The standard delivery voltages for secondary, primary, subtransmission or transmission electric service are as follows:

Voltage Designation

Approximate Line Voltage

Secondary

120/208V, 120/240V, 277/480V

Primary

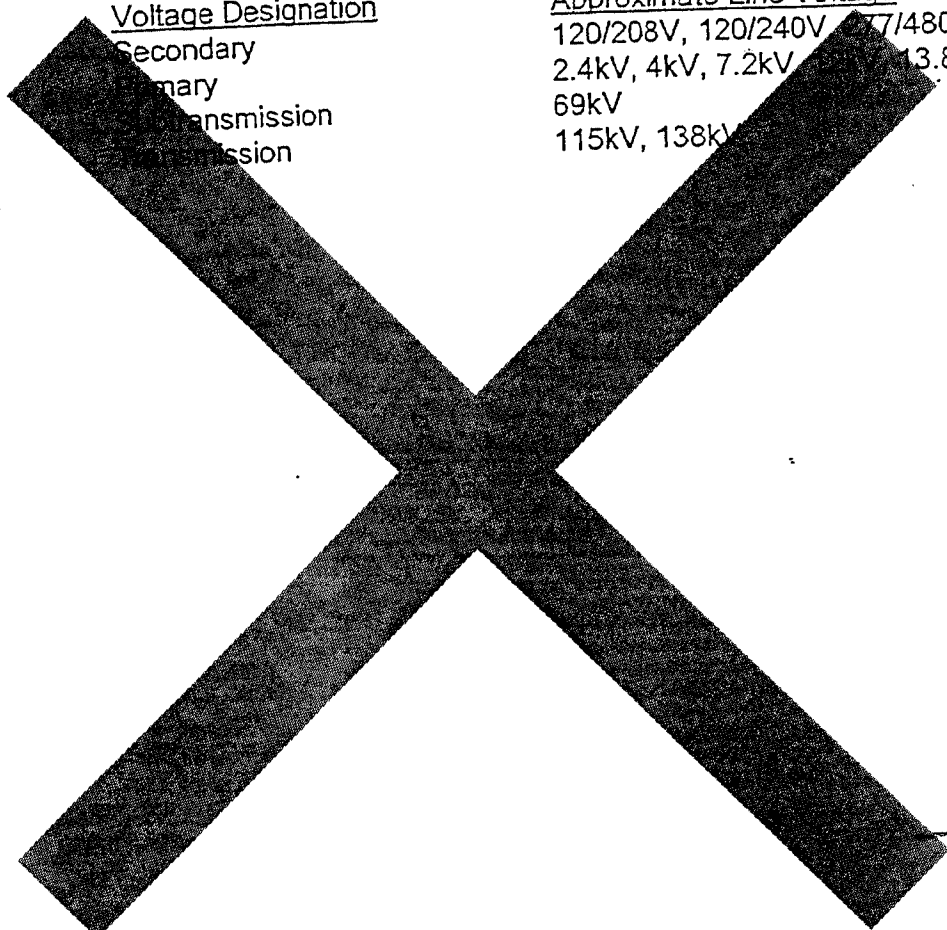
2.4kV, 4kV, 7.2kV, 13.8kV, 34.5kV

Subtransmission

69kV

Transmission

115kV, 138kV



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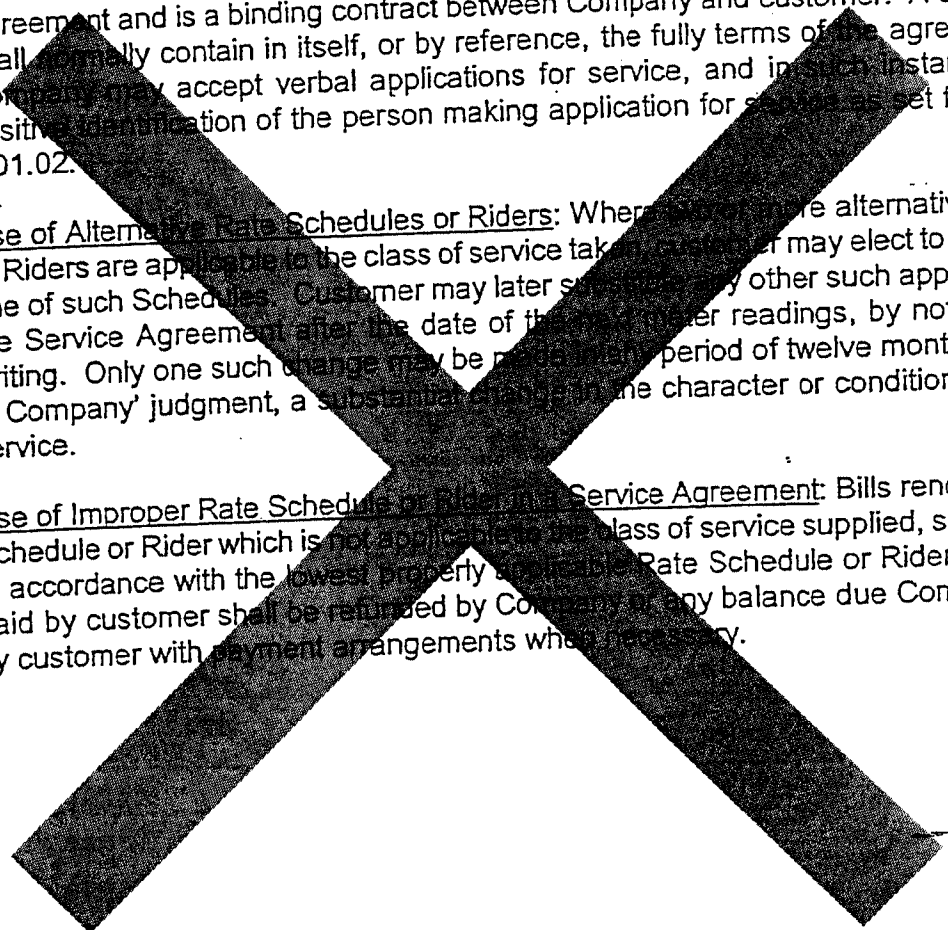
SERVICE REGULATIONS

2. SERVICE AGREEMENTS

2.01 Form and Execution of Service Agreement: Any Commission approved form of written agreement or application, when signed by the customer and accepted by Company, is a Service Agreement and is a binding contract between Company and customer. A Service Agreement shall contain in itself, or by reference, the fully terms of the agreement for service. Company may accept verbal applications for service, and in such instances, may require positive identification of the person making application for service as set forth in Subsection 3.01.02.

2.02 Use of Alternative Rate Schedules or Riders: Where alternative Rate Schedules or Riders are applicable to the class of service taken, customer may elect to be billed under any one of such Schedules. Customer may later switch to any other such applicable Schedule in the Service Agreement after the date of the next meter readings, by notifying Company in writing. Only one such change may be made in any period of twelve months, unless there is, in Company' judgment, a substantial change in the character or condition of the customer's service.

2.03 Use of Improper Rate Schedule or Rider and Service Agreement: Bills rendered under a Rate Schedule or Rider which is not applicable to the class of service supplied, shall be recalculated in accordance with the lowest properly applicable Rate Schedule or Rider. Excess amounts paid by customer shall be refunded by Company. Any balance due Company shall be paid by customer with payment arrangements when necessary.



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SCHEDULE Service Regulations

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Sheet 2.2 of 2.3 Sheets

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SERVICE REGULATIONS

2.04 Company's Right to Suspend Service or to Cancel Service Agreement: Upon any default or breach of a Service Agreement or any violation of these Service Regulations by customer, Company reserves the right to either temporarily discontinue electric service until such a condition has been remedied, or to cancel the Service Agreement. This action by Company is in addition to any and all other legal remedies available to it and is subject to Company's Refusal to Discontinuance of Service practices set forth in Subsection 5.01.

Company will give customer written notice of its intent to suspend service and/or cancel the Service Agreement. Exceptions to this notice are allowed where the presence of theft or diversion of service, or where there is a hazard to public safety, or where the Company's property, operations or jeopardizes electric service to other customers. The regulations shall set forth the portion of the Service Agreement and these Service Regulations that have been violated.

Failure of Company to either suspend the supply of service or terminate the Service Agreement, or to resort to any other legal remedies, does not waive Company's right to resort thereafter to any one or more of the remedies set forth in the same or any future default or breach by customer.

2.05 Change of Occupancy: When a change of occupancy takes place on any premises supplied with electricity by Company, written notice of such change shall be given at the office of Company not less than three days prior to the date of such change to the outgoing customer. This customer shall be held responsible for all electricity supplied to such premises until such written notice is received. The requirement for written notice is for the protection of the customer and Company in application of deposit to the customer's account and in other credit matters. Under certain circumstances, but not necessarily limited to such circumstances, when Company is unable to reach a customer in a timely manner, Company may elect to suspend service to the customer in a timely manner. The following provisions may apply:

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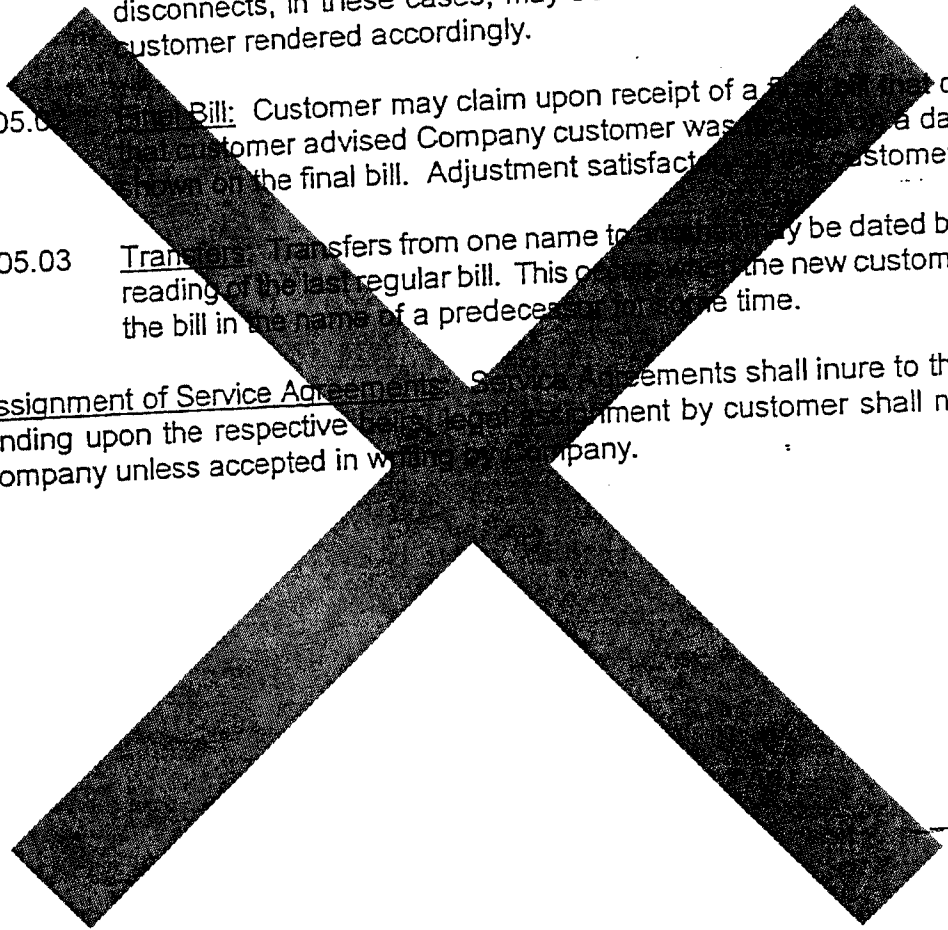
SERVICE REGULATIONS

2.05.01 Application: Customer may apply for service at an address where Company has not received a disconnect order from the previous occupant. Customer may offer the information that customer has been using the service for a period of time and shall accept billing from a date prior to the day customer applies. The connect and disconnects, in these cases, may be dated back and final billing to the previous customer rendered accordingly.

2.05.02 Final Bill: Customer may claim upon receipt of a final bill if customer moved or advised Company customer was moved a date prior to the date of the final bill. Adjustment satisfactory to customer may be made.

2.05.03 Transfers: Transfers from one name to another may be dated back to the date and reading of the last regular bill. This only if the new customer has been paying the bill in the name of a predecessor at the time.

2.06 Assignment of Service Agreements: Service Agreements shall inure to the benefit of and be binding upon the respective parties. Assignment by customer shall not be binding upon Company unless accepted in writing by Company.



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SCHEDULE GT&C - Electric

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ENTIRE SERVICE AREA

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Sheet 3.1 of 3.5 Sheets

SERVICE REGULATIONS

3. CREDIT AND SECURITY DEPOSIT REGULATIONS

3.01 Credit Requirements:

3.01.01 Credit Regulations:

The Company may require a customer to provide acceptable credit information before service is made available. In addition, the Company may request positive identification (defined as photo with name) for residential customers. If positive identification is not immediately available, the customer providing a full deposit should have at least two (2) months of positive identification and up to three (3) additional months if payments remain prompt current. The Company may at times require application for service require a deposit to guarantee payment of bills for utility service rendered if:

- (1) Company determines the customer has an unsatisfactory credit rating, or has inadequate credit history upon which a credit rating may be based.
- (2) Customer has outstanding, with Company or any other utility an undisputed and unpaid service account which accrued within the last five (5) years if the service was provided under a written agreement, or three (3) years if service was provided under an oral agreement.
- (3) Customer has, in an unauthorized manner used, interfered or tampered with, or diverted (meter bypass) the service of a utility within the last five (5) years.

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ENTIRE SERVICE AREA

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Sheet 3.2 of 3.5 Sheets

SERVICE REGULATIONS

B) The Company may at any time after application for service, upon five (5) days written notice, require a deposit to guarantee payment of bills for utility service rendered if:

(1) The customer has outstanding, with the utility, an undisputed and unpaid service account which accrued for at least five (5) years if the service agreement was signed, or for at least three (3) years if service was provided after an oral agreement.

The customer has, in an unauthorized manner, interfered with, or tampered or used (meter box or service of the utility within the last five (5) years.

(3) The customer fails to pay an undisputed bill before the delinquency date for three (3) consecutive billing periods, one of which is at least sixty (60) days past due.

3.01.02 Tampering: As used above and throughout these Service Regulations, tampering shall be defined as:

(1) Making a connection of any wire, conduit, or device to any service, distribution or transmission line owned by the utility.

(2) derating, puncturing, removing, tampering or altering any meter or any connections for the purpose of securing unauthorized or unmeasured service;

(3) preventing any such meters from properly functioning or registering; or

(4) taking, receiving, using or converting to such person's own use any service which has not been measured.

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KANSAS GAS AND ELECTRIC COMPANY D/B/A WESTAR ENERGY

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SERVICE REGULATIONS

3.02 Security Deposit:

3.02.01 Amount of Deposit: For all residential customers and those commercial customers whose annual electric requirements average no more than 240 kWh per month, the amount of the cash deposit or surety bond required shall not exceed 2 times the amount of the projected average monthly bill for that customer. For other customers, such cash deposit or surety bond shall not exceed the projected 2 largest monthly bills for that customer. If a customer has been documented to have diverted service through tampering or meter bypass, an additional deposit based on one month's use may be assessed.

For purposes of establishing deposits and calculating monthly bills, Company shall consider the length of time customer can reasonably be expected to take service, past consumption patterns, and use of service and consumption patterns of other similar customers. The amount of the cash deposit or surety bond may be adjusted if the character of customer's service should change.

Except as provided in Section 5.08, Cold Weather Rule, customers shall be informed of and Company shall require payment of required deposits from all residential customers and those commercial customers whose annual electric requirements average no more than 240 kWh per month in equal installments over a period of at least 4 months and an additional 2 months for a customer required to provide a deposit due to prior documented tampering or diversion (meter bypass) of service. For other customers, any security deposit requested shall be paid within 10 days following Company's written notice.

Provision for nonpayment of deposit shall be governed by Section 5, Disconnection of Service.

3.02.02 Records of Deposit: Company shall maintain a record of all deposits received showing customer's name, service address for which the deposit is maintained, date and amount of deposit, and the date and amount of interest paid.

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Kelly B. Harrison, Vice President

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/s/ Susan K. Duffy

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THE STATE CORPORATION COMMISSION OF KANSAS
KANSAS GAS AND ELECTRIC COMPANY D/B/A WESTAR ENERGY

SCHEDULE GT&C - Electric

(Name of Issuing Utility)

Replacing Schedule _____ Sheet _____

ENTIRE SERVICE AREA

(Territory to which schedule is applicable)

which was filed _____

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

Sheet 3.4 of 3.5 Sheets

SERVICE REGULATIONS

3.02.03 Deposit Receipts: Whenever a security deposit is accepted, Company will issue to customer a non-assignable receipt showing the name of customer, place, date and amount of deposit; Company name, address, signature and title of Company employee receiving the deposit; current annual interest rate earned on the deposit; and a statement of the terms and conditions governing the retention and return of deposits, to include a statement that deposits taken from residential customers shall be credited with interest to their utility bills or, if not billed, refunded, under such conditions as described in Subsection 3.02.05, Return of Deposit.

In lieu of a receipt, Company may indicate on its monthly billing the amount of deposit received by Company, provided customer is individually notified in writing of the current annual interest rate earned on the deposit and that customer is provided a statement of the terms and conditions governing the use, retention and return of deposits. In all cases, a receipt shall be provided upon customer request.

3.02.04 Transfer of Deposit: Security deposits shall not be transferable from one customer to another customer, however, upon termination of customer's service at a service address, Company may transfer cash deposit or surety bond for service at such address to customer's new service account.

3.02.05 Return of Deposit: Upon termination of service, if the deposit is not to be transferred to a new service account, Company will refund to customer the amount of cash deposit, plus accrued simple interest at a rate not less than that provided by K.S.A. 1978 Supp. 12-822 and amendments, or return any surety bond, less any unpaid bills (including added charges for late payment) due Company. Interest shall be credited once a year to customer's account balance or refunded.

Company will return the cash deposit, together with accrued interest, to residential customers who have paid 9 of the last 12 bills on time and no undisputed bill was unpaid after 30 days beyond due date. The month(s) of undisputed bill(s) shall be ignored in this calculation. Nonresidential deposits of under \$5,000 shall be returned after 36 months of on time payment. (The payments need not be consecutive.) Nonresidential deposits of \$5,000 or more may be retained until termination of service.

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THE STATE CORPORATION COMMISSION OF KANSAS
KANSAS GAS AND ELECTRIC COMPANY D/B/A WESTAR ENERGY

(Name of Issuing Utility)

SCHEDULE GT&C - Electric

Replacing Schedule _____ Sheet _____

ENTIRE SERVICE AREA

(Territory to which schedule is applicable)

which was filed _____

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

Sheet 3.5 of 3.5 Sheets

SERVICE REGULATIONS

Deposits and interest shall be returned by crediting to customer's service bill or by refund. Company may require the identification of the person surrendering the deposit receipt. In case customer shall have lost the deposit receipt, Company will require that customer sign its standard release form acknowledging return of the deposit, and interest.

3.02.06 Guarantees: In lieu of a security deposit, Company will accept the written guarantee of a responsible third party, or any other residential customer with no delinquencies security for a residential customer's service account. Company shall not hold the guarantor liable for sums in excess of the maximum amount of the required deposit or attorney or collection fees.

In the event customer's service is discontinued for nonpayment and the balance due remains unpaid, the unpaid service amount not exceeding the guarantee amount will be transferred to the guarantor. The guarantor will have the same time to pay the deposit as a new customer. Service can be disconnected for nonpayment under conditions set out in Section 4.07, Disconnection of Service or Subsection 4.08, Cold Weather Rule. Such payments from the guarantor shall be used to reduce the residential customer's indebtedness. The guarantor shall be released upon nondelinquent payment by the residential customer of all undisputed service bills as governed by Subsection 3.02.05, Residential Deposit.

3.02.07 Discrimination: No deposit shall be required because of customer's race, sex, creed, national origin, marital status, age, number of dependents, source of income, or geographical area of residence.

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KANSAS GAS & ELECTRIC COMPANY, d/b/a Westar Energy
(Name of Issuing Utility)

SCHEDULE Service Regulations

All KGE territory served by the Company
(Territory to which schedule is applicable)

Replacing Schedule SR Sheet 4.1

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Sheet 4.1 of 4.20 Sheets

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

SERVICE REGULATIONS

4. BILLING AND PAYMENT

4.01 Payment of Bills: All bills for electric service are due and payable upon receipt. Normally bills shall be sent by mail; however, the non-receipt of a bill by a customer shall not release or diminish the obligation of the customer with respect to the full payment thereof, including penalties. If the last calendar day for remittance falls on a day when Company's offices are not open to the general public, the final payment date shall be extended through the next business day.

Bills for service to residential customers become delinquent on the date specified thereon, which shall be the date payments received can, in the ordinary and reasonable course of business, be credited to customer's account in preparation of the next succeeding normal bill. Bills for service to all other customers become delinquent 15 days after the mailing date of bills, unless otherwise specified by contract, agreement or applicable rate schedule.

Commercial customers who are unable to make timely payment of bills before the delinquency date due to internal bill payment procedures will be given an opportunity to receive a copy of each bill at a second location at no additional cost. Moreover, if a commercial customer chooses Company will allow an additional 10 days in which to pay monthly bills before they become delinquent provided customer agrees to pay a fee each month equal to one percent of the amount owed for current utility service. This agreement will be canceled upon customer's request or upon customer's failure to pay bills before the extended delinquency date. Once canceled, no new agreement with the same customer will be permitted.

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Sheet 4.2 of 4.20 Sheets

SERVICE REGULATIONS

4.02 **Responsibility for Bill Payment:** Failure by the customer to pay obligations to and claims by Company under the customer's Service Agreement for utility related services shall constitute a default justifying discontinuance of electric service under Section 5 of these Service Regulations. Failure by the customer to pay obligations to and claims by Company other than amounts due Company under the customer's Service Agreement for utility related services, shall not constitute a default justifying discontinuance of electric service under Section 5 of these Service Regulations. Failure of Company to pay obligations to and claims by the customer, or to give the customer credit therefor, shall not justify failure by the customer to pay the amount due Company under the customer's Service Agreement for utility related services nor prevent default by the customer. Default shall be determined as follows:

- (1) Failure by the customer to conform to these Service Regulations or to pay in full any amount due Company under the customer's Service Agreement for utility related services before becoming delinquent shall constitute a default by the customer in customer's Service Agreement for utility related services.
- (2) The customer's obligation to pay the amount due Company under the customer's Service Agreement for utility related services shall be separate from other obligations and claims between Company and the customer.

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

Company shall not threaten or refuse service to or threaten or disconnect service of an individual for an outstanding debt more than five years old under a signed Service Agreement or three years under an oral agreement.

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All KGE territory served by the Company

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Sheet 4.3 of 4.20 Sheets

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SERVICE REGULATIONS

4.03 Cash Payment: Company may require the customer to make payment of bills by cash, certified checks, or money orders.

4.04 Return Check Charge: Company may require a Return Check Charge, as provided in Subsection 10.07, Return Check Charge from the customer for customer's checks returned for any reason. The Return Check Charge shall be no greater than the ten dollar maximum provided by K.S.A. 21-3707. Sales, state, or local tax is not applicable to this charge.


4.05 Meter Reading

4.05.01 Meter Reading Periods: Meters shall be read periodically in a range of no less than 28 days and no more than 36 days for meter readings unless otherwise provided for in the Company's Service Regulations, Schedules or Riders. Company may vary its monthly meter reading schedule to take into account the effects of connection, disconnection, or reworking of meter routes. Company may adopt a cycle-billing plan for dividing its service territory into districts and for reading meters on a schedule of days throughout the month.

4.05.02 Customer Read Meters: Company may request customers in sparsely populated areas or customers with inaccessible meters, to read their meters at intervals approximating the billing period. Company's requests for meter readings by customers shall be on printed forms provided by Company or by customers using Company's Interactive Voice Recording System. Such forms shall contain instructions as to method of obtaining the reading.

Meter readings by customer, though used for billing purposes, shall not be considered final. Such customer meter readings shall be read at least once a year by Company and the readings obtained compared with customer's readings. If there is any difference between the readings, an adjustment shall be made in accordance with Subsection 4.05.03, Estimated Bills. A final bill when service is discontinued shall be based on an actual reading by Company, except as provided in Subsection 4.05.03, Estimated Bills.

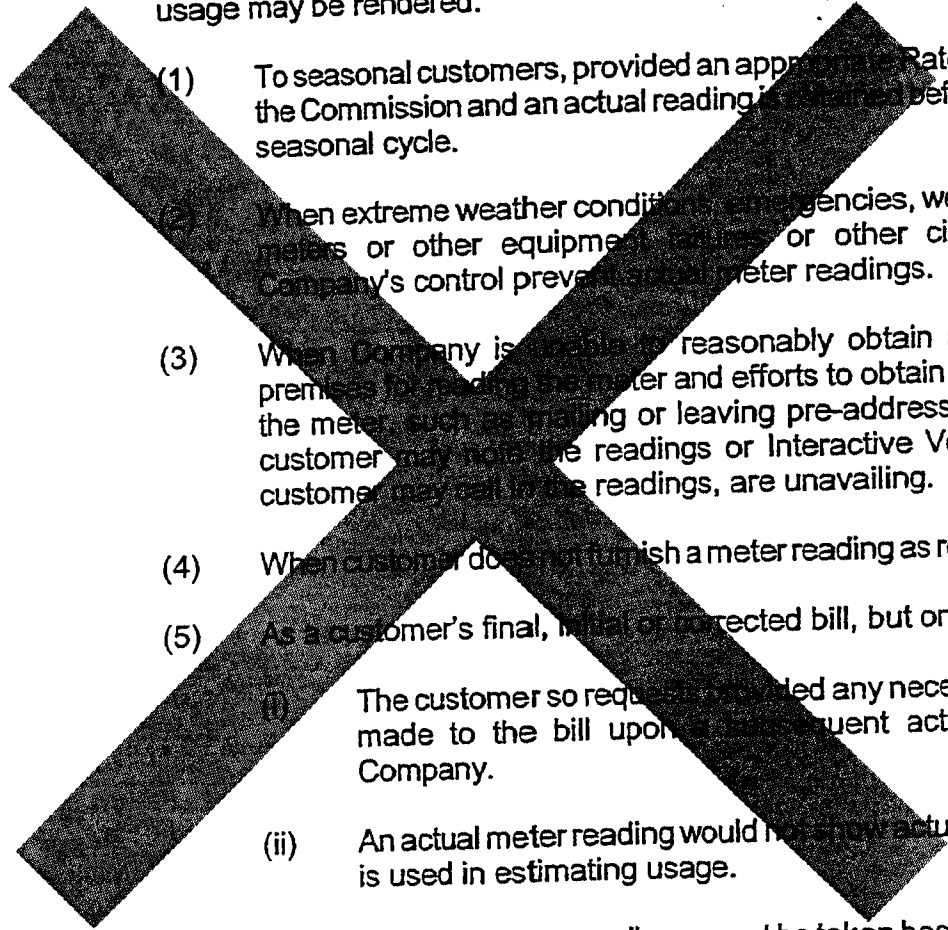
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SERVICE REGULATIONS

4.05.03 **Estimated Bills:** Company may estimate customer's usage for a billing period and bill accordingly. Company may render a bill based on estimated usage only if the estimating procedures employed by Company and any substantial changes in those procedures have been approved by the Commission. A bill based on estimated usage may be rendered:




- (1) To seasonal customers, provided an appropriate Rate Schedule is filed with the Commission and an actual reading is obtained before each change in the seasonal cycle.
- (2) When extreme weather conditions, emergencies, work stoppages, broken meters or other equipment failures or other circumstances beyond Company's control prevent actual meter readings.
- (3) When Company is unable to reasonably obtain access to customer's premises for reading the meter and efforts to obtain a customer reading of the meter, such as mailing or leaving pre-addressed forms upon which customer may note the readings or Interactive Voice Recording which customer may call to use readings, are unavailing.
- (4) When customer does not furnish a meter reading as requested by Company.
- (5) As a customer's final, initial or corrected bill, but only when:
 - (i) The customer so requests provided any necessary adjustments are made to the bill upon receipt of subsequent actual meter reading by Company.
 - (ii) An actual meter reading would not show actual customer usage, but is used in estimating usage.
 - (iii) An actual meter reading cannot be taken because of a broken meter or other equipment failure.

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Sheet 4.5 of 4.20 Sheets

SERVICE REGULATIONS

Before rendering an estimated bill, Company may request customer to provide a meter reading on pre-addressed forms or through Company's Interactive Voice Recording System. When estimating usage, Company shall consider customer's historical consumption, current consumption of similar customers for whom actual meter readings were obtained and the length of the billing period.

Company will not render a bill based on estimated usage for more than three (3) consecutive billing periods or six (6) billing periods in a year except in cases where customer is served under an approved Rate Schedule providing otherwise. In situations where both the meter is inoperative and the customer is not available or fails to furnish a meter reading, as provided, the Company may render an estimated bill as necessary. Such smart meters will be read at least once a year by the utility and an adjustment, if necessary, shall be made as provided herein. The Company may charge the customer a meter reading charge as provided in Subsection 10.04, Meter Reading Charge if a special reading is required.

When Company renders estimated bills, it will maintain accurate records of the reasons therefor and make to secure actual readings for a period of at least 36 months. All bills will disclose the fact that they have been based on estimated usage and any appropriate adjustments shall be made upon subsequent reading of the meter by the utility.

4.05.04 Estimated Bill Procedure:

Meter Readers shall not make estimates of customer usage. Meter Readers may, however, provide specific knowledge of unique customer circumstances to the Company's Billing Department for calculation of an estimated bill.

Company shall use the following formula for calculation of estimated kWh usage for billing purposes.

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SERVICE REGULATIONS

Company has established peer groups compiled of meters with like rate codes and revenue classes. More than one rate code may be included where necessary. Estimate calculation:

$A/B \times C = \text{Estimate usage for a meter}$

Where:

- A = peer's usage this month
- B = peer's usage for same month last year
- C = Usage for same month last year for meter to be estimated

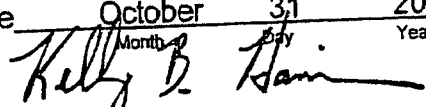
Should usage from last year be unavailable, "B" is used as an estimate.

Company stores, for each peer group, cycle, revenue month, and town; usage for the peers, total days used for the peers, and the total number of meters which make up the days and usage. This data is stored on parameter tables and is updated as valid readings are processed in pre-bill.

Another parameter table indicates the minimum number of meters needed within a peer group to estimate a meter in that group. There is logic within the computer program for peer groups of less than minimum size, which expands the peer group to contain not only the town, the office the town is in, the division or up to Company level if required.

4.05.05 Meter Reading Charge: Company, in the event a customer who agrees to read customer's own meter fails to furnish a reading for two consecutive billing periods shall read customer's meter and assess customer a Meter Reading Charge as filed in the Schedule of Miscellaneous Charges and Accounts.

Company, shall at the customer's request, reread the customer's meter. However should the reread verify the regular read to be correct, Company shall assess the customer a Meter Reading Charge as provided in Subsection 10.04, Meter Reading Charge. Should the reread of the customer's meter verify the regular read to be incorrect the Company will waive the Meter Reading Charge.

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Sheet 4.7 of 4.20 Sheets

SERVICE REGULATIONS

4.06 Customer Billing:

4.06.01 Information on Bill: Customer's bills will show:

- (1) The beginning and ending meter reading for the billing period except that an estimated billing shall disclose that it is based on estimated usage and the word "Estimated" shall appear on the bill.
- (2) The date of the most recent meter reading and the date of the billing.
- (3) The final date by which a payment must be received before a Delayed Payment Charge is imposed.
- (4) The actual or estimated utility service supplied during the billing period.
- (5) The comparative energy consumption for the current billing period and the comparable period a year ago.
- (6) The fuel, power or energy cost adjustment in cents per kilowatt hour (kWh) and the total amount due.
- (7) The amount due for prompt payment and the amount due after delinquency in payment.
- (8) The amount of additional charges due for past due accounts, security deposits, collection, connection, disconnection or reconnection charges, installment payments, estimated billing adjustments, and other utility charges authorized by the Commission.
- (9) For customers on the Average Payment Plan, the dollar amount of overage or underage of amount paid to date as compared to the cumulative amount calculated under Company's normal billing process for the same period.

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SERVICE REGULATIONS

- (10) The monthly amounts due from customers paying down an arrearage under the Cold Weather Rule or other payment plans.
- (11) The total amount due for the current billing period.
- (12) The amount due for franchise fee, state and local sales taxes or other surcharges stated separately, unless otherwise ordered by the Commission.

The address and telephone number of the company's office where a customer may make a report, inquiry or complaint concerning a disputed bill, service rendered, account delinquency or discontinuation of service.

4.06.02 Charges for Special Services: Charges may include on the bill for utility services other charges for special services. Special services are those not authorized by tariff or otherwise specifically required by the Commission, such as the sale of merchandise, insulation or other services performed in connection therewith. Charges for special services shall be designated clearly and separately from charges for utility services.

4.06.03 Billing Adjustments: Any adjustment to a previous bill which was based on estimated usage or a meter reading error will be shown on the bill. The adjustment shall be calculated for bills rendered during the period between the prior and most recent meter readings by Company. An adjusted bill shall show the credit due to customer or the balance due and payable to Company. Any credit due to customer may be applied as credit to subsequent bills.

However, if the amount is greater than the amount specified in Subsection 10.01 Credit Due Amount, and customer so requests, the amount will be refunded. If balance is due and payable to Company, customer may, upon request and approval of Company, pay the amount in equal monthly installments over a period of time equal to the adjusted billing period. In no case will an adjustment to an estimated bill be made for an amount which is less than the amount specified in Subsection 10.01 Adjusted Bill Amount.

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KANSAS GAS & ELECTRIC COMPANY, d/b/a Westar Energy
(Name of Issuing Utility)

SCHEDULE Service Regulations

All KGE territory served by the Company
(Territory to which schedule is applicable)

Replacing Schedule SR Sheet 4.9

which was filed August 18, 2000

Sheet 4.9 of 4.20 Sheets

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SERVICE REGULATIONS

4.06.04 Prorated Bills: Customer service bills will be prorated for connections, disconnections or rerouting of meter routes if the billing period is less than 26 days or more than 36 days unless the applicable Rate Schedule provides otherwise.

Company shall prorate customer's bill during the billing month rates or tariffs become effective, unless otherwise ordered by the Commission.

If the Company has an approved energy cost adjustment mechanism or purchased power adjustment mechanism or Rate Schedule providing for the adjustment of fuel and purchased power, proration of these charges is optional. If the Company elects to prorate these charges, then each adjustment factor and the estimated usage associated with the adjustment factor shall be shown on the bill.

4.06.05 Delayed Payment Charge: If the bill becomes delinquent, a Delayed Payment Charge in an amount equal to the percent of the delinquent amount owed for current utility service will be added and any collection efforts by Company shall be initiated.

4.06.06 Partial Payment: If customer makes partial payment for the total bill, payment will be credited first to the balance outstanding for utility service beginning with the oldest service debt, then to additional utility charges, such as disconnection or reconnection charges, and then to special charges.

Customers who receive both gas and electric service from the Company or customers who receive a billing combination gas and electric service from different utility companies may instruct Company to direct a partial payment for current service or arrearage to either the balance due for gas service or the balance due for electric service.

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SCHEDULE Service Regulations

All KGE territory served by the Company
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Sheet 4.10 of 4.20 Sheets

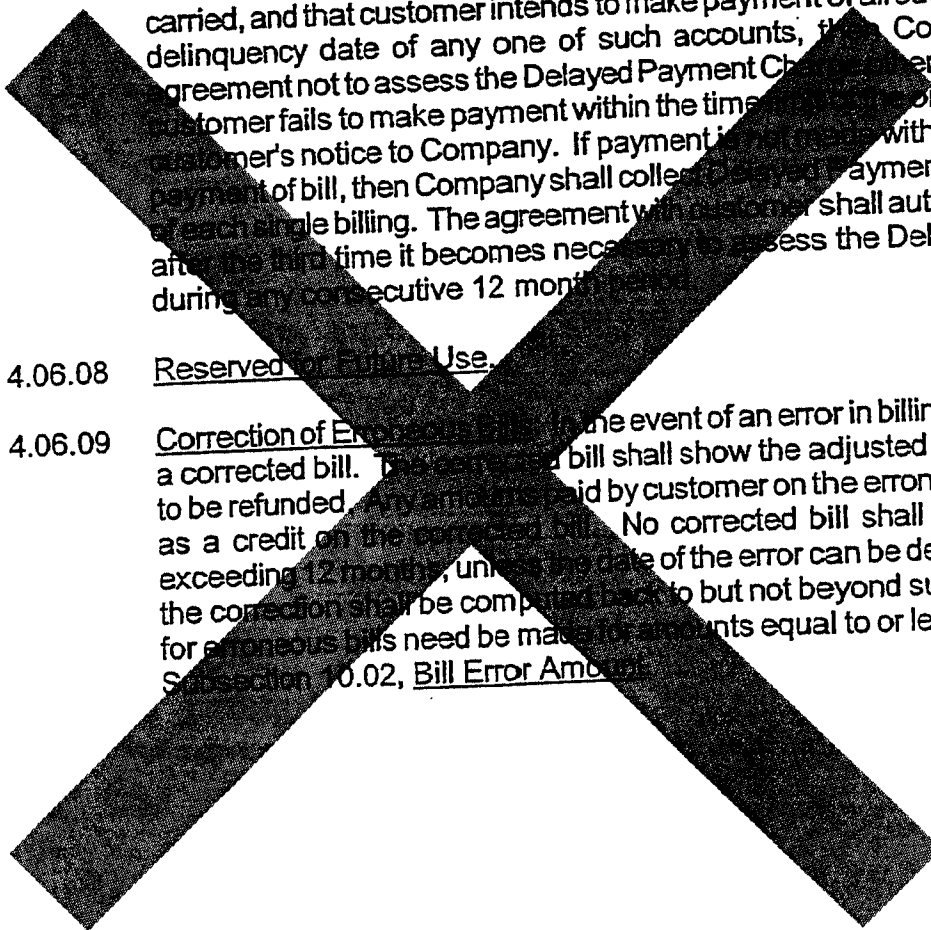
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SERVICE REGULATIONS

4.06.07 Combined Payment for Several Meters: If customer is responsible for payment of multiple utility bills from Company which become due on different dates in the month, and if such customer notifies Company in writing setting forth the location where such service is rendered including the respective names in which the accounts are carried, and that customer intends to make payment of all such bills on or before the delinquency date of any one of such accounts, then the Company may make an agreement not to assess the Delayed Payment Charge otherwise applicable unless customer fails to make payment within the time specified in the notice to Company. If payment is not made within the time selected for payment of bill, then Company shall collect Delayed Payment Charges on the basis of each single billing. The agreement with customer shall automatically be canceled after the first time it becomes necessary to assess the Delayed Payment Charge during any consecutive 12 month period.

4.06.08 Reserved for Future Use.

4.06.09 Correction of Errors: In the event of an error in billing, Company shall issue a corrected bill. The corrected bill shall show the adjusted amount due or amount to be refunded. Any amount paid by customer on the erroneous bill shall be shown as a credit on the corrected bill. No corrected bill shall be issued for a period exceeding 12 months, unless the date of the error can be determined in which case the correction shall be completed back to but not beyond such date. No correction for erroneous bills need be made to amounts equal to or less than that specified in Subsection 10.02, Bill Error Amount.



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KANSAS GAS & ELECTRIC COMPANY, d/b/a Westar Energy
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SCHEDULE Service Regulations

All KGE territory served by the Company
(Territory to which schedule is applicable)

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Sheet 4.11 of 4.20 Sheets

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SERVICE REGULATIONS

4.06.10 Franchise Fee Adjustment: When any city, town or taxing authority imposes a franchise, occupation, gross receipts, business, sales, license, excise, privilege or similar charge upon the electrical operations of Company within said city, town or taxing authority boundary, the amount thereof shall be charged to each customer within said city, town or taxing authority boundary in the same form in which it is imposed on Company, unless Commission determines otherwise. All such charges so imposed on Company shall be added as a separate charge to customer's bill for electric service. Any particular class of customer accepted from said charge by said city, town or taxing authority in the case of said charge upon Company shall be exempt from the adder contained herein, unless Commission determines otherwise.

4.07 Average Payment Plan:


4.07.01 Availability: The Average Payment Plan (APP) is, upon mutual agreement between customer and Company, available to any customer who qualifies for service under Company's Residential Electric Service and General Service rate schedules and Churches (SIC 8800).

4.07.02 Application for Average Payment Plan: Completion of Company's application for average payment shall constitute a request for service under the plan.

4.07.03 Calculation of Average Payment Plan monthly bills: Each month Company shall calculate customer's Average Payment Plan monthly bill based upon available history, estimated if not known, for the 12 calendar months current ending. The monthly Average Payment Plan bill shall be the sum of:

- (1) Current Net Monthly Bill, plus
- (2) previous 11 Net Monthly Bills, estimated if not known, plus
- (3) financial transactions that would impact a customer's monthly bill (e.g. rebate and rebill), divided by

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SERVICE REGULATIONS

- (4) twelve (12), plus
- (5) Periodic Review Adjustment amount.


4.07.04 Average Monthly Billings: Customer's average monthly billings are due and payable as provided in Subsection 4.01, Payment of Bills. If such billing becomes delinquent, a 2 percent Delayed Payment Charge shall be assessed upon such billing will be assessed. Failure to pay any average monthly billing before its due date for 2 consecutive months may be cause for termination by Company of the Average Payment Plan with respect to customer. Information to customers using the Average Payment Plan will contain the information specified in Subsection 4.06.01, Information on Bill, and shall also show the overage or underage of the amounts paid to date as compared to the amount calculated under Company's normal billing procedures for the same period.

4.07.05 Periodic Review Adjustment: Periodic Review Adjustment shall consist of the net accumulated difference (Payment Balance) divided by twelve (12). The Periodic Review Adjustment shall be used for determining an increase or decrease to customer's Average Payment Plan bill for the twelve months following the Periodic Review. A Periodic Review shall occur upon customer request to review customer's Average Payment Plan, or upon Company's review of customer account (e.g., as a result of credits in Company's Billing System). Company shall review each customer's Average Payment Plan at least annually. The Periodic Review, upward or downward adjustments, may result from, but not be limited to, rate changes, variations in usage or weather conditions. The Periodic Review Adjustment shall be limited to an increase or decrease of 30 percent of the customer's Average Payment Plan amount. Company and customer may mutually agree to provide for a greater Periodic Review Adjustment amount.

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By Kelly B. Harrison
Kelly B. Harrison, Vice President


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SERVICE REGULATIONS

4.07.06 Termination of the Average Payment Plan: Final settlement occurs only when participation in the Average Payment Plan is terminated. Termination may occur at the request of customer or if there is a 60-day arrearage at time of billing or pursuant to any of the provisions in Subsection 5.01, Company's Refusal or Discontinuance of Service. Any amount due or owing including the Settlement Balance (debit or credit) shall be included in the current bill upon termination.

4.08 Cold Weather Rule:

4.08.01 Availability: The provisions of this Cold Weather Rule allow for special payment and disconnection procedures for any qualified residential customer. The rule allows a qualifying customer the opportunity to pay or restore utility service during the designated cold weather period, which begins from November 1 through March 31, when the National Weather Service forecasts that the temperature will drop below 35 degrees or will be in the middle of a winter storm with the following 48 hour period and for the development of payment agreements between Company and customer.

4.08.02 Customer's Responsibility: Any residential customer with unpaid arrearage owed to Company will qualify under the Cold Weather Rule provided customer complies with the following procedures:

- (1) Inform Company of the inability to pay a bill in full.
- (2) Give Company sufficient information to develop an appropriate payment agreement.
- (3) Apply for Federal, State, Local, or other utility assistance funds for which customer may be eligible.
- (4) Make an initial payment of one-twelfth of the sum of customer's arrearage and one-twelfth of customer's bill for consumption during the most recent billing period for which service was provided, plus the full amount of any disconnection and reconnection fees, plus any applicable deposit.

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KANSAS GAS & ELECTRIC COMPANY, d/b/a Westar Energy
(Name of Issuing Utility)

SCHEDULE Service Regulations

All KGE territory served by the Company
(Territory to which schedule is applicable)

Replacing Schedule SR Sheet 4.14

which was filed August 18, 2000

Sheet 4.14 of 4.20 Sheets

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

SERVICE REGULATIONS

(5) Enter into a payment agreement with Company setting forth the terms of customer's obligation to pay past, current, and future charges for service. Such agreement shall allow customer's unpaid account balance to be amortized over a period not exceeding 11 months. Customer may elect to pay bills rendered during the payment agreement period when due, in addition to the unpaid balance payment described above, or to pay an average amount which includes the unpaid balance payment and an average amount based on historical billings pursuant to Section 4.07, Average Payment Plan.

In addition, a pay agreement may contain arrangements mutually agreeable and individualized to customer's situation providing the most appropriate terms.

Notwithstanding the requirements for an initial payment described above, Company is not precluded from accepting a lesser amount when it is able to verify special circumstances of need provided that the initial payment and future installments eliminates customer's entire arrearage.

4.08.03 Company's Responsibilities: Company's responsibilities under the Cold Weather Rule are outlined in the following paragraphs:

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

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SERVICE REGULATIONS

(2) In addition to the requirements of Subsection 5.01, Discontinuation of Service, Company shall, during the first 24 hours of the 48 hour period prior to Company's termination of service, attempt to contact customer of record by telephone and make one attempt at a personal contact with customer of record on the day prior to termination of service if telephone contact on that day was not made. If customer is not contacted during the phone call(s) or the personal contact the day prior to termination of service, Company's employee shall leave a disconnect message at the door on the day prior to disconnect. There will be no charge for this service.

On the day of disconnection, customer must receive a 24-hour forecast above the activating temperature from the National Weather Service. If the temperature is then forecast to be below the activating temperature, the disconnection may not be carried out and Company must wait for another 48-hour forecast above the activating temperature and follow the same procedure prior to disconnection.

Company shall inform the customer, in the telephone contact, the normal 10 day disconnect notice prepared in accordance with Subsection 5.01, Discontinuation of Service, the personal contact, and the additional disconnect message left at customer's door, of the following information:

- (a) That Company operates under a Cold Weather Rule and that there are opportunities for customer to avoid discontinuance of service by complying with the Customer's Responsibilities.
- (b) The Customer's Responsibilities requirements that must be met.
- (c) That Company maintains a list of organizations from which funds may be available to pay utility bills.

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Sheet 4.16 of 4.20 Sheets

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SERVICE REGULATIONS

(d) The existence of payment arrangements offered by Company for which customer might qualify. The Company shall inform the customer of the option of paying a one-twelfth initial payment and the remaining amount in equal installments over 11 months.

(e) The existence and availability of Company's third party notification plan.

(f) The existence of formal and informal complaint procedures available prior to termination during the weather period and the telephone number of the Commission's Consumer Protection Office.

(3) Except for the reasons set forth in Subsection 5.01, Discontinuation of Service, Company shall not disconnect customer's service when the local National Weather Service forecasts the temperature to drop below 35 degrees Fahrenheit and it will be in the mid 30s or colder within the next 48-hour period.

(4) Company will not assess customer an additional security deposit as a condition for qualification under the Cold Weather Rule. However, an assessment of a security deposit made under the provisions of the existing standards and in conjunction with the Cold Weather Rule is appropriate if amortized over the payment plan period, however, the deposit shall not be amortized over a period less than the period stated in Section 3.02 Calculation and Payment of Security Deposit or Surety Bond.

When a Customer contacts Company for assistance under the Cold Weather Rule or generally regarding energy conservation measures Company shall inform customer of the range advantages of weatherization programs and encourage customer to apply for weatherization and insulation assistance. Company shall also inform customer of the availability of an energy analysis through the Audit for Conservation Today (ACT) program, and the benefits and associated cost of the energy analysis.

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KANSAS GAS & ELECTRIC COMPANY, d/b/a Westar Energy
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SCHEDULE Service Regulations

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Sheet 4.17 of 4.20 Sheets

SERVICE REGULATIONS

4.08.04 Default: The issuance of an insufficient funds check for the initial payment or for any installment of the payment plan, unless subsequently cured by the customer, shall constitute a default of the Cold Weather Rule Payment Plan. A customer who defaults on a Cold Weather Rule Payment Plan shall not be eligible under Section 4.09, Extended Payment Plan unless the arrearages from the prior Cold Weather Rule Payment Plan are paid. A customer who defaults on a Cold Weather Rule Payment Plan shall be eligible to enter into a new Cold Weather Rule Payment Plan upon complying with the provisions of Section 4.08.05, Customer's Responsibilities including the making of an initial payment and payment of any disconnect and reconnect charges. A payment plan of any length that is negotiated by the customer and Company, after the customer has defaulted on one of the payment plans offered under the Cold Weather Rule, is considered to be a Cold Weather Rule Payment Plan. However, a customer with a payment plan of fewer than 11 months shall not be considered to be in default of the payment plan if the payments actually made are equal to or greater than the amount that would have been required under an 11-month payment plan.

4.08.05 Cure of Default: To cure a default caused by breach of a pay agreement, customer shall make an initial payment as required in Subsection 4.08.02, Customer's Responsibilities, pay all disconnect and reconnection charges incurred as a result of the default, and comply with all other provisions of the Cold Weather Rule. Any charges for service incurred during the default shall be recovered under the payment agreement between Company and customer.

To cure a default caused by theft or diversion of service, customer must pay for the value of the service diverted, estimated based on historic use, make an initial payment as required under Subsection 4.08.02, Customer's Responsibilities, pay all disconnect and reconnection charges incurred as a result of the default, and comply with all other provisions of the Cold Weather Rule. All other charges, costs, damages, and deposits provided for under Company's Service Regulations when there is tampering or fraudulent use of Company's facilities will be recovered in the payment agreement between Company and customer.

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SERVICE REGULATIONS


4.08.06 Renegotiation of Cold Weather Rule Agreement: The customer may contact the utility and renegotiate its Cold Weather Rule payments if the customer receives utility or other lump sum assistance.

4.09 Extended Payment Plan: A payment plan similar to the Cold Weather Rule payment plan is available to residential customers with arrears during non-Cold Weather Rule periods. Customers will have up to 12 months to pay off an arrearage with the initial payment being one-twelfth of the sum of the arrearage plus the bill for consumption during the most recent billing period for which service was provided. Arrearage from the Cold Weather Rule plan or Extended Payment Plan must be paid off before enrolling in this plan. Customers must be informed of this option.

Extended Payment Plan monthly billings are due and payable as provided in Subsection 4.01, Payment of Bills. If such billing becomes delinquent, a 2 percent Delayed Payment Charge based upon such billing will be added. Failure to pay any Extended Payment Plan monthly billing on or before its due date may be cause for termination by Company of the payment plan with respect to customer.

Billings to customers using the Extended Payment Plan will contain the information specified in Subsection 4.06.01, Information on Bill.

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SERVICE REGULATIONS

4.10 Third Party Notification: Upon mutual agreement between Company, customer and any interested third party, Company will notify such third party when customer's bill becomes delinquent. The purpose of this agreement is to afford customer all available methods to maintain the account balance on a current basis and retain utility service. Other than the notice, Company has no responsibility to the third party and likewise, third party is not obligated to pay the delinquent bill.

4.11 Work Done On Customer's Premises By Company: Except as provided in Section 6 regarding customer's installation, customer's responsibility for the inspection by Company of customer's installation, Company shall charge for all work furnished and for all work done on customer's premises beyond the point of delivery of service if a suspected unsafe condition is being investigated. Such charges shall apply for work not occasioned by negligence or the part of Company, for repair of appliances and other work or service requested and authorized by customer. Such charge shall be based upon Company's existing schedule of charges. Company shall not charge for replacement or repair of equipment furnished and owned by Company on customer's premises when repairs or replacements are caused by negligence or misuse by customer or customer's agents. 4.12, Reserved for Future Use.

4.13 Rate Change Notice: Company shall provide general information explaining overall changes in rates to customers through mail or direct mail when new rates are implemented due to a rate proceeding.

4.14 Space Heating Provisions:

4.14.01 A customer remains eligible for the space heating provision of a Rate Schedule or Rider if their electric space heating requirement is supplemented by a alternative energy conservation system.

There shall be no obligation on the part of Company to provide service under the NE MONTHLY RATE section applicable to electric space heating in the absence of written notice from the customer that customer has permanently installed and is using electric space heating in accordance with the specifications set forth in the Application and/or Definitions and Conditions paragraphs of the appropriate Rate Schedule or Rider.

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SERVICE REGULATIONS

4.14.03 Company shall not waive the requirement that notice be given but shall waive the requirement that such notice be in writing when the individual circumstances warrant such action. The following policy may apply:

(1) Where there is evidence in the records (other than increased kWh use) that Company did have knowledge of the installation, then an adjustment in bills shall be made for the lesser of the full price of installation or 180-days.

(2) Where customer claims to have notified Company but no evidence in the records supports the claim, then adjustment for the installation period shall be limited to not more than 180-days.

(3) Where no claim is made that Company was notified, then adjustment shall be limited to the last bill rendered.

4.14.04 Where it is found that a customer has been billed under the electric space heating section of the rate schedule in error, the records shall be corrected for future billing and an adjusted billing shall be made for the lesser of the entire period of incorrect billing or 180-days. When customer requests additional time, installment payments may be arranged.

4.15 Seasonal Disconnect Service: Billings shall be on a year-around basis for customers unless the individual Rate Schedule or Rider under which customer takes service provides for otherwise. The minimum in the rate schedule shall apply during the off-season months when no service is used for those customers whose service requirements are seasonal, such as for outdoor sports, drive-ins, amusement parks, sports fields, golf courses, driving ranges, golf clubs, paddle clubs, swimming pools, etc.

4.16 Customer Requested Information Charge: Company may require a Customer Request Charge as shown in the Schedule of Miscellaneous Charges and Amounts for a customer or consultant for Company personnel time spent reviewing Company records. Provided, the review covers a period in excess of the most recent twelve months and is for the purpose of preparing and processing a sales tax refund or similar report requiring detailed calculations. The charge does not apply to requests by customers for billing history.

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Sheet 5.1 of 5.9 Sheets

SERVICE REGULATIONS

5. DISCONTINUATION OF SERVICE

5.01 Conditions for Discontinuing Service: Company may discontinue or refuse service for any of the following reasons:

- (1) At request of the customer.
- (2) When customer abandons service.
- (3) When a dangerous condition exists on the customer's premises.
- (4) When a bill becomes delinquent as specified in Subsection 4.01, Payment of Bills and after proper notice as defined in Subsection 3.03, Disconnect Procedure.
- (5) When customer defaults on a payment under subsection 4.08, Cold Weather Rule, or Subsection 4.09, Extended Payment Plan.
- (6) When customer causes or permits unauthorized use, interference, tampering or diversion of service (meter tampering) on or about customer's premises.
- (7) When the customer fails to provide credit information, security deposit or guarantee as specified in Subsection 3.01 or has a previous undisputed and unpaid separate account for utility service with Company.
- (8) When the customer misrepresents customer's identity for the purpose of obtaining or retaining electric service.
- (9) When customer refuses to grant Company personnel access, during normal working hours, to equipment installed upon the premises of the customer for the purpose of inspection, meter reading, maintenance or replacement.

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Sheet 5.2 of 5.9 Sheets

SERVICE REGULATIONS

- (10) When the customer violates any rule of Company which might adversely affect customer's or others' safety or the integrity of Company's delivery system.
- (11) When customer tenders an insufficient funds check as the initial payment or an installment payment under a Cold Weather Rule payment plan and does not cure the insufficient payment during the 10 day period after a disconnection notice is sent.

5.02 Conditions Insufficient to Cause Discontinuation of Service Company shall not disconnect or refuse service for any of the following reasons:

- (1) The failure of the customer to pay for special services as defined in Subsection 4.06.02, Charges for Special Services.
- (2) The failure of the customer to pay for service received at a concurrent and separate metering point, residence or location, Company, in the event of discontinuance or termination of service at a separate metering point, residence or location in accordance with these rules, may transfer any unpaid balance to any other service account with the customer's written consent. However, Company, in the event a customer fails to pay a final bill at any metering point, residence or location, may transfer such unpaid balance to any successive service account opened by the customer for the same class of service. Also Company may discontinue service at such successive metering point, residence or location for nonpayment of such transferred amount.
- (3) The failure of the customer to pay for a different class of service received at the same location. The placing of more than one meter at the same location for the purpose of billing the usage of specific devices under separate schedules or provisions is not considered as a different class of service for the purpose of this rule.

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SERVICE REGULATIONS

- (4) The failure of a customer to pay a bill which is in dispute; provided, however, that the customer pays that portion of the bill not in dispute.
- (5) Customer's failure to pay a final bill on a previous separate account for which customer is not responsible.

~~As delineated in Subsection 4.08.02, Customer's Responsibilities.~~


- (7) ~~The failure to pay an unpaid service account more than five years old if Service Agreement was signed or three years old if Service Agreement was oral.~~

5.03 Disconnect Procedure: Company may disconnect a customer:

- (1) Only on ten days written notice unless discontinuance is at customer request or a dangerous condition exists or a Company rule is violated in which case immediate disconnection may be placed. Subsection 5.01 (1), (3), (6), or (10). However, if Company has knowledge of persons other than the customer or members of the customer's family are on premises where unauthorized interference, diversion or use (meter bypass) is taking place, Company shall give such persons a two day written or twenty-four hour oral notice prior to discontinuance. Whenever mailing is necessary, service of notices shall be upon mailing. Company shall maintain an accurate record of the date of mailing and the effective dates of the notice. The notice shall be effective for one month after the date upon and after which service can be disconnected.

~~Company should notify, or attempt to notify, customers phone at least two days prior to disconnection.~~

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SERVICE REGULATIONS

When Company can prove a customer has received service by using a false identity Company may disconnect customer forty-eight hours after a personal or phone contact is made with the customer of record, and

- (a) The telephone number of Commission's Consumer Protection Office is given to customer, or
- (b) Ten days after a disconnect notice is sent, whichever is quicker.

Notice, separate from other utility bills, information or advertising, shall be sent to the account name and address and, in the case of residential customers, to the address where service is provided. Notice of disconnection shall be posted on the residential common area at least five days prior to disconnection date, if a proposed disconnection involves more than one residential dwelling unit. The notice shall contain the following information:

- (a) The name and address of the customer and the address, if different, where service is provided.
- (b) A clear and concise statement of the reason for the proposed discontinuance of service and the cost and conditions for reconnection.
- (c) The date on or after which service can be discontinued unless the customer takes appropriate action.
- (d) Terms under which the customer may avoid discontinuance.
- (e) A statement that discontinuance may be postponed or avoided if a customer can demonstrate that special circumstances prevent complete payment and satisfactory credit arrangements are made with Company for moneys not in dispute.

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KANSAS GAS & ELECTRIC COMPANY, d/b/a Westar Energy SCHEDULE Service Regulations
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SERVICE REGULATIONS

(f) A statement reasonably calculated to apprise the customer of the availability of an administrative procedure which may be utilized in the event of a bonafide dispute or other circumstances. The address, telephone number and name of Company office or personnel empowered to review disputed bills, rectify errors, and prevent disconnection, shall be clearly set forth. The notice shall state that the customer may meet with a designated employee of Company and may present customer's reasons for disputing a bill or Company's reasons for discontinuance, requesting credit arrangements or requesting a postponement of discontinuance.

(g) A statement of the Customer's Responsibilities if the disconnection is scheduled to occur at any time during the period from November 1 through March 31

(h) A statement that the local business office maintains a list of agencies where funds for utility bills are available during the period November 1 through March 31.

(2) Only if its offices are open to a customer on the following schedule:

(a) One hour after disconnection, and

(b) The full work day following disconnection, Company office or authorized personnel identified in the notice given pursuant to this section are open and available to the customer for the purpose of making payment arrangements, preventing discontinuance or providing for reconnection, unless discontinuance is pursuant to Subsection 5.0(1), (3), (6) or (10).

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SERVICE REGULATIONS

- (3) Only if Company's employee sent to disconnect a service shall, immediately prior to disconnection, make a reasonable effort to:
 - (a) Contact customer or responsible person then upon the premises and shall announce the purpose of Company's presence.
 - (b) Identify and record the name of the person contacted.
 - (c) Accept payment of all amounts tendered to Company which are necessary to avert disconnection.
 - (d) Record statements disputing the accuracy of the delinquent bill.
 - (e) Record statements disputing the accuracy of Company's findings concerning the cause for discontinuance.
 - (f) Record statements concerning the medical condition of any permanent resident of the premises.
 - (g) During the period from November 1 through March 31:
 - (i) Inform the customer of the Cold Weather Rule.
 - (ii) Inform the customer that they can avoid disconnection by complying with the Customer's Responsibilities in the Cold Weather Rule period.
 - (iii) Inform the customer of the availability of a list of organizations where funds are available.
 - (iv) Provide a list of all other pay arrangements for which customer might qualify.
- (4) When Company's employee cannot contact the customer, at the time of disconnection a conspicuous notice is to be left the customer giving the address and telephone number of Company where the customer can arrange to have service restored.

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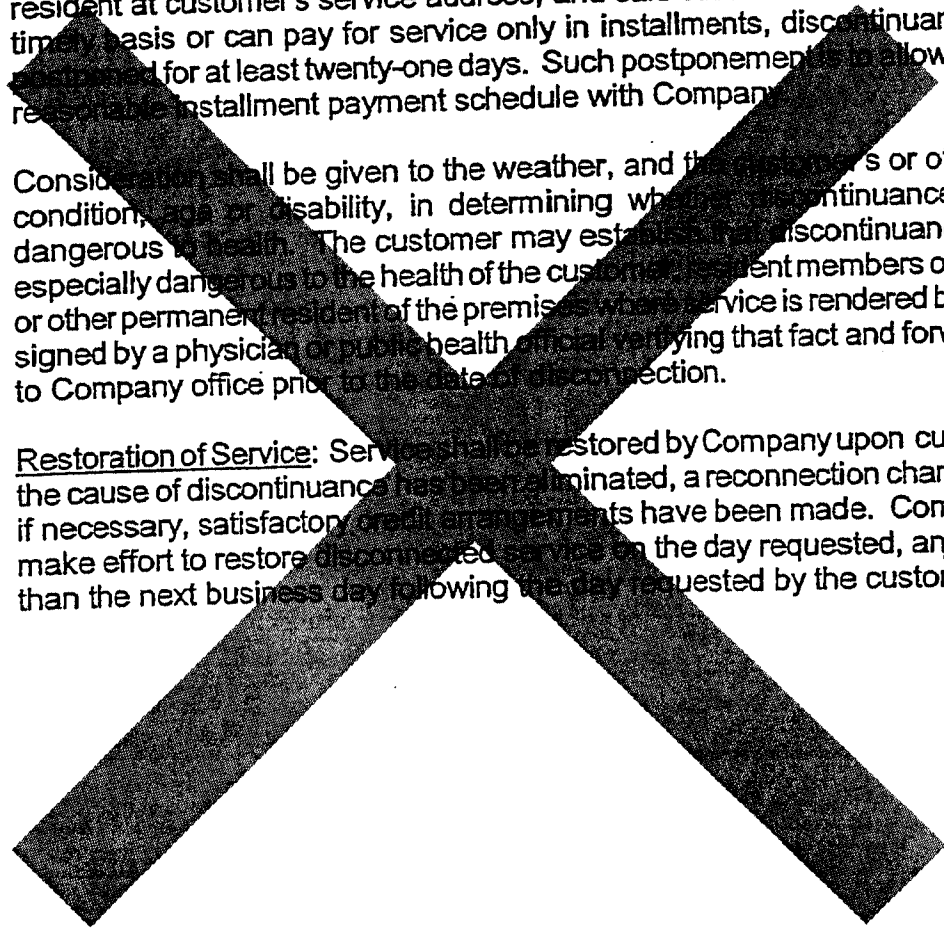
SERVICE REGULATIONS

5.04 Postponement of Discontinuance in Special Circumstances:

If a residential customer establishes with Company that discontinuance would be especially dangerous to the health of customer, resident member of customer's family or other permanent resident at customer's service address, and said customer is unable to pay for service on a timely basis or can pay for service only in installments, discontinuance of service shall be postponed for at least twenty-one days. Such postponement shall allow customer to arrange a reasonable installment payment schedule with Company.

Consideration shall be given to the weather, and the customer's or other resident's medical condition, age or disability, in determining when discontinuance would be especially dangerous to the health of the customer, resident members of the customer's family, or other permanent resident of the premises where service is rendered by obtaining a statement signed by a physician or public health official verifying that fact and forwarding or presenting it to Company office prior to the date of disconnection.

5.05 Restoration of Service: Service shall be restored by Company upon customer's request when the cause of discontinuance has been eliminated, a reconnection charge has been paid, and, if necessary, satisfactory credit arrangements have been made. Company shall at all times, make effort to restore disconnected service on the day requested, and in any event, no later than the next business day following the day requested by the customer.



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SERVICE REGULATIONS


5.06 Review of Disputes: Prior to discontinuance of service, if customer advises Company that all or part of a billing is in dispute or that Company's reasons for discontinuance are factually invalid, Company shall:

- (1) Immediately record the date, time and place the complaint is made.
- (2) Postpone discontinuance until a full investigation is completed and the dispute is found to be invalid.
- (3) Investigate the dispute promptly and completely.
- (4) Attempt to resolve the dispute informally in a manner mutually satisfactory to both parties.

A customer may advise Company that a bill is in dispute in any reasonable manner such as by written notice, in person or by telephone call directed to the appropriate personnel of Company. Company, in attempting to resolve the dispute in a mutually satisfactory manner, may employ telephone communication, personal meetings, formal or informal hearings, on-site visits or any other technique reasonably conducive to settlement of the dispute. However, if the dispute is not resolved to customer's satisfaction, and after full investigation Company intends to proceed with disconnection, it shall advise customer of both formal and informal procedures available before the Commission. Company shall then give proper notice and proceed with disconnection procedures.

5.07 Collection or Disconnection Charge: When it is necessary for Company to make a service call for the purpose of collection or disconnection of service because of non-payment, a service charge as specified in Subsection 10.01, Collection or Disconnection Charge, will be collected from customer by Company, unless Company has made a fee charge for its gas service.

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 /s/ Jeffrey S. Masamer

KANSAS GAS & ELECTRIC COMPANY, d/b/a Westar Energy SCHEDULE Service Regulations
(Name of Issuing Utility)

All KGE territory served by the Company
(Territory to which schedule is applicable)

Replacing Schedule SR Sheet 5.9

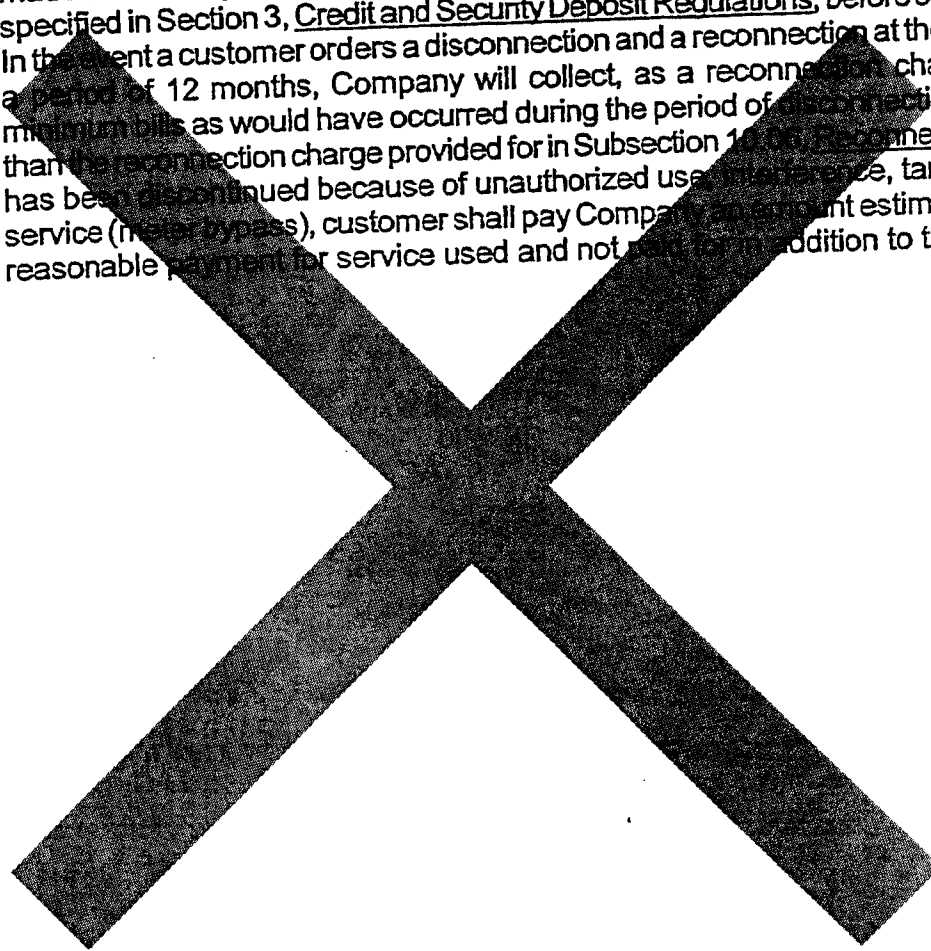
which was filed August 18, 2000

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

Sheet 5.9 of 5.9 Sheets

SERVICE REGULATIONS

5.08 Reconnection Charge: When a customer has been disconnected for conditions in Subsection 5.01, Conditions for Discontinuing Service, Company may require a service charge as specified in Subsection 10.06, Reconnection Charge, for reconnecting service unless Company has made a like charge for its gas service. In addition, Company may require a security deposit as specified in Section 3, Credit and Security Deposit Regulations, before service is reestablished. In the event a customer orders a disconnection and a reconnection at the same premises within a period of 12 months, Company will collect, as a reconnection charge, the sum of such minimum bills as would have occurred during the period of disconnection, but in no event less than the reconnection charge provided for in Subsection 10.06, Reconnection Charge. If service has been discontinued because of unauthorized use, tampering or diversion of service (meter bypass), customer shall pay Company an amount estimated by Company to be reasonable payment for service used and not in addition to the reconnection charge.



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Kelly B. Harrison, Vice President

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/s/ Jeffrey S. Wessama

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THE STATE CORPORATION COMMISSION OF KANSAS
KANSAS GAS AND ELECTRIC COMPANY, d/b/a Westar Energy
(Name of Issuing Utility)

SCHEDULE Service Regulations

Replacing Schedule SR Sheet 6.1

All KGE territory served by the Company

(Territory to which schedule is applicable)

which was filed August 28, 2000

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

Sheet 6. 1 of 6. 6 Sheets

SERVICE REGULATIONS

6. CUSTOMER'S SERVICE OBLIGATIONS

- 6.01 Customer to furnish Right-of-Way: Customer shall make or procure convenience to Company for right-of-way necessary to Company, across property owned or controlled by customer, for the construction, operation and maintenance of Company's facilities necessary or incidental to the supplying of electric service to customer.
- 6.02 Access to Customer's Premises: Duly authorized agents of Company shall have access at all reasonable hours to premises of customer for any purpose incidental to the supplying of electric service.
- 6.03 Reserved for Future Use
- 6.04 Customer's Installation: All wiring, equipment and apparatus for the utilization of electric service on customer's side of the point of delivery shall be furnished by customer unless otherwise provided for in the Service Agreement or applicable Rate Schedule or Rider and shall conform to all laws and ordinances governing such installations.
- 6.05 Location of Customer's Service Terminals: Customer's service terminals shall be installed in accordance with Company's Service Standards and so located as to be readily accessible for connection to Company's service lines at a point to be determined by Company.
- 6.06 Changes in Customer's Installation: As Company's facilities for supplying electric Service to a customer may have limited capacity, customer shall not make material changes or increases in customer's utilization equipment until such change or increase has been approved in writing by Company.
- 6.07 Customer's Responsibility: Customer shall be responsible for all electric wiring and equipment on customer's side of the point of delivery and shall save Company harmless against all claims for injuries and/or damages to persons or property resulting from the supplying and taking of electric service or the use thereof on customer's side of the point of delivery.

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By Kelly B. Harrison
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04-GINE-080-GIE *W*
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Kansas Corporation Commission
May 26, 2004
/s/ Susan K. Duffy

THE STATE CORPORATION COMMISSION OF KANSAS

KANSAS GAS AND ELECTRIC COMPANY, d/b/a Westar Energy

(Name of Issuing Utility)

SCHEDULE Service Regulations

Replacing Schedule SR Sheet 62

All KGE territory served by the Company

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Sheet 6. 2 of 6. 6 Sheets

SERVICE REGULATIONS

- 6.08 Inspection by Company: Company reserves the right, but does not assume the duty, to inspect customer's installation at any time and to refuse to supply or to continue electric service whenever Company considers customer's installation not to be in good operating condition, but Company does not assume any responsibility in connection with such installation or inspection thereof.
- 6.09 Service to Contiguous Property: Except with the written consent of Company, customer shall not extend, or connect customer's installation to lines across a yard, street, alley, lane, court, avenue or other public or private space, in order to obtain service for adjacent property through one meter, even though such adjacent property be owned by customer.
- 6.10 Power Quality Disturbances: Customer shall not employ or utilize any equipment, appliance or device so as to affect adversely Company's service to other customers. Where customer uses electric service for the operation of noise-making machines, X-ray machines, electric furnaces, variable frequency drives, AC to DC converters, switching power supplies, equipment employing semi-conductor switching technology or other characteristics which produce harmonics or other equipment with intermittent or rapidly fluctuating load characteristics which adversely affect voltage regulation or impair Company's service to other customers, customer may be required to install and maintain at customer's own expense suitable apparatus to reasonably limit the effect of such fluctuation and/or Company may adjust the billing basis provided in the Rate Schedule or Rider or Service Agreement to compensate for the necessary power capacity required to serve such equipment.
- 6.11 Customer Protection of Company's Property: Customer shall not use all Company-owned facilities on customer's premises and shall permit only Company's agents and persons authorized by law to inspect or handle such property. Customer shall be responsible for loss or damage to such property of Company resulting from carelessness, neglect or willful act of customer or by any member of customer's family, or by any agent, employee or other representative of the customer, or by any other unauthorized persons on the customer's premises without the customer's knowledge and consent.

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/s/ Susan K. Duffy

THE STATE CORPORATION COMMISSION OF KANSAS

KANSAS GAS AND ELECTRIC COMPANY, d/b/a Westar Energy

(Name of Issuing Utility)

All KGE territory served by the Company

(Territory to which schedule is applicable)

Index _____

SCHEDULE Service Regulations

Replacing Schedule SR Sheet 6.3

which was filed August 28, 2000

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

Sheet 6. 3 of 6. 6 Sheets

SERVICE REGULATIONS

6.12 Theft or Diversion of Electric Service: Company reserves the right to discontinue service to a customer under Subsections 5.01, 5.02 and 5.03 and remove its facilities from the customer's premises; (1) in cases where evidence is found of tampering or interfering with the proper functioning of a meter installation, and/or (2) for any theft or fraudulent use of electric service. The customer shall be liable to prosecution under applicable laws and the Company shall be entitled to collect from the customer, at the appropriate rate, for all power and energy not recorded on the meter by reason of such tampering, interfering, theft or diversion of service. Such amount may be estimated by Company from the best available data, and assessed together with all expenses incurred by Company on account of such unauthorized acts. Company may, in addition, require the customer to provide at customer's cost a meter installation as specified by Company.

6.13 Facility Interconnection Standard. The following applies to the interconnection of non-utility generation to the Company's distribution or transmission facilities.

Interconnection to Company lines is governed by K.S.A. 66-1,184, et seq., the Public Utility Regulatory Policy Act of 1978 (PURPA) and the regulations implementing PURPA (18 C.F.R. Part 292), Federal Energy Regulatory Commission Order No. 2003, Southwest Power Pool's Open Access Transmission Tariff and the Company's Facility Connection Standard.

The interconnection of non-utility generation to the Company's distribution or transmission facilities may increase the risks and potential hazards inherent in operating Company's facilities. Therefore, connections of non-utility generators shall be made in accordance with all provisions set forth in the above statutes, regulations, orders and standards and the standards established by the National Electrical Safety Code (NESC), National Electrical Code (NEC), North American Electric Reliability Council (NERC), American National Standards Institute (ANSI), Institute of Electrical and Electronics Engineers (IEEE), and other regulatory or governing body having jurisdiction.

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Kelly B. Harrison, Vice President

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Kansas Corporation Commission
May 26, 2004
/s/ Susan K. Duffy

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THE STATE CORPORATION COMMISSION OF KANSAS

KANSAS GAS AND ELECTRIC COMPANY, d/b/a Westar Energy

(Name of Issuing Utility)

SCHEDULE Service Regulations

Replacing Schedule SR Sheet 63

All KGE territory served by the Company

(Territory to which schedule is applicable)

which was filed August 28, 2000

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

Sheet 6. 4 of 6. 6 Sheets

SERVICE REGULATIONS

Any customer served by the Company may interconnect its own electric generation with the Company's system provided such customer complies with the procedures and special conditions set forth herein.

It shall be the customer's sole responsibility to comply with all permits, agreements, fees, rules, regulations, codes, inspections or other requirements that may be imposed by state, city, municipal or other governmental agencies.

- (2) Customer is required to give a minimum of one hundred and twenty (120) days advance written notice to Company of any proposed installation to be connected to Company facilities. Failure to give such notice shall render the customer liable for damages to Company property, other customers' property and/or injury to persons and all other damages as a result of unauthorized installations. The customer's written notice shall be addressed to:

Westar Energy
 Senior Director, Engineering Systems
 818 Kansas Ave.
 P.O. Box 689
 Topeka, KS 66601

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By Kelly B. Harrison
Kelly B. Harrison, Vice President

04-GIME-080-GIE *LWH*
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 /s/ Susan K. Duffy

THE STATE CORPORATION COMMISSION OF KANSAS
KANSAS GAS AND ELECTRIC COMPANY, d/b/a Westar Energy
(Name of Issuing Utility)

SCHEDULE Service Regulations

Replacing Schedule SR Sheet 6.3 & 6.4

All KGE territory served by the Company

(Territory to which schedule is applicable)

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Sheet 6. 5 of 6. 6 Sheets

SERVICE REGULATIONS

The notice shall include the following information:

- (A) Location,
- (B) Connected kVA,
- (C) Average and peak watt demand,
- (D) Reactive power requirements,
- (E) Connected generation and type,
- (F) Number and type of large motors,
- (G) Fault current limits,
- (H) Power quality requirements,
- (I) Reliability requirements, and
- (J) Other relevant information.

(3) Upon receipt of notice by the customer, Company shall send customer preliminary general equipment requirements such as breaker(s), switches, supervisory control and data acquisition (SCADA), and existing Company facility protection schemes required for customer to proceed with interconnection design and/or inform customer that the proposed interconnection request was forwarded to the Southwest Power Pool. In addition, Company shall notify customer of costs to evaluate the proposed facility interconnection.

(4) The customer shall execute the appropriate contract for interconnection service with Company prior to installation of service. Energy supplied to Company, as well as energy used by the customer, shall be compensated in accordance with the tariffs, rules and regulations on file with the Commission.

Customer shall reimburse Company for all expenses incurred by Company to evaluate customer's facility interconnection and expenses necessary to make extensions or improvements of its lines or additions to its disconnecting devices, transformers, breakers, relays, controls, data systems, or to make any other equipment modifications relating to its circuits, substations, or apparatus necessary to connect customer's generation facility. Such costs are due and payable to Company prior to commencing construction, and are non-refundable in whole or in part at anytime.

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By Kelly B. Harrison
Kelly B. Harrison, Vice President

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May 26, 2004
/s/ Susan K. Duffy

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THE STATE CORPORATION COMMISSION OF KANSAS
KANSAS GAS AND ELECTRIC COMPANY, d/b/a Westar Energy
(Name of Issuing Utility)

SCHEDULE Service Regulations

Replacing Schedule SR Sheet 6.5, 6.6 & 6.7

All KGE territory served by the Company

(Territory to which schedule is applicable)

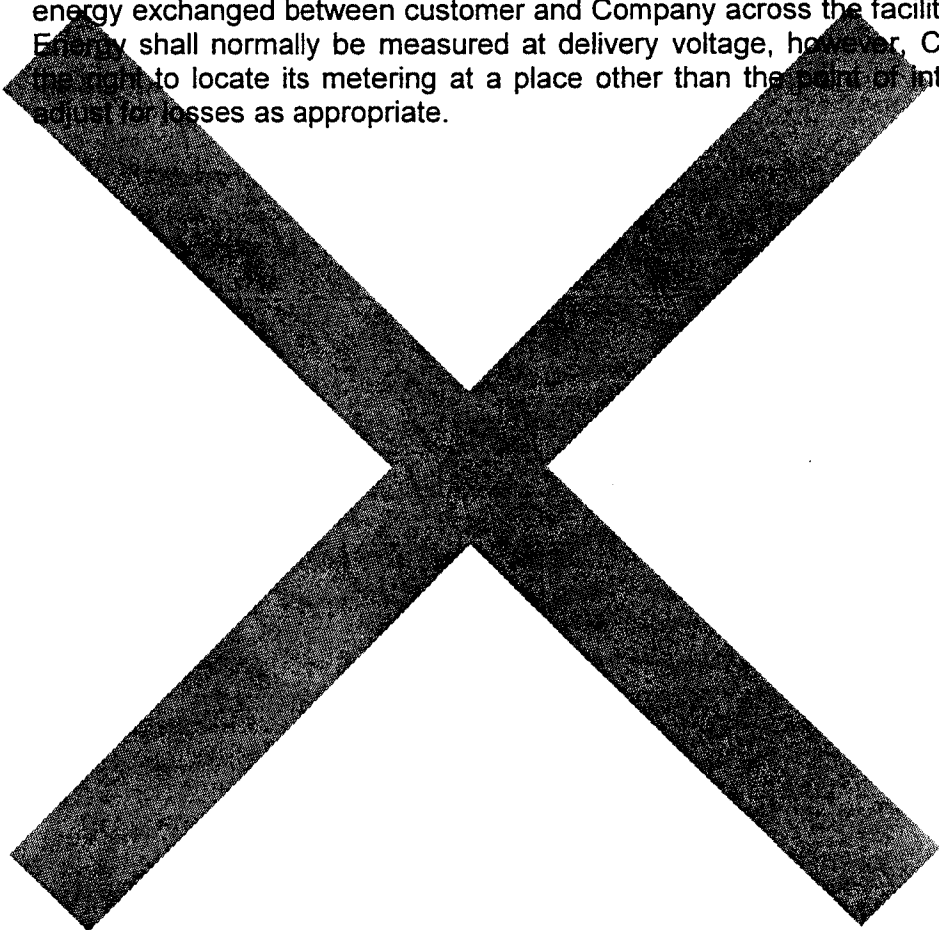
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Sheet 6. 6 of 6. 6 Sheets

SERVICE REGULATIONS

Company shall own, install, and maintain all metering equipment required to measure energy exchanged between customer and Company across the facility interconnection. Energy shall normally be measured at delivery voltage, however, Company reserves the right to locate its metering at a place other than the point of interconnection and adjust for losses as appropriate.



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May 26, 2004
/S/ Susan K. Duffy

KANSAS GAS AND ELECTRIC COMPANY
(Name of Issuing Utility)

SCHEDULE Service Regulations

All KGE territory served by the Company
(Territory to which schedule is applicable)

Replacing Schedule _____ Sheet _____

which was filed

Sheet 7.1 of 7.20 Sheets

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

SERVICE REGULATIONS

7. COMPANY'S SERVICE OBLIGATIONS AND POLICIES

7.01 Supplying of Service: Electric service shall be supplied by Company exclusively under its Service Regulations and such applicable Rate Schedules or Riders as from time to time may be lawfully fixed. Service shall be supplied under a given Rate Schedule or Rider only at such point of delivery as are adjacent to facilities of Company adequate and suitable, as to capacity and location for the service desired. Otherwise, special agreement between customer and Company shall be required. Taking of electric service by customer shall constitute acceptance of and agreement to conform to these regulations.

7.01.01 Special Agreements: Special agreements involving construction or "up and down" classes shall be required in instances where Company is not assured of recovering its investment in construction to initiate service. Customer, in such instances, shall deposit with Company or other party guarantee the cost of installing or removing facilities plus an amount for the estimated loss in material at removal.

7.02 Continuity of Service: Company shall exercise reasonable diligence to supply steady and continuous electric service at the point of delivery. Company shall not be liable to customer for any damages to property or equipment, including electronic equipment, such as computers, VCR's, etc. occasioned by irregularities or interruptions of service.

7.03 Suspension of Service for Repairs and Changes: Company reserves the right, without incurring any liability therefor, to suspend service for such periods as may be reasonably necessary, and in such manner as not to inconvenience customer unnecessarily, in order to make repairs to or changes in Company's facilities for supplying service.

7.04 Limitation of Load: Electric service or energy supplied by Company shall be used by customer and shall be subject to the limitations contained in applicable Rate Schedule or Rider of these Service Regulations. When Polyphase service is supplied by Company, customer's load shall be maintained in reasonable electrical balance between phases at point of delivery. Single phase motors in excess of 7-1/2 horsepower capacity shall not be served without specific approval by Company.

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By Wayne Kitchen
Wayne Kitchen, Vice President

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18/ Jeffrey S. Wasserman

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Sheet 7.2 of 7.20 Sheets

SERVICE REGULATIONS

7.05 Line Extension Policy: This policy applies to all requests for new or additional retail service requiring the establishment or expansion of a point of delivery. It shall be used to determine an amount of distribution investment undertaken by Company which is economically justified by the anticipated additional revenue that shall result from the distribution investment.

7.05.01 Application: Permanent overhead single phase service shall be provided by Company without benefit of a customer contribution if the point of service is located within one-quarter mile of existing distribution lines for new or additional connections, not subject to the Policy for Residential Connections. Company, in the event the single phase line extension exceeds one-quarter mile per customer, shall build the first and last one-eighth mile with no customer contribution. The cost of the intervening section of single phase lines shall be calculated by multiplying the unit cost of single phase service by the intervening distance in feet. This cost is compared with the Allowance for extending or expanding service, as determined in Subsection 7.05.02, to compute the amount of customer contribution required before Company will make any investment in excess of the Allowance.

7.05.02 Calculation of Contribution for Single Phase Extension: The amount required in advance of construction for a single phase extension is determined as follows:

$$CC = ISC - A$$

where

- CC = Customer contribution
- ISC = Cost of the intervening line for single phase line
- A = Allowance as calculated in 7.05.04

Should the required contribution exceed \$200.00, customer may arrange to pay the outstanding amount in equal monthly installments in accordance with the following procedure:

- (1) Contact a customer service representative at a Company office to request the installment plan.

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/s/ Jeffrey S. Wasserman

KANSAS GAS AND ELECTRIC COMPANY
(Name of Issuing Utility)

SCHEDULE Service Regulations

All KGE territory served by the Company
(Territory to which schedule is applicable)

Replacing Schedule _____ Sheet _____

which was filed _____

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

Sheet 7.3 of 7.20 Sheets

SERVICE REGULATIONS

- (2) Arrange to make a down payment of 15% of the total customer contribution or \$200.00 (whichever is greater) prior to construction of the line extension.
- (3) Agree to pay the difference between the total customer contribution and the 15% down payment in no more than sixty equal monthly installments beginning with the first bill for electric service.

7.05.03 Calculation of Contribution - Three Phase Extension should service to a premise require the extension of multiphase lines, the amount required in advance of construction shall be determined by the following procedure:

- (1) Determine total cost of multiphase extension
- (2) Determine cost of intervening section of single phase extension according to Subsection 7.05.01
- (3) Determine customer contribution as follows:

$CC = ME + ISC - A$

where

- CC = Customer contribution
- ME = Cost of multiphase extension
- ISC = Cost of the intervening length of single phase line
- A = Allowance as calculated in Subsection 7.05.04

As with Subsection 7.05.02, monthly installments may be arranged should the appropriate criteria be met.

7.05.04 Calculation of Allowable Investment: Allowable investment in distribution plant serving a specific point or points of delivery shall be determined through the following formula.

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KANSAS GAS AND ELECTRIC COMPANY
(Name of Issuing Utility)

SCHEDULE Service Regulations

All KGE territory served by the Company
(Territory to which schedule is applicable)

Replacing Schedule _____ Sheet _____
which was filed

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

Sheet 7.4 of 7.20 Sheets

SERVICE REGULATIONS

$$\text{Allowance} = \frac{\text{EAR} - \text{FIXED O\&M} - \text{VARIABLE O\&M COST PER KWH} \times \text{ANNUAL KWH} - \text{CAPACITY COSTS} \times \text{CUSTOMER NCP}}{\text{LEVELIZED CARRYING CHARGE}}$$

The components of the formula are identified and derived as follows:

EAR = Estimated Annual Revenue computed from estimated demand, power factor, kWh and fuel adjustment

Fixed O&M = Total operation and maintenance related to transmission, distribution, customer accounts, customer services and administrative and general as a percentage of total operating expenses for the previous calendar year.

Variable O&M Cost per kWh = Current level of estimated fuel adjustment charges per kWh (including the base cost of fuel plus other production O&M expenses for the previous calendar year divided by total kWh's sold for the previous calendar year.

Annual kWh = Customer's estimated first year metered kWh.

Capacity Costs = Annual carrying cost per kW of shared capacity for the previous calendar year. In recognition of diversity, these costs are reduced based on the estimated customer load factor in the month of the annual peak. The table below details this relationship.

Annual Peak Month Load Factor	Diversity Allowance
0 - 10%	67
11 - 20	68
21 - 30	71
31 - 40	77
41 - 70	81
71 - 100	89

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KANSAS GAS AND ELECTRIC COMPANY
(Name of Issuing Utility)

SCHEDULE Service Regulations

All KGE territory served by the Company
(Territory to which schedule is applicable)

Replacing Schedule _____ Sheet _____
which was filed _____

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

Sheet 7.5 of 7.20 Sheets

SERVICE REGULATIONS

Customer NCP = Metered kW at the point of delivery in the billing month that includes the annual system peak.

Levelized Carrying Charge = Average annual cost of distribution investment related to: a) the cost of money as determined by the most recent Commission allowed rate of return on common equity and most recent December 31 capital structure, b) book depreciation and c) all taxes.

7.05.05 Estimation of Formula Components: EAR, and customer NCP shall be estimated before Company undertakes any investment in additional distribution plant. Other components of the formula shall be updated annually by June 1.

7.05.06 Contribution Proration: The customer contribution determined in accordance with Subsections 7.05.02 and 7.05.03 shall be prorated on an equal basis between all customers that are initially or subsequently served by the line extension within the installment payment period. Prorated payments to the payment arrangement of the original customer shall only be made for permanent customers whose premises are adjacent to and served directly from the original line extension.

7.06 Overhead and Underground Electric Service Policy: Construction of overhead and underground distribution facilities, not subject to the Contribution Policy, shall be governed by this policy.

7.06.01 Reserved for Future Use:

7.06.02 Underground Single-Phase Service in Rural Areas and to Multi-Family Units: Single-phase primary conductors shall be installed underground by Company between its distribution line and a single-phase 240V pad-mounted transformer on the customer's property in rural areas under the following conditions:

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KANSAS GAS AND ELECTRIC COMPANY
(Name of Issuing Utility)

SCHEDULE Service Regulations

All KGE territory served by the Company
(Territory to which schedule is applicable)

Replacing Schedule _____ Sheet _____

which was filed _____

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

Sheet 7.6 of 7.20 Sheets

SERVICE REGULATIONS

(1) The cost of installing underground single-phase primary is approximately the same as installing overhead single-phase primary, except for the extra cost of the pad-mounted transformer and pad. The customer pays no additional cost of underground single-phase primary up to 1/4 mile, however the extra cost of the pad-mounted transformer and pad along with any cost to serve a customer underground single-phase primary in excess of 1/4 mile, shall be applied to the Line Extension Policy formula Allowance for extending or expanding service, as determined by Subsection 7.04, to compute the amount of customer contribution required. When the Company undertakes any investment in excess of the Allowance, the customer shall agree to pay the contribution in accordance with Subsection 7.02.

The customer, at customer's option, may specify that any part of the line on private property beginning at the Company's overhead feeder line be constructed underground.

- (2) The customer shall:
 - (a) Written evidence of consent for filing of record an instrument locating the easement for underground service on private property, Affidavit Form 1042.
 - (b) The ditching and backfilling.
 - (c) Any necessary conduits in accordance with Company's Service Standards.
 - (d) Any secondary wiring required in addition to the one secondary underground service cable which may be installed by Company.

(3) The customer's selection of location of the pad-mounted transformer meets the requirements of Company's Service Standards.

(4) The meter may be installed at the pad-mounted transformer, and underground service cable to the home or multi-family unit shall be installed in accordance with Subsection 7.06.03.

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KANSAS GAS AND ELECTRIC COMPANY
(Name of Issuing Utility)

SCHEDULE Service Regulations

All KGE territory served by the Company
(Territory to which schedule is applicable)

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

Sheet 7.7 of 7.20 Sheets

SERVICE REGULATIONS

(5) Common-use facilities buildings on multi-family unit sites shall be served under Subsection 7.06.05 or 7.06.06 as appropriate.

7.06.03 Underground Secondary Service To Homes:

(1) When overhead primary service is inadequate, or existing underground fails or becomes inadequate, the Company shall install up to 125 feet of underground secondary service cable between the feeder line and the building wall (either from underground or from an overhead pole) without charge to customer, provided:

(a) The Company has received a properly completed application from the customer, and,

(b) The service entrance is adequate for maximum use; and,

(c) The customer has properly installed three inch conduit beneath the ground in accordance with all Company Service Standards and all applicable state, county, or city code requirements. This includes the customer's obligation to assume responsibility for any digging, trenching, and backfilling required to install the conduit.

(2) If the existing overhead service to the customer is adequate, and after examination Company determines replacement is clearly not required, underground service will be available to the customer, provided customer complies with conditions 1(a), 1(b), and 1(c) as set out above, and pays a charge as proposed in the Service Regulations schedule to compensate for abandoning useful overhead service.

7.06.04 Underground Service To Mobile Home Parks: Mobile home parks with five or more spaces shall be served with underground, single-phase primary to transformers providing 120/240V secondary service under the following conditions:

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/s/ Jeffrey S. Wessman

7.7

KANSAS GAS AND ELECTRIC COMPANY
(Name of Issuing Utility)

SCHEDULE Service Regulations

All KGE territory served by the Company
(Territory to which schedule is applicable)

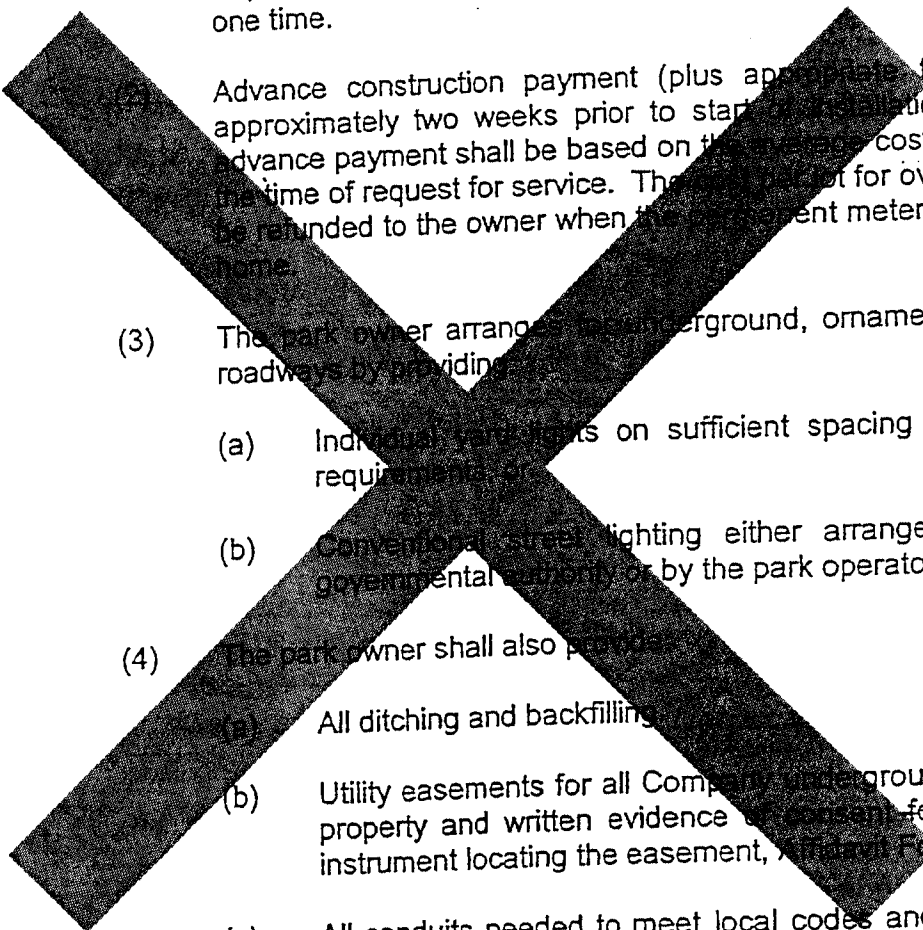
Replacing Schedule _____ Sheet _____
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Sheet 7.8 of 7.20 Sheets

SERVICE REGULATIONS

(1) The park owner agrees to the installation of padmounted transformers and meter pedestals at predetermined locations. An underground agreement shall be written for the entire mobile home park though the owner shall prepay funds only for that portion of the park for which primary service is requested. Service to the entire park need not be requested or paid for at one time.



(2) Advance construction payment (plus applicable tax) shall be made approximately two weeks prior to start of installation of service. The advance payment shall be based on the estimated cost per lot estimated at the time of request for service. The amount for overhead service shall be refunded to the owner when the permanent meter is set for the mobile home.

(3) The park owner arranges for underground, ornamental-type lighting for roadways by providing:

- (a) Individual road lights on sufficient spacing to meet local code requirements.
- (b) Conventional street lighting either arranged for by the local governmental authority or by the park operator.

(4) The park owner shall also provide:

- (a) All ditching and backfilling.
- (b) Utility easements for all Company underground service on private property and written evidence of easements for filing of record an instrument locating the easement, Kansas Form 1347.
- (c) All conduits needed to meet local codes and Company's Service Standards.

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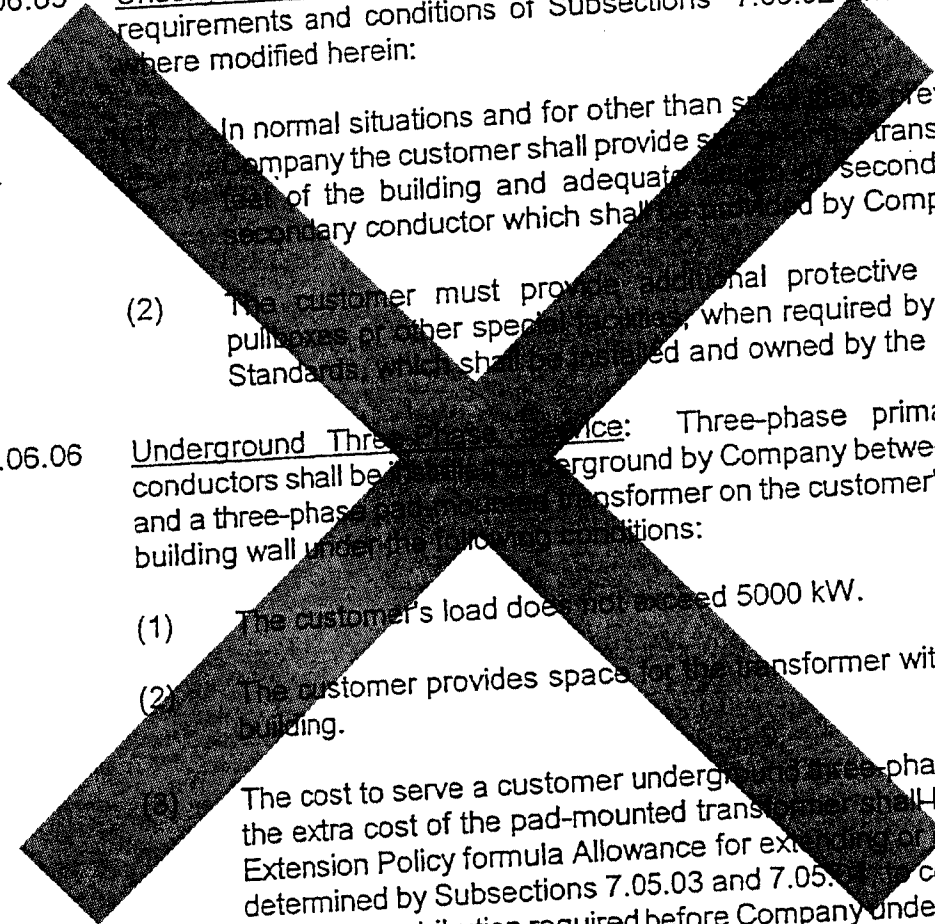
DH

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

SERVICE REGULATIONS

(5) The meters are located on meter pedestals although service may be delivered to each space as it is delivered to individual homes in platted residential developments. See Subsection 7.06.01.

7.06.05 Underground Single-Phase Service: Other than Residential Applications: All requirements and conditions of Subsections 7.06.02 and 7.06.03 apply except where modified herein:



In normal situations and for other than service previously approved by Company the customer shall provide a transformer within fifteen feet of the building and adequate secondary conduit for the secondary conductor which shall be installed by Company.

(2) The customer must provide additional protective conduit, manholes, pullboxes or other special devices, when required by Company's Service Standards, which shall be installed and owned by the customer.

7.06.06 Underground Three-Phase Service: Three-phase primary and secondary conductors shall be run underground by Company between its distribution line and a three-phase pad-mounted transformer on the customer's property and to the building wall under the following conditions:

(1) The customer's load does not exceed 5000 kW.

(2) The customer provides space for the transformer within fifteen feet of the building.

(3) The cost to serve a customer underground three-phase primary along with the extra cost of the pad-mounted transformer shall be applied to the Line Extension Policy formula Allowance for expanding service, as determined by Subsections 7.05.03 and 7.05.04. The customer shall compute the amount of customer contribution required before Company undertakes any investment in excess of the Allowance. The customer shall agree to pay the contribution in accordance with Subsection 7.05.02.

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KANSAS GAS AND ELECTRIC COMPANY
(Name of Issuing Utility)

SCHEDULE Service Regulations

All KGE territory served by the Company
(Territory to which schedule is applicable)

Replacing Schedule _____ Sheet _____

which was filed _____

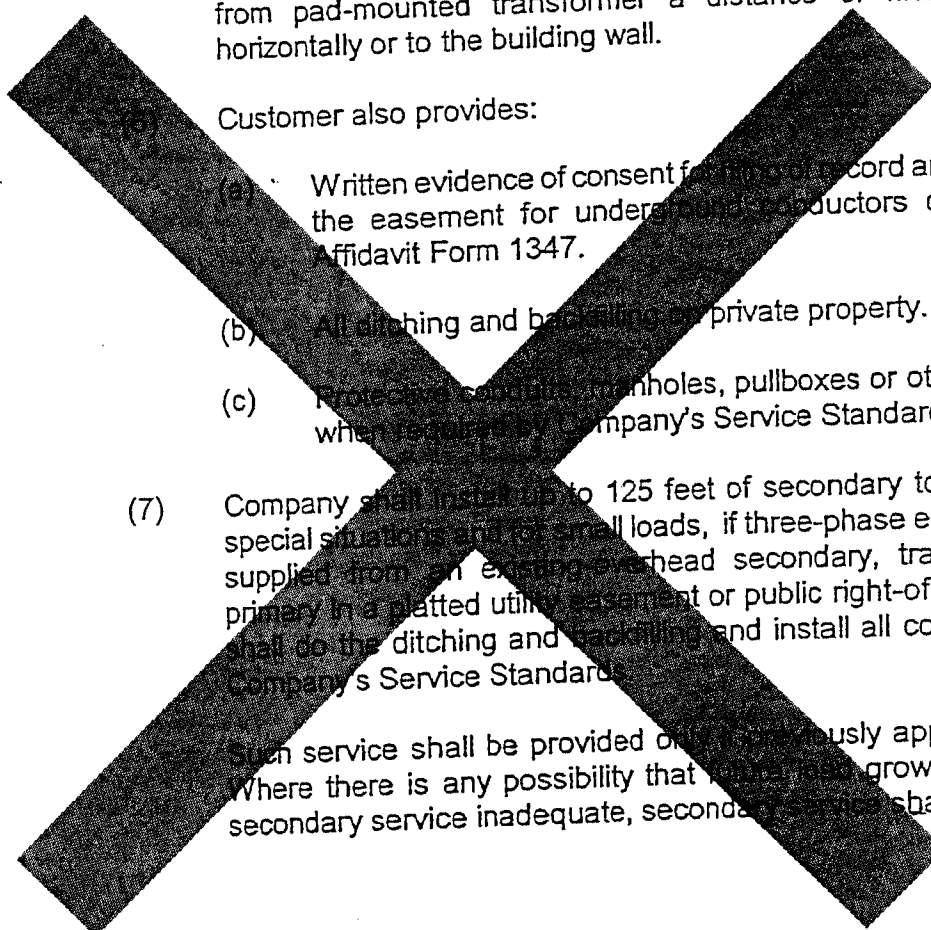
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- (4) The customer shall also provide transformer slab or vault at a mutually agreeable site.
- (5) The customer provides conduit for the secondary conductor in accordance with Service Standard 34.2. Company shall provide secondary conductor from pad-mounted transformer a distance of fifteen feet measured horizontally or to the building wall.

Customer also provides:



- (6)
 - (a) Written evidence of consent from the owner to record an instrument locating the easement for underground conductors on private property, Affidavit Form 1347.
 - (b) All ditching and backfilling on private property.
 - (c) Provide suitable manholes, pullboxes or other special facilities, when required by Company's Service Standards.
- (7) Company shall install up to 125 feet of secondary to the building wall in special situations and for small loads, if three-phase electric service can be supplied from an existing overhead secondary, transformer station or primary in a platted utility easement or public right-of-way. The customer shall do the ditching and backfilling and install all conduit as required by Company's Service Standards.

Such service shall be provided only if previously approved by Company. Where there is any possibility that future growth would make such secondary service inadequate, secondary service shall not be considered.

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7.06.07 Underground Electric Service In Unusual Situations:

(1) Company shall have its estimators figure the cost to serve, in unusual situations where the normal underground policy does not fit the conditions.

(2) The cost to serve a customer shall be applied to the Line Extension Policy formula Allowance for extending or expanding service, as determined by either Subsection 7.05.02 or 7.05.03 and 7.05.04. Compute the amount of customer contribution required before Company undertakes any investment in excess of the Allowance. The customer shall agree to pay the contribution in accordance with Subsection 7.05.02.

7.06.08 Underground Electric Service in Wet Area: Company shall provide underground electric service in the wet area in accordance with Company's Service Standards.

7.07 Mobile Home Park Service Policy: Service is available, in all territory served by Company, for the operation of mobile home parks which shall be alternating current, single phase, at approximately 60 cycles per second, 120 volts.

7.07.01 A customer (mobile home park owner or operator prior to December 21, 1978) may continue to take all service through a meter under the applicable General Service Rate Schedule in the area in which the mobile home park is located. Under this election, electric service to each mobile home location shall be supplied unmetered and shall not be resold on a metered basis.

7.07.02 A customer (mobile home park owner or operator) may elect to take electric service for each mobile home location under the terms and conditions of the Residential Service Rate Schedule except as modified below.

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SERVICE REGULATIONS

(1) Company shall extend its overhead lines on the premises used as a mobile home park in order to meter individual mobile homes in accordance with Subsection 7.05 and underground lines in accordance with Subsection 7.06.04 of these service regulations. Relocation of lines, after the initial installation, shall be at the expense of the customer. Customer shall install service terminals in accordance with Company's Service Standards in order that each mobile home location shall have a separate meter.

Company shall install and own all meters and meter boxes for a monthly service bill to the customer (mobile home park owner or operator) for each meter installed. The customer (mobile home park owner or operator) shall be responsible for payment of service charges. After expiration of the term specified in the agreement, any meter may be disconnected by customer request and be subject to a reconnection charge, as filed in the Schedule of Miscellaneous Charges and Amounts, upon request for reconnection.

(3) All service charges for these portions of the mobile home park shall be separately metered and billed under the General Service Rate Schedule.

(4) No customer (mobile home park owner or operator) shall attempt to meter or sell electric energy to any component of any mobile home location under a rate or system of charges other than the rate applied by Company.

(5) The seasonal energy rate of the Residential Rate Schedule may be applied to mobile homes under the following conditions:

(a) The space heating equipment must conform to standards set out in regular schedules.

(b) The customer (mobile home park owner or operator) assumes responsibility for advising Company of mobile home movement or equipment changes that change the eligibility of the meter for such rate, and

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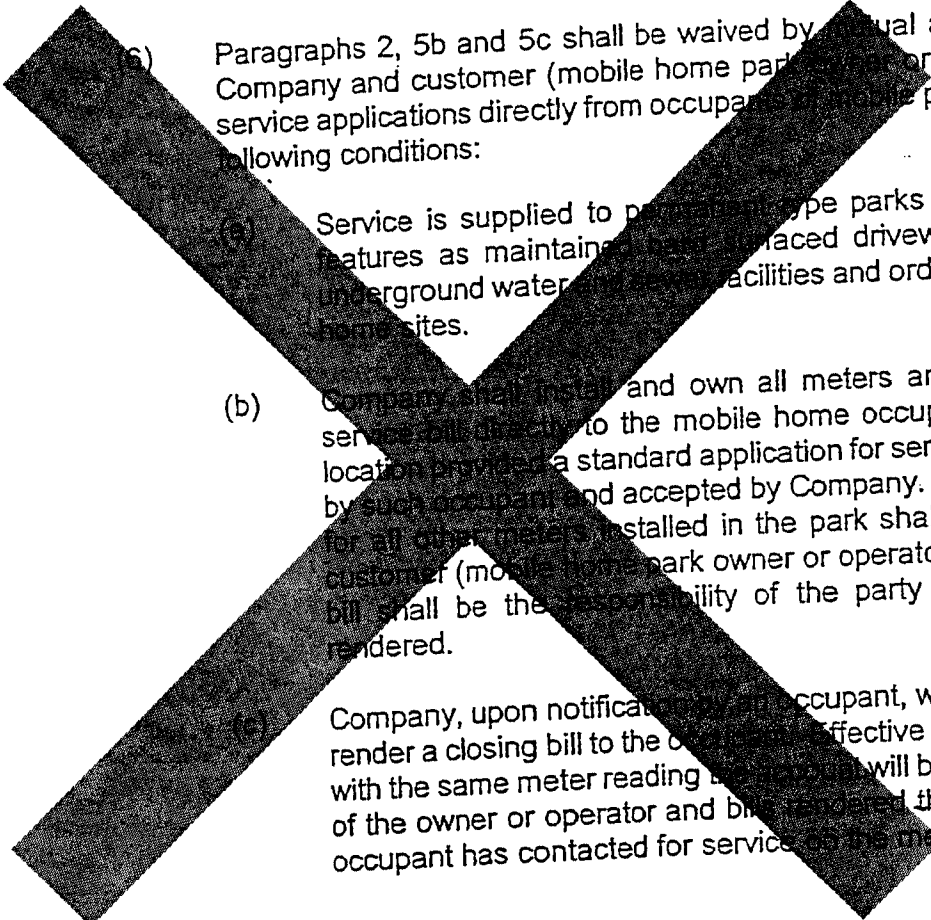
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(c) The customer (mobile home park owner or operator), in the event inspection by a Company representative fails to find qualified heating equipment in regular use on the meter, agrees to pay to Company the calculated difference between the seasonal use and the general use residential rate on the usage for the preceding 180 days.



(6) Paragraphs 2, 5b and 5c shall be waived by mutual agreement between Company and customer (mobile home park owner or operator) to accept service applications directly from occupant of the park space under the following conditions:

(a) Service is supplied to parks of the type parks which provide such features as maintained paved driveways and walkways, underground water, sewer facilities and orderly arranged mobile home sites.

(b) Company shall install and own all meters and render a monthly service bill to the mobile home occupant at each service location provided a standard application for service has been signed by such occupant and accepted by Company. Monthly service bills for all other meters installed in the park shall be rendered to the customer (mobile home park owner or operator). Payment of each bill shall be the responsibility of the party to whom the bill is rendered.

(c) Company, upon notification from the occupant, will read the meter and render a closing bill to the occupant effective on the same date and with the same meter reading. A new meter will be opened in the name of the owner or operator and bills rendered thereunder until a new occupant has contacted for service on the meter.

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SERVICE REGULATIONS

(d) Service through any meter billed to an owner or operator will be discontinued at the request of the owner or operator of the mobile home park and the meter thereupon may be removed or locked in place, at which time the minimum bill provisions of the applicable rate shall cease. In such cases a reconnection charge, as filed in the Schedule of Miscellaneous Charges and Amounts, will be billed to the owner or operator upon restoration of service.

7.08 Reserved for Future Use

7.09 Emergency Primary Service Policy:

7.09.01 Introduction: Customers who benefit from an emergency service shall bear the incremental expense of duplicate service installed and maintained to meet their needs. Exceptions created by special circumstances must have written approval of Company.

7.09.02 Definitions:

(1) Emergency Primary Service: Refers to Company furnishing a distribution circuit (duplicate or emergency source) to a customer solely for backing up the normal or preferred source. Company shall maintain sufficient substation and circuit capacity of the standby or emergency source to backup the normal or preferred source.

(2) Normal or Preferred Source: The source which normally provides service to the customer.

(3) Duplicate or Emergency Source: The circuit which provides service should the normal or preferred source become unavailable.

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SERVICE REGULATIONS

(4) Automatic Throwover (ATO) Service: Service whereby transfer from normal or preferred to duplicate or emergency source is done automatically by a switch arrangement which senses voltage and transfers to the standby or emergency source when no voltage is sensed on the normal source.

(5) Manual Throwover Service: Service whereby transfer from normal or preferred to duplicate or emergency source is done by manually opening and closing the appropriate switch devices.

Isolated Spot Secondary Network: Service which consists of two or more transformers supplying a common bus from which services are derived. When service is to be taken from Company's primary network, standards refer to Company's standards, Section 40 (Wichita underground).

7.09.03 Eligibility: The following customers are eligible for emergency primary service:

- (1) Public service and safety installations which serve the welfare of the at-large populace
- (2) Commercial and industrial (C&I) customers with a demand of at least 3 MW.

C&I customers installations with a demand less than 3 MW may pay for up to two sets of switches to be located on each side of the customer as near to the customer as is practical. Company does not guarantee two separate circuits at the customer's location and reserves the right to establish priority in the restoration.

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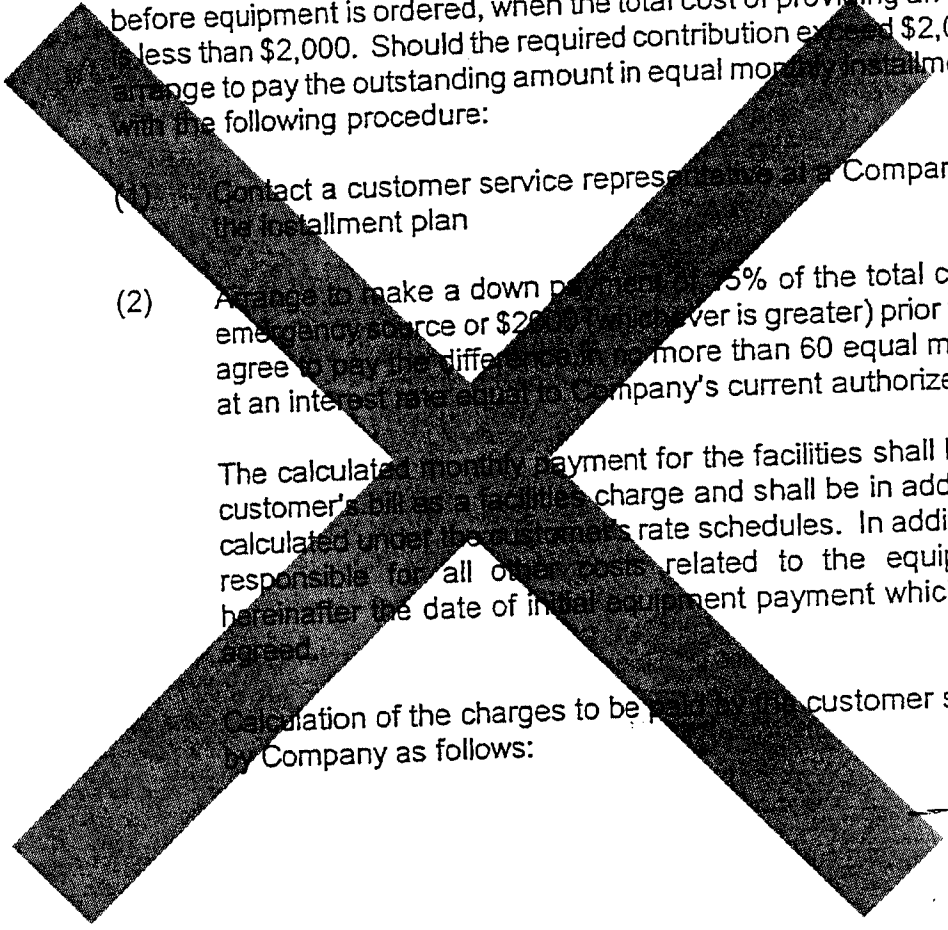
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7.09.04 Cost for Emergency Service: Company may provide an emergency source to an eligible customer upon request but shall be fully compensated by said customer. This applies to customers who desire automatic throwover (ATO) service, manual throwover service, or isolated spot secondary network service. Cost of providing the necessary facilities shall be estimated by Company. Payment in full is required, before equipment is ordered, when the total cost of providing an emergency source is less than \$2,000. Should the required contribution exceed \$2,000, customer may arrange to pay the outstanding amount in equal monthly installments in accordance with the following procedure:



(1) Contact a customer service representative at the Company office to request the installment plan

(2) Arrange to make a down payment of 25% of the total cost of providing an emergency source or \$2,000 (whichever is greater) prior to construction and agree to pay the difference in more than 60 equal monthly installments at an interest rate equal to the company's current authorized rate of return.

The calculated monthly payment for the facilities shall be indicated on the customer's bill as a facility charge and shall be in addition to the amount calculated under the company's rate schedules. In addition the customer is responsible for all other costs related to the equipment as outlined hereinafter the date of initial equipment payment which shall be billed as agreed.

Calculation of the charges to be paid by the customer shall be determined by Company as follows:

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SERVICE REGULATIONS

(a) **Substation Capacity:** The customer shall be charged for substation capacity kept in reserve to accommodate load upon transfer to the emergency source. Charge for this capacity shall be the incremental transformer and associated hardware cost only if served from a general distribution substation serving other customers. The customer, if the customer request dictates a dedicated substation, pays the total cost of that substation plus replacement including proportional transmission construction if necessary.

(b) **Circuit Capacity:** The customer whose circuit is required to provide the emergency source, shall pay a proportional share of the cost to build a circuit large enough to carry the customer's load. The customer's charge, if the circuitry is sufficient, shall be determined by taking the ratio of the amount of MW capacity reserved divided by the total capacity of the circuit times the current construction cost of the circuit.

(c) **Other Charges:** The customer shall pay only incremental expenses such as taxes and insurance associated with the capacity of the facilities reserved for customer's use as determined by Company. The customer shall have the option of paying these costs annually as accrued or by making a one-time capitalized cost payment.

7.09.05 **Throttle Costs and Ownership:** Company shall own, operate and maintain any manual throttle equipment necessary to provide said service. The customer shall reimburse Company for all charges associated with the purchase and installation of the equipment.

When a customer desires ATO service, customer shall own, operate and maintain such equipment as is necessary to provide said service. This equipment shall comply with Company Service Standards and be installed at a location mutually agreed upon by Company and the customer. Company shall review the operational and design aspects to assure the integrity of Company system is not jeopardized.

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SERVICE REGULATIONS

Company disclaims any liability for any and all actual or consequential damages, including personal property injury or damage associated with the ATO gear or any other customer owned equipment.

Company's System Operations Department shall be immediately notified when service is transferred via the ATO for any reason. The customer shall not parallel the normal and emergency sources.

Customers with ATO service shall be primarily responsible for the Space for Company owned equipment shall be provided by the customer in the ATO switchgear. Customer acknowledges ownership of the ATO equipment and responsibilities for maintenance and upkeep thereof, other than the primary meter Company shall not be responsible for any equipment beyond the ATO.

7.09.06 Limitations. Company reserves the right to operate its system in a manner it determines best. There is no guarantee as to the exact substation or circuit for either the normal or emergency source. Company also reserves the right to serve other customers from the same source as an emergency source but does guarantee that the contracted emergency power shall be available except when the equipment is repaired or is unavailable because of storms or other events beyond Company's control.

When a customer has a demand between 5-10 MW, Company shall determine whether a split-bus scheme or other additional work is necessary. Should other work prove necessary, the customer shall be responsible for the cost of the additional work.

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KANSAS GAS AND ELECTRIC COMPANY
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SERVICE REGULATIONS

The customer shall be required to divide load between two normal sources, in a split-bus scheme. A third source in some instances shall be available to back up either, but not both, normal sources. Normally, Company shall provide one source with the customer responsible for the other two sources as outlined above. Company may assume a portion of the cost for the second normal source, in cases where it shall be advantageous to Company's operation to split load under normal conditions. This determination shall be made only after thorough study by Company.

Facilities in excess of 10 MW should not be served by the distribution system but service should be taken at the available transmission voltage.

Review of emergency primary service arrangements shall be made each January to ensure that Company is not expected to provide more emergency capacity than that paid for by the customer.

Should the customer load increase above that for which Company has been compensated, Company shall notify the customer and grant a reasonable amount of time to pay for the additional costs of facilities. Should the customer refuse to pay this additional compensation within a reasonable time, Company reserves the right to remove the customer's emergency source.

7.10 Relocation of Company Facilities: The following policy shall be followed in charging customers for relocation of Company facilities upon customer request.

(1) Company facilities on private property:

(a) There shall be no charge made to the customer if the relocation is prompted by customer's expansion and the estimated annual revenue (EAR) is equal to or greater than fifty percent of the cost of relocation.

(b) The cost shall be divided equally between the customer and Company if the relocation is prompted by the customer's expansion and the EAR is between twenty-five percent and fifty percent of the cost of the relocation.

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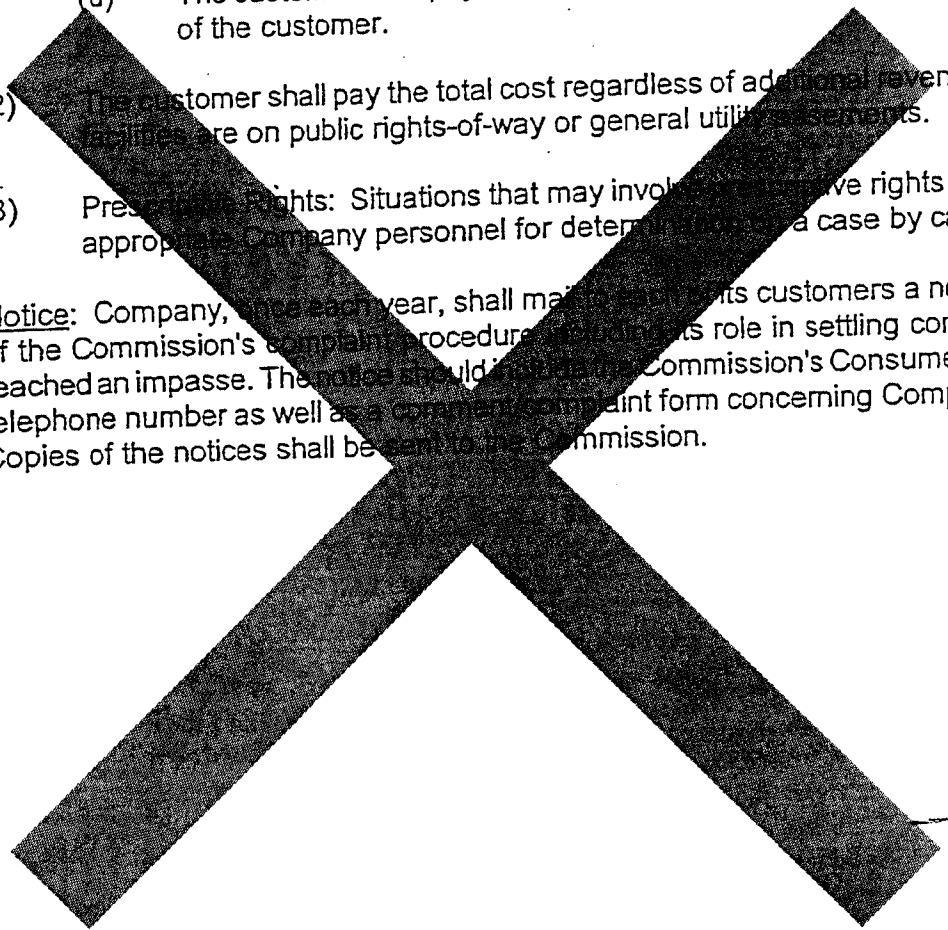
(c) The customer shall pay the total cost if the relocation is prompted by the customer's expansion and the EAR is less than twenty-five percent of the cost of the relocation.

(d) The customer shall pay the total cost if the relocation is only for the convenience of the customer.

(2) The customer shall pay the total cost regardless of additional revenue where Company facilities are on public rights-of-way or general utility easements.

(3) Prescriptive Rights: Situations that may involve prescriptive rights are to be referred to appropriate company personnel for determination on a case by case basis.

7.11 Notice: Company, once each year, shall mail to all its customers a notice apprising them of the Commission's complaint procedure and its role in settling complaints which have reached an impasse. The notice should include the Commission's Consumer Protection Office's telephone number as well as a consumer complaint form concerning Company's performance. Copies of the notices shall be sent to the Commission.



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SERVICE REGULATIONS

8. METERING

8.01 Metering Installation: Company shall supply the metering installation needed to measure the electric service used by customer. Customer shall provide and maintain free of expense to Company a location for the installation thereof in accordance with Company's Service Standards.

8.02 Evidence of Consumption: The registration of Company's meter shall be accepted and received at all times and places as prima facie evidence of the amount of power and/or energy taken by customer.

8.03 Meter Accuracy and Testing:

(1) The accuracy and testing of Company's meters shall be in accordance with these Service Regulations.

(2) Whenever any test by the State Corporation Commission of a watt-hour meter, while in service or upon its removal from service, shall show such meter to have an average error of more than two percent fast or two percent slow, the following provisions for the adjustment of the electric meter shall be observed:

(a) The error found shall be considered for the purpose of these rules to have existed for not more than a 180-day period preceding the test or for the time the meter has been in service at the location if less than the 180-day period, or from the actual time the meter became damaged or the situation began if such time can be positively determined, in which case the over or undercharge shall be computed back to but not beyond such time.

(b) Company, if the meter is found to be faster than allowable, shall refund to the Customer concerned any overcharge of \$2.00 or more caused thereby during the period of inaccuracy of the meter as defined in (a) above. The actual error of the meter and not the difference between the allowable error and the error of the meter as found shall be used as the basis for calculating the refund.

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(c) Company, if the meter is found to under-register, may render a bill to the customer concerned for the estimated consumption not covered by bills previously rendered during the period of inaccuracy as defined in the preceding paragraphs. Such action may be taken, however, only in cases where the bill for estimated inaccuracy amounts to \$5.00 or more, and all such bills shall be conditional upon Company's not being at fault for allowing the inaccurate meter to remain in service. Company shall in no case render a bill for under-registration until the particular meter has been repaired in conformity with the provisions of this Section.

(d) Company, if customer's load is found unintentionally wired ahead of the meter, may render a bill to the customer for the estimated consumption not covered by bills previously rendered during the period as defined in (a) above. Such action may be taken, however, only where the bill for estimated usage amounts to \$5.00 or more.

(e) Company, if customer's recorded load is found unintentionally wired on the wrong meter, may render an adjusted bill to the customer overbilled and to the customer underbilled during the period as defined in (a) above. Such action may be taken, however, only where the corrected bills amounts to refunds of \$2.00 or more and adjusted bills of \$5.00 or more.

(f) Company shall, in the case of a nonregistering meter, estimate and charge for the electric energy used during the period of nonregistration by averaging the amount registered over similar periods preceding and subsequent thereto, or over corresponding periods in previous years.

(g) Company bears the cost of meter testing, however, a customer who requests a special meter test, on a meter that has been tested within the last ten years, or installation of a check meter, shall be required to pay a Meter Test Charge as filed in the Schedule of Miscellaneous Charges and amounts if the meter is found to be within the limits of 2% fast or 2% slow.

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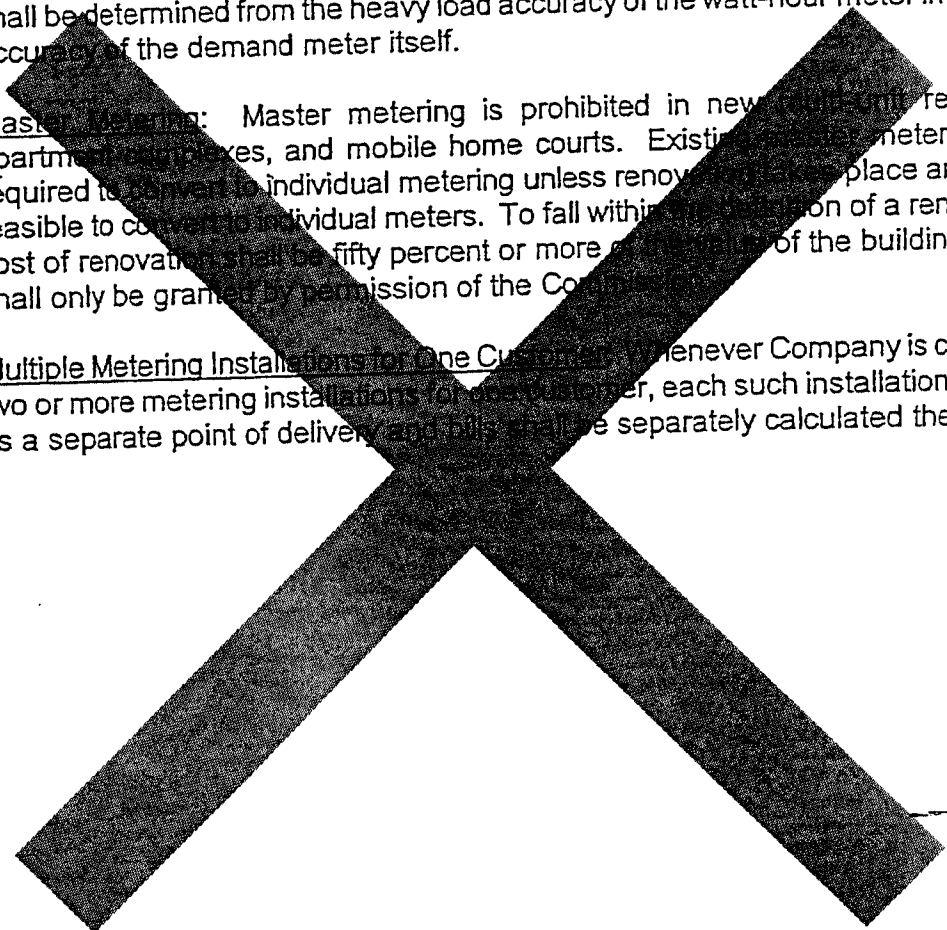
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SERVICE REGULATIONS

8.04 Demand Meters: Whenever any tests, by Company or by the Commission, of a demand meter while in service or on its removal from service, shows such meter to be more than two percent in error, the provisions covering the adjustment of charges in the case of service watt-hour meters shall be observed insofar as they are applicable. If the demand meter depends upon actuations from the watt-hour meter or its readings, the average error of the demand meter shall be determined from the heavy load accuracy of the watt-hour meter in conjunction with the accuracy of the demand meter itself.

8.05 Master Metering: Master metering is prohibited in new ~~single~~ residential dwellings, apartment houses, and mobile home courts. Existing master metered facilities are not required to convert to individual metering unless renovated in place and it is economically feasible to convert to individual meters. To fall within the exception of a renovated building, the cost of renovation shall be fifty percent or more of the building. Exception to this shall only be granted by permission of the Commission.

8.06 Multiple Metering Installations for One Customer: Whenever Company is called upon to furnish two or more metering installations for one customer, each such installation shall be considered as a separate point of delivery and bills shall be separately calculated therefor.



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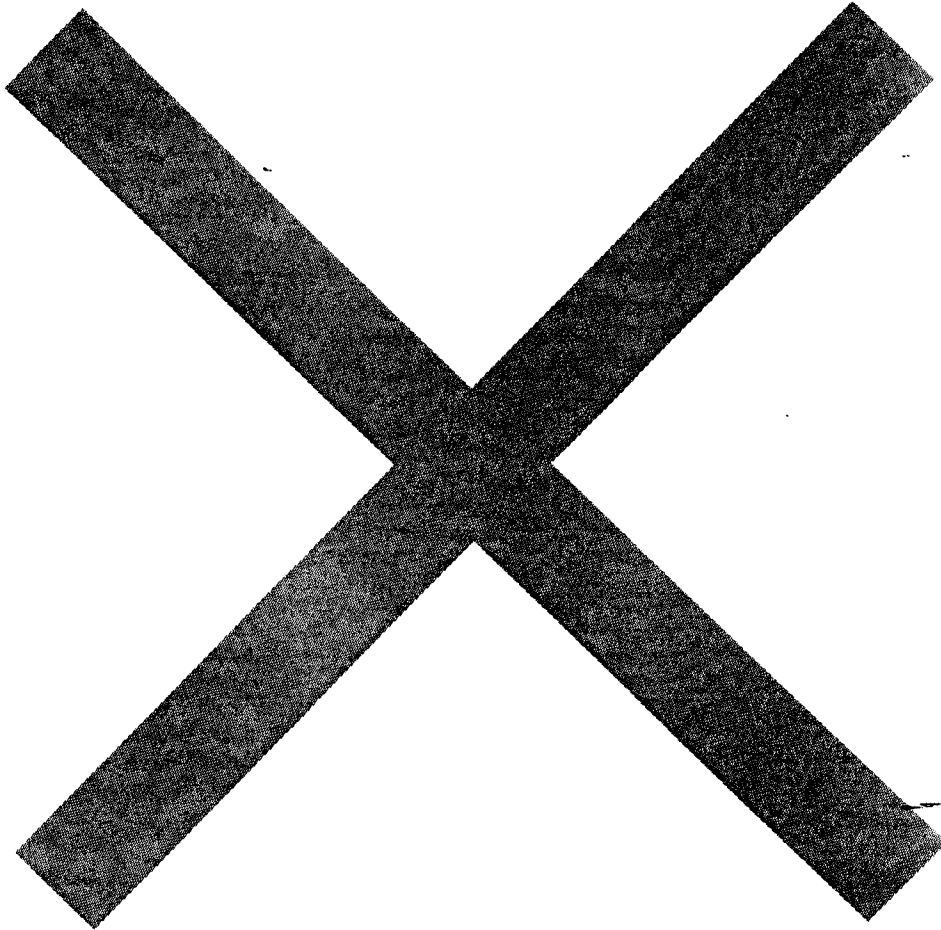
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9. GENERAL CLAUSES

9.01 Waiver of Requirements: Company reserves the right to request waiver by the Commission in individual cases of any Standards it deems would not serve the interests of either Company or the customer.



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Replacing Schedule _____ Sheet _____
which was filed _____

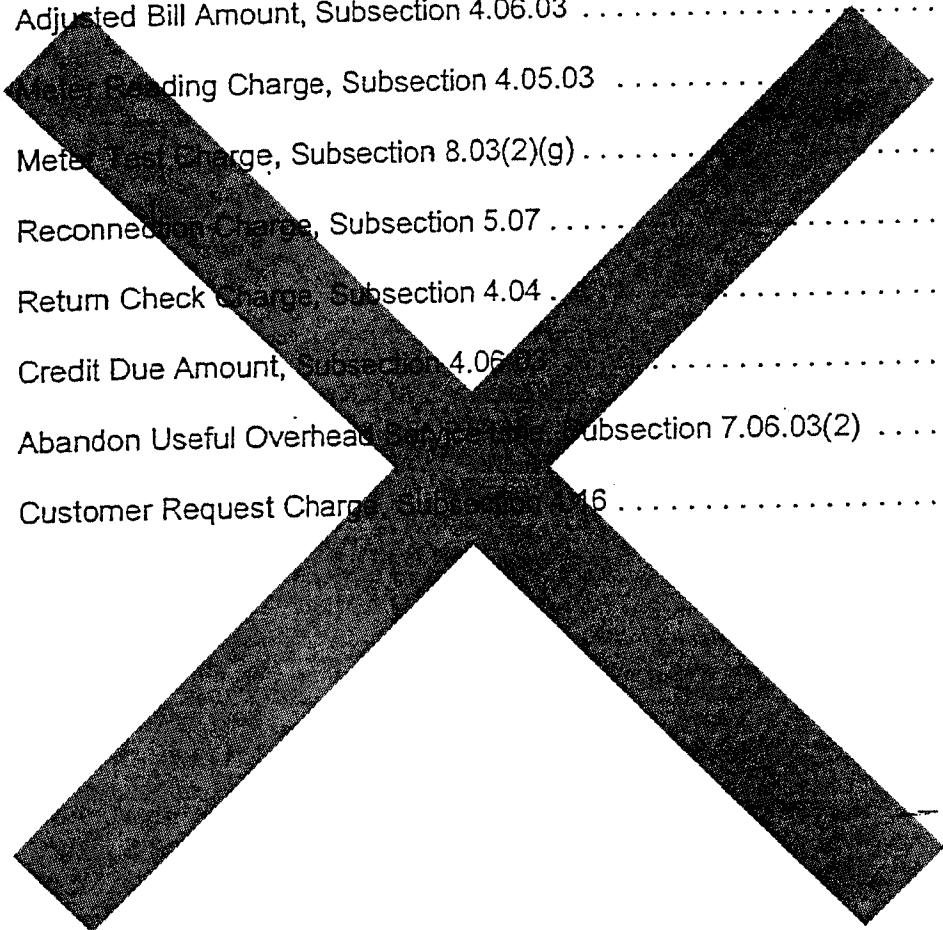
No supplement or separate understanding shall modify the tariff as shown hereon.

Sheet 10.1 of 10.1 Sheets

SERVICE REGULATIONS

10. SCHEDULE OF MISCELLANEOUS CHARGES AND AMOUNTS

10.01	Collection or Disconnection Charge, Subsection 5.06	\$10.00
10.02	Bill Error Amount, Subsection 4.06.09	\$2.00
10.03	Adjusted Bill Amount, Subsection 4.06.03	\$2.00
10.04	\$10.00
10.05	Meter Test Charge, Subsection 8.03(2)(g)	\$23.00
10.06	Reconnection Charge, Subsection 5.07	\$15.00
10.07	Return Check Charge, Subsection 4.04	\$10.00
10.08	Credit Due Amount, Subsection 4.06.02	\$10.00
10.09	Abandon Useful Overhead, Subsection 7.06.03(2)	\$30.00
10.10	Customer Request Charge, Subsection 4.06.04	\$20.00



Commission File Number _____

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Month Day Year
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By Wayne Hatcher President

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Kansas Corporation Commission
August 18, 2000
/s/ Jeffrey S. Wazzaman

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