20170616142252 Filed Date: 06/16/2017 State Corporation Commission of Kansas

of K

Westar Energy

Taking energy to heart.

June 14, 2017

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

RE: Optional Prepay Service Pilot Program

To Whom It May Concern:

Westar Energy, Inc. and Kansas Gas and Electric Company (KGE) d.b.a. Westar Energy hereby submit a revision to the General Terms and Conditions. In Docket No. 14-WSEE-148-TAR, the Order dated December 15, 2016, denies Westar's Motion to Convert Prepay Program into Permanent Program and gives Westar six months to transition customers off the program. As of March 31st, 2017, all customers have been transitioned off the program.

Attached to this transmittal letter is the red line and clean copy of Section 4 of the General Terms & Conditions that reflect the conclusion of the pilot program.

Please contact me at 575-6422 with any questions concerning this filing.

Sincerely,

Scott Unekis

Regulatory Economist

Enc.

Cc

Larry Wilkus Jeff Martin

TTO CONT.	SE COD	DOD (TION		ODVANGAG	Index		
			COMMISSION & FLECTRIC COMP	OF KANSAS Any, d.b.a. Westar energy	SCHEDULE	GT $&C$	
STAK ENE	KO1, INC 6		Issuing Utility)	SCHEDULE	UIRC		
		WESTAR S	SERVICE AREA	Replacing Sched	ule GT&C	Sheet1	
	(Ter		ch schedule is app	which was filed	November 3	8 , 2015 June 23, 2010	
o suppleme		rate understandi		neasie)		Sheet 1 of 28 S	
iaii modiiy	tne tanii a	is snown nereor				Sheet 1 of 28 S	neets
			GENER	AL TERMS AND C	ONDITIONS		
			4.	BILLING AND PAY	<u>MENT</u>		
4.01	<u>Paym</u>	nent of Bills	<u>s:</u>				
	A.	sent by m Custome shall not thereof, i falls on a	nail. In additio r may change release or din ncluding the c a day when (rvice are due and p n, Company offers this option at any ninish the obligation delayed payment ch Company's authoriz yment date shall be	customers an electime. The non-range of customer with arge. If the last seed agents are n	etronic (e-ma eceipt of a respect to calendar da ot available	ail) billing option bill by custome the full paymen by for remittance to the genera
	В.	thereon. reasonab next succ Schedule	This date is to the course of be been been to the course of the course o	bills for Electric S the last date paymo business, be credite al bill. Unless other tial bills for Electri	ents that are rece d to customer's a wise specified by	ived can, in ccount in pr contract or	the normal and eparation of the applicable Rate
4.02	Resp	onsibility fo	or Bill Paymen	<u>t</u> :			
	Α.	Service discontine Condition under customer and Condition credit shoustomer	Agreement for uance of Elembers. Customer stomer's Servicuance of customer all not justify s Service Ag	pay obligations to or utility related s ctric Service under's failure to pay C ce Agreement for E omer's Electric Servany's failure to pay customer's failure preement for utility It shall be determin	ervices shall cor r Section 5 of company other the lectric Service, shall vice under Section customer when reconstruction to pay the amorelated services	nstitute a conthese General amounts all not be a not be a not these required or tounts due (default justifying eral Terms and s due Compan default justifying General Term to give custome Company unde
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			N COMMISSION		v cchedii e	CT % C			
WESTAK ENER	RGY, INC		of Issuing Utility)	ANY, d.b.a. WESTAR ENERG	Y SCHEDULE	GI&C			
		,	SERVICE AREA		Replacing Sched	lule <u>GT&C</u>	Sheet2		
	(Ta		nich schedule is app		which was filed	November 3	2015Juna 23, 2016		
No suppleme		rate understan as shown here		neadle)	which was filed November 3, 2015 June 23, 201				
shall modify	the tariff	as shown here				Sheet 2 of 28 Sh	ieets		
			GENER	RAL TERMS AND	CONDITIONS				
		1. cus	tomer's failure	to conform to these	e General Terms a	nd Condition	S,		
					ny delinquent am lity related services		Company under		
		cus	tomer's Servic	e Agreement for i	any delinquent ar utility related servi Company and cus	ces shall be			
	B.	Service signed establis individua respons	of, a customer the service aghed to be responding and customible for the accordance.	for an outstanding reement on the a onsible for the acco er, who signed th	service to, or thre debt on an accouncecount or agreed bunt. The only exceed Service Agreem lectric Service was to live together.	nt unless the orally at tire ption to this nent or orall	individual either ne service was rule is when an y agreed to be		
	C.	Electric	Service of cus	tomer for an outst	Electric Service to anding debt more under an oral agre	than five ye			
4.03	<u>Meth</u>	ods of Pa	<u>yment</u>						
	A. <u>P</u>	ayment E	sy Mail:						
	Customers paying by mail shall place a check or money order in a caddressed envelope and shall post such payment to cause it to arrive at Compremittance processing center on or before the delinquency date.								
		bar	ık for non-payı	ment due to insuf	k and said person ficient funds, then oursuant to Section	Company			
Issued									
133404		Month	Day	Year					
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	ODBOD	A TYON, GOAD MISSION OF WANGAS	Index					
		ATION COMMISSION OF KANSAS ISAS GAS & ELECTRIC COMPANY, d.b.a. WESTAR ENERGY	SCHEDULE	GT&C				
		Name of Issuing Utility)		D. I. i. G. I. I. G. G. G. G.				
	WES	STAR SERVICE AREA	Replacing Sched	ule <u>GT&C</u>	Sheet 3			
(Territory	y to which schedule is applicable)	which was filed	which was filed November 3, 2015 June 23, 2016				
No supplement or s shall modify the tar	eparate un riff as shov	derstanding wn hereon.		Sheet 3 of 28 Sheets				
		GENERAL TERMS AND C	CONDITIONS					
	3.	Company may require customer to m pay agent location or by mailing certification			at an authorized			
	4.	Company may convert personal checks interpreted to convert personal checks interpreted by the bank for Company may assess a charge of \$\\$\ \text{Funds Service Charge.}	o electronic transa or non-payment du	action(s) and ue to insuffic	I said electronic ient funds, then			
В.	<u>Autl</u>	norized Pay Agents:						
	1.	authorized network of non-utility k	ed Pay Agent(s) to establish and maintain an usinesses at appropriate locations where erson using personal checks, an electronic der, certified checks or cash.					
	2.	Authorized payment locations shall propertions and the amount of any associated	ovide a complete list of all available payment ated fees payable by customers.					
	3.	. , , .	icient funds, then	I said personal check is returned by the at funds, then company may assess an ant to Section 12.07.				
	4.	Company or its agent elects to contransaction and said electronic transaction	ersonal checks into Electronic transactions. If onvert personal checks into an electronic ction is returned by the bank for non-payment on Company may assess a charge of \$30.00 Funds Service Charge.					
	5.	Company may require customer to r certified checks or money orders.	make payment of	bills by cas	h or by mailing			
Inque d								
issued	Montl	h Day Year						
Effective	Mont	h Day Year						

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THE STATE CO				N OF KANSAS PANY, d.b.a. WESTAR ENERG ^y	Y SCHEDULE GT&C			
WESTAK ENEKUT, IN			f Issuing Utility)	-ANT, d.U.a. WESTAK ENEKO	1 SCHEDOLE OTAC			
			SERVICE AREA	A	Replacing Schedule GT&C Sheet 4	_		
			ich schedule is app		which was filed November 3, 2015 June 23, 20	116		
No supplement or set shall modify the tarif				piicable)	<u> </u>	10		
shall modify the tarif	ff as shov	wn hered			Sheet 4 of 28 Sheets			
			GENE	RAL TERMS AND (CONDITIONS			
C.	Age	nt to	issue a draft	or electronic trans	may request Company or an Authorized Pasaction on the customer's account in a U.S. r's bill for utility services.			
	1.	The	decision to ac	ccept an Electronic l	Payment shall be solely that of Company.			
	2.	repr resp	esentative or	through automate system. Requests	Check requests through a live telephored processes such as an interactive voices for Web Payment may be made through	се		
	processes to the customer's accou				c Payment through authorized payment as if payment had been received at a same business day as the customer's			
	4.			nsure that sufficient nic Payment or Draf	unds are available to pay the amount of the			
		a.			d to Company for insufficient funds may incur 08 <u>Insufficient Funds Service Charge</u> .	·a		
		b.			Company for insufficient funds may incur Insufficient Funds Charge.	а		
		C.	may cause		ft returned to Company for insufficient fund t to be deemed delinquent as if the payme			
		d.		•	an Electronic Payment or Draft for a customone or more insufficient funds payments.	er		
Issued	Montl	h	Day	Year				
Effective	Mont	h	Day	Year				

						Index	
			ATION COMMISSION SAS GAS & ELECTRIC COMP.		Y SCHEDULE	GT&C	
			Name of Issuing Utility) STAR SERVICE AREA		Replacing Sche	edule <u>GT&C</u>	Sheet5
	Γ)	Territory	to which schedule is app	licable)	which was filed	d <u>November (</u>	3, 2015 June 23, 2016
No supplement shall modify to	nt or se he tari	parate un ff as shov	derstanding vn hereon.			Sheet 5 of 28 S	heets
			GENER	AL TERMS AND (CONDITIONS		
	D.	payr Cus	dit Card Payment: C ment by customer's tomer will pay to a tion 12.15 <u>Credit, De</u>	s credit card for part authorized agent a	ayment of customers fee not to exce	mer's bill for eed the amo	utility services.
		1.	The decision to acauthorized agent.	cept a credit card p	payment shall be	solely that of	f Company or its
		2.	representative or	minister credit card through automate stem or through C	ed processes su	ıch as an i	nteractive voice
		3.	to the customer's	edit a credit card pa s account as if p on the same busine	payment had be	en received	at Company's
		4.		nent reversed for ar t as if the payment			r's account to be
		5.	who has obtained limited to; reported	gent may refuse to the use of a credited ed or suspected u cted use of stolen card.	card improperly. se of credit car	This may ir rds in a frau	nclude but is not udulent manner,
	E.	acce	If or Debit Card Paylept payment by cust rices. Customer will ection 12.15 <u>Credit,</u>	omer's debit or ATI pay to authorized a	M card for paymengent a fee not to	ent of custom exceed the a	er's bill for utility amount specified
		1.	The decision to a Company or its au	accept a debit or thorized agent.	ATM card payr	nent shall b	e solely that of
Issued			_				
		Month	n Day	Year			
Effective _		Mont	h Day	Year			

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THE STATE CORPOR	RATION	COMMISSION	N OF KANSAS			_	
WESTAR ENERGY, INC & KA			PANY, d.b.a. WESTAR ENERC	SY SCHEDULE	GT&C		
	(Name of	Issuing Utility)	Replacing Sched	ule GT&C	Sheet 6		
WE	ESTAR S	ERVICE AREA	Treplacing Sened	uic <u>C1&C</u>			
(Territor	ry to whic	ch schedule is app	which was filed	November 3	2, 2015 June 23, 2016		
No supplement or separate us shall modify the tariff as sho	ınderstandi own hereor	ng 1.		Sheet 6 of 28 Sl	heets		
		GENE	RAL TERMS AND	CONDITIONS			
2.	telep voice	hone represe	entative or through (IVR) system or t	ATM card payme automated proces hrough Company's	sses such a	s an interactive	
3.	proc	esses to the pany's remit	e customer's acc	M card payment to bunt as if payme the same busines	ent had be	en received at	
4.				nd ensure that suff it or ATM payment.	eturned to Company for insufficient funds or cur a charge pursuant to Section 12.08		
	a.	reversed b		incur a charge p			
	b.		omer's account to	returned to Compa be deemed delinq			
	C.	a customer This may in or debit ca	who has obtained nclude, but is not lir rds in a fraudulent	use to accept ATM of the use of an AT mited to; reported of manner, reported auding the Compan	M or debit or suspected or suspected	card improperly. I use of an ATM ed use of stolen	
IssuedMont	th	Day	Year				
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		ATION COMMISSION OF KANSAS	CCHEDITE	CT LC		
WESTAK ENER		SAS GAS & ELECTRIC COMPANY, d.b.a. WESTAR ENERGY Name of Issuing Utility)	SCHEDULE	GT&C		
	,	STAR SERVICE AREA	Replacing Schedule <u>GT&C</u> Sheet <u>7</u>			
N	· · · · · ·	to which schedule is applicable)	which was filed	November 3, 2015 June 23, 2016		
shall modify	nt or separate un- the tariff as show	derstanding vn hereon.		Sheet 7 of 28 Sheets		
		GENERAL TERMS AND CO	ONDITIONS			
	cust acco If Cu non-	omatic Bill Payment Plan: Company omer's request, systematically withdraw ount at a bank or recognized financial insustomer pays by Automatic Bill Payment payment due to insufficient funds, then vice Charge of \$30.00 pursuant to Section	the customer's be titution. and said paymer company may a	oilled payments from his/her		
4.04						
4.04	Meter Rea	<u>ading</u>				
	4.04.01	Meter Reading Periods: Unless other Terms and Conditions or Rate Schemonthly billings. Company may vary take into account the effects of connroutes. Company may adopt a cycle-b districts and for reading meters on a screen	nedules or Ride an 26 days and its monthly mete ection, disconne- illing plan for divi	ers, meters shall be read no more than 36 days for er reading for customers to ction, or rerouting of meter iding its service territory into		
	4.04.02	Customer Read Meters:				
		a) Company may request customers with inaccessible meters, to read billing period. Company's requests printed forms provided by Com Interactive Voice Recording (IV instructions as to method of obtaining	their meters at for meter reading pany or by cu R) System.	intervals approximating the gs by customers shall be on		
Year of						
Issued	Month	n Day Year				
Effective _	Mont	·				

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THE STATE CORPORAT	ION COMMISSION OF KANSAS			
	GAS & ELECTRIC COMPANY, d.b.a. WESTAR ENERGY	SCHEDULE	GT&C	
(Nan	ne of Issuing Utility)	Replacing Sched	lule GT&C	Sheet 8
WESTA	AR SERVICE AREA	Replacing Sched	dic_Grac	Sheet
	which schedule is applicable)	which was filed	November 3,	2015June 23, 2016
No supplement or separate unders shall modify the tariff as shown h	standing tereon.		Sheet 8 of 28 Sh	eets
	GENERAL TERMS AND CO	ONDITIONS		
b	While meter readings by custome readings shall not be considered find least once a year by Company and with customer's readings. Company with subsection 4.04.03, Estimated readings. Except as provided in summer Electric Service is discontinual Company.	nal. Such custo d the readings on ny shall adjust country if there is Bills, if there is absection 4.04.05	mer's meters obtained sha ustomer's bill any differend 3, <u>Estimated</u>	will be read at less to be compared in accordance between the Bills, a final bill
4.04.03 <u>E</u>	stimated Bills:			
а	Company may estimate customer's accordingly. Company may render estimating procedures employed b those procedures have been apprender a bill based on estimated us.	r a bill based on y Company and roved by the Co	estimated us any substanommission.	sage only if the tial changes in Company may
	 i) to seasonal customers, prov filed with the Commission at each change in the seasonal cy 	nd an actual r		
	ii) when extreme weather con broken meters or other eq beyond Company's control prev		s or other	
	iii) when Company is unable to premises for reading the met obtain a reading of customer addressed forms upon which system which customer may ca Company's Internet site have be	er and commer's meter, such customer may II in the readings	cially reason as mailing on note the re or enter the	able efforts to or leaving pre- adings or IVR
IssuedMonth	Day Year			
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THE STATE CORPO			N OF KANSAS PANY, d.b.a. WESTAR ENERGY	SCHEDULE	GT&C	
		suing Utility)				
W	ESTAR SE	ERVICE AREA	Δ	Replacing Sched	ule <u>GT&C</u>	Sheet 9
(Territ	November 3, 20	015 <u>June 23, 2016</u>				
No supplement or separate shall modify the tariff as s	e understandin shown hereon.	g			Sheet 9 of 28 Sheet	S
		GENE	RAL TERMS AND C	CONDITIONS		
	ŕ	Company;	stomer does not f or er's final, initial or co		·	equested by
	V)	1) custom	ner so requests lade to the bill t	provided any	necessary	
		•	tual meter reading but is used in estim	•	ow an actua	l customer's
		,	ctual meter read meter or other equi	ling cannot be pment failure.	taken bec	ause of a
	a by us co	meter reading the sage, Components	ing an estimated bil ng on pre-addressed e meter read throug any shall consider of similar custome the length of the billi	d forms or through th Company's Inte- customer's histors for whom ac	Company's I\ ernet site. Who prical consump	R System or en estimating otion, current
	pr fo ye a ne Co	oviding other more than ear. If the meter reading ecessary. Sompany and ompany may	es where customer erwise, Company wi three (3) consecuti eter is inaccessible ng as requested, the Such customer's me an adjustment, if recharge customer at Reading Charge, if a	Il not render a bill ve billing periods and customer is uen Company may eters will be read ecessary, shall be meter reading ch	based on estion six (6) billing inavailable or for render an estion at least once made as provid	mated usage g periods per ails to furnish mated bill as the a year by wided herein.
IssuedMo	onth	Day	Year			
Effective	onth	Day	Year			

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WESTAR ENERGY, INC & KANSAS C	ON COMMISSION OF KANSAS GAS & ELECTRIC COMPANY, d.b.a. WESTAR ENER	RGY SCHEDULE <u>GT&C</u>
·	of Issuing Utility) R SERVICE AREA	Replacing Schedule GT&C Sheet 10
(Territory to w	hich schedule is applicable)	which was filed November 3, 2015 June 23, 2016
No supplement or separate understa shall modify the tariff as shown her	nding reon.	Sheet 10 of 28 Sheets
	GENERAL TERMS AND	CONDITIONS
d)	reasons therefore and efforts m least 36 months. All such bi	ated bills, it will maintain accurate records of the nade to secure actual readings for a period of at ills shall state that they have been based on a shall make any appropriate adjustments upon or by Company.
4.04.04 <u>Es</u>	stimated Bill Procedure:	
a)	readers may provide specific kn	estimates of customer's usage. However, meter nowledge of customer's unique circumstances to for calculation of an estimated bill.
b)	Company shall use one of the electric usage for billing purpose	e following methods to estimate a customer's es:
	i) Calculation of peer group av	verage as follows:
	A/B x C = Estimate usage fo	or a meter
	Where:	
	A = peer's usage this month B = peer's usage for same n C = Usage for same month I	
	If usage from last year estimate.	is unavailable, "B" shall be used as the
		enue month, and town, usage total days used, ers which make up the days and usage.
	ii) Historical electric usage of weather if necessary and ler	customer's meter being estimated adjusted for ngth of the billing period.
Issued Month	Day Year	
Effective Month	Day Year	

THE OTA	re connon	ATIO	N COMMISSION		Index				
			N COMMISSION S & ELECTRIC COMP	N OF KAINSAS ANY, d.b.a. WESTAR ENERGY	SCHEDULE	GT&C			
			f Issuing Utility)						
	WE	STAR	SERVICE AREA	.	Replacing Sched	lule <u>GT&C</u>	Sheet		
	(Territor	y to wh	ich schedule is app	olicable)	which was filed	November 3	3, 2015 June	23, 2016	
No suppleme shall modify	ent or separate un the tariff as sho	nderstand wn hered	ling on.			Sheet 11 of 28 S	Sheets		
			GENEF	ONDITIONS					
	4.04.05	Met	er Reading Ch	arge:					
		ŕ	reading to Co customer's me	who has agreed to mpany for two con eter and assess cu Meter Reading Cha	secutive billing po stomer a Meter	eriods, Com	pany sha	ll read	
		•	reread custom regular read, provided in S customer's me	e a meter has been er's meter. However Company shall assection 12.02, Meter indicate that the Reading Charge.	er, should the rere sess customer a er Reading Char	ad verify the Meter Read ge. Should	accuracy ding Cha I the rer	of the rge as ead of	
4.05	Custome	r Billir	ng:						
	4.05.01	<u>Info</u>	rmation on Bill	: Customers' bills w	vill show:				
		ŕ	the billing per billing shall c	and ending meter iod obtained from a lisclose that it is all appear on the bil	n electronic meto based on estim	er except the	at an est	imated	
		b)	the date of the	most recent meter	reading and the d	eading and the date of the billing;			
		,	the final date Charge is impo	by which a paymen osed;	t can be received	l before a De	elayed Pa	ayment	
		d)	the actual or e	stimated Electric Se	rvice supplied dui	ring the billing	g period;		
			the comparati comparable pe	ption for the cui	rrent billing	period a	nd the		
Issued	Mont	h	Day	Year					
			Day	Year					
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	ON COMMISSION OF KANSAS GAS & ELECTRIC COMPANY, d.b.a. WESTAR ENERGY	SCHEDULE	GT&C				
(Nam	e of Issuing Utility)						
WESTA	R SERVICE AREA	Replacing Schedi	ule GT&C Sheet 12				
(Territory to v	(Territory to which schedule is applicable) which was filed November 3, 2015 June 2						
No supplement or separate understand modify the tariff as shown he	anding ereon.	;	Sheet 12 of 28 Sheets				
	GENERAL TERMS AND C	ONDITIONS					
f)	the fuel, power or energy cost adj the total amount due;	ustment in cents p	oer kilowatt-hour (kWh) and				
g)	the amount due for prompt paym payment;	ent and the amou	int due after delinquency in				
h)	the amount of additional charges collection, connection, disconne payments, estimated billing adjust the Commission;	ction or reconne	ction charges, installment				
i)	underage of amount paid to da	Payment Plan, the dollar amount of overage or late as compared to the cumulative amount mal billing process for the same period;					
j)	the monthly amounts due from cu Cold Weather Rule or other payme	ustomers paying down an arrearage under the lent plans;					
k)	the total amount due for the currer	nt billing period;					
l)	the amount due for franchise surcharges stated separately, un and						
m) the address and telephone numb make a report, inquiry or complain account delinquency or termination	t concerning a dis	puted bill, service rendered,				
IssuedMonth	Day Year						
Effective Month	Day Year						

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THE STAT	TE CORPOR	ATION COMMISSION OF KANSAS				
WESTAR ENER		ISAS GAS & ELECTRIC COMPANY, d.b.a. WESTAR ENERGY	SCHEDULE <u>GT&C</u>			
	(Name of Issuing Utility)	Replacing Schedule <u>GT&C</u> Sheet 1:	3		
	WES	STAR SERVICE AREA	short			
	· · · · · ·	y to which schedule is applicable)	which was filed November 3, 2015 June 23	<u>, 2016</u>		
No supplement shall modify	nt or separate un the tariff as show	derstanding wn hereon.	Sheet 13 of 28 Sheets			
		GENERAL TERMS AND CO	ONDITIONS			
	4.05.02 <u>Charges for Special Services:</u> Company may include on the bill for utilit services other charges for special services. Special services are the authorized by tariff or otherwise specifically regulated by the Commission, the sale of merchandise, insulation or services performed in connection the Charges for special services shall be designated clearly and separate charges for utility services.					
	4.05.03	Billing Adjustments:				
	a) Any adjustment to a previous bill which was based on estimated use meter reading by customer will be shown on the bill. The adjustment calculated for bills rendered during the period between the prior a recent meter readings by Company. The adjusted bill shall show the c to customer or the balance due and payable to Company. Any cred customer may be applied as credit to customer's subsequent bills.					
		Credit Due Amount, and customer balance is due and payable to C approval of Company, pay the ar period of time equal to the adjusted	than the amount specified in Section 1 so requests, the amount will be refunde company, customer may, upon request mount in equal monthly installments out billing period. In no case will an adjust an amount which is less than the amount description.	ed. If t and ver a ment		
	4.05.04	Prorated Bills:				
		customer's Electric Service bills wil	n the application Rate Schedule or F I be prorated for connections, disconnections, disconnect	ctions		
Issued	Montl	h Day Year				
Ticc		•				
Effective _	Mont	ch Day Year				

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THE STATE CORPO	RATIO	ON COMMISSION	OF KANSAS				
WESTAR ENERGY, INC & K			Y SCHEDULE	GT&C			
	(Name	of Issuing Utility)	Replacing Sched	ule GT&C	Sheet 14		
W	ESTAI	R SERVICE AREA					
(Territo	ory to w	hich schedule is app	licable)	which was filed	November 3	s, 2015 June 23, 2016	
No supplement or separate shall modify the tariff as s	understa hown he	nding reon.			Sheet 14 of 28	Sheets	
		GENER	AL TERMS AND	CONDITIONS			
	b)		vise ordered by during the billing m				
	c) If Company has an approved energy cost adjustment mechanism or pur power adjustment mechanism or Rate Schedule providing for the adjust fuel and purchased power, proration of these charges will be at Con option. If Company elects to prorate these charges, then each adju- factor and the estimated usage associated with the adjustment factor in shown on the bill.						
4.05.05	<u>De</u>	elayed Payment	Charge:				
	a)	to 2 percent of	comes delinquent, a Delayed Payment Charge in an amount equal of the delinquent amount owed for current Electric Service will be Company may initiate any collection efforts.				
	b) Non-Residential customers who are unable to make timely paymen before the delinquency date due to internal bill paying procedures will an opportunity to receive a copy of each bill at a second locatic additional cost. Moreover, if a non-Residential customer chooses, will allow an additional 14 days in which to pay monthly bills before delinquent provided that customer agrees to pay a fee each equal to one percent of the amount owed for current utility service. Cuservice agreement will be canceled upon Non-Residential customer's reupon customer's failure to pay any bill before the extended delinquer Once canceled, no new agreement with the same customer will be pern					res will be given location at no oses, Company ills before they ee each month ce. Customer's mer's request or elinquency date.	
4.05.06	be old	credited first to dest service de	If customer makes the balance outstot, then to additionges, and then to sp	anding for Electric nal utility charges	Service be	ginning with the	
Issued Mo	nth	Day	Year				
Effective	onth	Day	Year				

THE CTATE CODDO	Index E STATE CORPORATION COMMISSION OF KANSAS					
	NSAS GAS & ELECTRIC COMPANY, d.b.a. WESTAR ENERGY	SCHEDULE GT&C				
	(Name of Issuing Utility)					
WE	ESTAR SERVICE AREA	Replacing Schedule <u>GT&C</u> Sheet <u>15</u>				
(Territor	ry to which schedule is applicable)	which was filed November 3, 2015 June 23, 2016				
No supplement or separate u shall modify the tariff as sho	nderstanding own hereon.	Sheet 15 of 28 Sheets				
	GENERAL TERMS AND CO	ONDITIONS				
4.05.07	Combined Payment for Several Meters	;:				
	a) Company may make an agreemer Payment Charge otherwise applical	nt with customer not to assess the Delayed ble if customer:				
	 i) assumes responsibility for pay which become due on different 	ment of multiple utility bills from Company dates in the month;				
		etting forth the location where such Electric the respective names in which the accounts				
	iii) intends to make payment of all l one of such accounts.	bills on or before the delinquency date of any				
	, , ,	n under this subsection 4.06.07 if customer time limit of the one account specified in				
	c) If payment is not made within the time selected for payment of the bill, then Company shall collect Delayed Payment Charges as required in Section 4.05.05 on the basis of each single billing. Company's agreement with customer shall automatically be canceled after the third time the Delayed Payment Charge is assessed against customer during any consecutive 12-month period.					
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	NSAS GAS & ELECTRIC COMPANY, d.b.a. WESTAR ENERGY	SCHEDULE	GT&C				
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WES	STAR SERVICE AREA	replacing believe	uic <u>Grace</u>				
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No supplement or separate un shall modify the tariff as show	nderstanding wn hereon.	i	Sheet 16 of 28 SI	neets			
	GENERAL TERMS AND C	ONDITIONS					
4.05.08	Meter Readings Not Combined: Each location supplied will be metered and the or metering facility is set at one precustomer has Electric Service at different meters will not be combined for be Schedule provides otherwise. When refor Company's convenience, the reading for billing purposes.	pilled separately. emise for customerent premises, the lling purposes under than one me	When more er's convening readings on the authors the author or metering when the control of the	than one meter ence, or when of the separate pplicable Rate ng facility is set			
4.05.09	issue a corrected bill. The corrected amount to be credited. Any amounts be shown as a credit on the corrected the amount specified in Section 12 requests, the amount will be refunded. exceeding 12 months, unless the date the correction shall be computed back	The corrected bill shall show the adjusted amount due or Assessed. Any amounts paid by customer on the erroneous bill shall on the corrected bill. However, if the amount is greater than in Section 12.03, Credit Due Amount, and customer so will be refunded. No corrected bill shall be issued for a period unless the date of the error can be determined in which case computed back to but not beyond such date. No correction d be made for amounts equal to or less than that specified in					
4.06 <u>Average l</u>	Payment Plan:						
4.06.01							
4.06.02	4.06.02 <u>Application for Average Payment Plan</u> : Completion of Company's applicat average payment shall constitute a request for Electric Service under the APF						
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		ATION COMMISSION (SAS GAS & ELECTRIC COMPAN	SCHEDULE	SCHEDULE <u>GT&C</u>				
	(1)	Name of Issuing Utility)	Replacing Sched		Sheet 1	17		
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	· · · · · ·	to which schedule is appli-	cable)	which was filed	November 3,	, <u>2015</u> June 2	3, 2016	
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		GENERA	AL TERMS AND C	ONDITIONS				
	4.06.03 Calculation of Average Payment Plan monthly bills: Each mont calculate customer's APP monthly bill based upon available histor known, not to exceed the prior 12 calendar months. The monthly the sum of:							
		a) current Net Mon	thly Bill, plus					
		b) previous 11 Net	Monthly Bills, esti	mated if not knowr	ո, plus			
		c) financial transac rebill), divided b		npact customer's r	monthly bill (e	e.g., rebat	e and	
		d) twelve (12), plus	3					
		e) Periodic Review	Adjustment amou	nt.				
	4.06.04	payable as provide delinquent, a 2 per added. Company monthly billing on customers using the 4.05.01, Information	d in Section 4.01 cent Delayed Pay may terminate the or before its due ne APP will contain on Bill, and shaute as compared	customer's average monthly billings are due and n 4.01, <u>Payment of Bills</u> . If such billing becomes ed Payment Charge based upon such billing will be ate the APP if customer fails to pay any average is due date for 2 consecutive months. Billings to all contain the information specified in subsection and shall also show the overage or underage of the pared to the amounts calculated under Company's				
	4.06.05	Periodic Review Adjustment: A Periodic Review Adjustment shall consist of the Settlement Balance (the net accumulated difference between billings calculated under the rate schedule the customer takes Electric Service under and the billed Average Payment amounts) divided by twelve (12). The Periodic Review Adjustment shall be used for determining an increase or decrease to customer's APP bill for the twelve months following the Periodic Review. A Periodic Review may occur upon customer's request to review customer's APP or upon Company's						
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		ATION COMMISSION OF KANSAS SAS GAS & ELECTRIC COMPANY, d.b.a. WESTAR ENERGY	SCHEDULE	GT&C	
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snaii modiiy	the tariii as snov			Sileet 16 01 28 S	neets
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		review of customer's account (e.g., as a Company shall review each customer Review, upward or downward adjustmer rate changes, variations in usage, or Adjustment shall be limited to an increamount. Company and customer may Periodic Review Adjustment amount.	er's APP at lea ents, may result weather conditi ase or decrease	st annually. from, but are ons. The P of 30% of c	The Periodic e not limited to, Periodic Review customer's APP
	4.06.06	Termination of the Average Payment participation in the APP is terminated customer or if there is a 60-day arreara provisions in Section 5.01, Condition amount due or owing including the Sincluded in the current bill upon terminal	. Termination nage at time of billing for Discontinuettlement Balance	nay occur at ing or pursua uing Electric	the request of ant to any of the Service. Any
4.07	Cold Wea	ther Rule:			
	4.07.01 Applicability: The provisions of this Cold Weather Rule allow for special payme and disconnection procedures for any qualifying Residential customer. The ruallows a qualifying Residential customer the opportunity to retain or reston Electric Service during the designated cold weather period and enter into payment agreement with Company. The cold weather period extends from November 1 through March 31, when the National Weather Service forecasts the the temperature will drop below 35 degrees (activating temperature) or will be in the mid 30s or colder within the following 48-hour period.				
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	RATION COMMISSION OF KANSAS NSAS GAS & ELECTRIC COMPANY, d.b.a. WESTAR ENERGY	SCHEDULE <u>GT&C</u>				
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No supplement or separate us shall modify the tariff as sho	nderstanding own hereon.	Sheet 19 of 28 Sheets				
	GENERAL TERMS AND CO	NDITIONS				
4.07.02	Customer's Responsibilities:					
		aid arrearage owed to Company will qualify rided customer complies with the following				
	i) informs Company of the inability	to pay a bill in full;				
	ii) gives Company sufficient inform agreement;	nation to develop an appropriate paymen				
	iii) applies for federal, state, local, customer may be eligible;	or other utility assistance funds for which				
	 iv) makes an initial payment of one-twelfth of customer's arrearage and twelfth of customer's bill for current consumption during the most re- billing period for which Electric Service was provided, plus the full amou any disconnection and reconnection fees, plus any applicable Sec Deposit; and 					
	customer's obligation to pay page	nt with Company setting forth the terms of st, current, and future charges for Electric nent shall allow customer's unpaid account period not exceeding 11 months.				
	 b) In addition, a payment agreement may contain arrangements me agreeable and individualized to customer's particular situation. 					
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No supplement or separate ushall modify the tariff as sh	understa own he	anding reon.			Sheet 20 of 28 S	Sheets	
		GENER	AL TERMS AND	CONDITIONS			
	c)	Company may circumstances	accept a lesser	ts for an initial amount when it hat the initial payn rearage.	t is able to	verify special	
4.07.03		ompany's Respo ule are outlined a		any's responsibilitie	es under the	e Cold Weather	
a) Company shall mail written notice of the Cold We least 30 days prior to the cold weather period, to who is currently receiving Electric Service. In additional anotice to each Residential premise that has been the most recent cold weather period and remain Company shall file a copy of the notice with the Company shall file acceptance.					er period, to each Residential customer ce. In addition, Company shall also mail at has been disconnected during or after and remains without Electric Service.		
	b)	Electric Service prior to Compa of record by to customer of retelephone contiduring the photoservice, Compa	e, Company shall, any's termination of telephone and matecord on the day was call (s) or the pany's employee shape	of Section 5.01, <u>C</u> during the first 24 if Electric Service, and the content of	hours of the attempt to coat a person ation of Ele customer is a day prior to ect message	48 hour period ontact customer al contact with ctric Service if a not contacted o termination of e on the door on	
	c)	the activating temperature is disconnection in	temperature from then forecasted may not be carried above the activation	mpany must receiven the National Nation	Weather Se activating te y must wait	ervice. If the emperature, the for another 48-	
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WESTA	R SERVICE AREA	<u> </u>				
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No supplement or separate underst shall modify the tariff as shown he	anding ereon.			Sheet 21 of 28	Sheets	
	GENER	RAL TERMS AND CO	ONDITIONS			
d)	day disconned Discontinuing disconnect me	Il inform customer, in the transfer of the tra	accordance with the personal co er's door, of the	Section 5.0 contact, and following info	1, Conditions for the additional ormation:	
	opportuniti	eany operates under es for customer to with the Customer's	avoid discontinua			
		mer must meet the rs Responsibilities;	the requirements set forth in subsection 4.07.02, es;			
		eany maintains a list o pay utility bills;	list of organizations from which funds may be			
	the custor payments the custor current an	customer of, or pro- mer may qualify. Fover a period of fewen mer of the customer and future consumption of initial payment and e	rior to discussing than 12 month s's right to have an and to have	ng any Colo s, the Comp an Averag the arreara	d Weather Rule any shall inform e Pay Plan for ge amount paid	
	v) that Comp	any offers a third par	ty notification pla	n; and		
	prior to ter	I and informal comp mination during the c the telephone number	cold weather per	iod. Compa	ny shall provide	
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	TION COMMISSION OF KANSAS S GAS & ELECTRIC COMPANY, d.b.a. WESTAR ENERG	Y SCHEDULE	GT&C
	me of Issuing Utility)	Replacing Sched	lule GT&C Sheet 22
	AR SERVICE AREA		
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No supplement or separate unders shall modify the tariff as shown h	nereon.		Sheet 22 of 28 Sheets
	GENERAL TERMS AND	CONDITIONS	
е	e) Except as specified in Section Service, Company shall not disconsisted National Weather Service of below 35 degrees Fahrenheit or the next 48-hour period.	connect customer's office has forecast	s Electric Service when the ted the temperature to drop
f)	Company will not assess custome for qualification under the Cold \ Security Deposit made under the conjunction with the Cold Weatl payment plan period. The Securiless than the period stated in Securion	Veather Rule. Ho e provisions of the ner Rule is appro ty Deposit shall no	owever, an assessment of a e existing standards and in priate if amortized over the at be amortized over a period
g	y) When customer contacts Compar or generally regarding energy of customer of the long range a encourage customer to apply f Company shall also inform custo through the Audit for Conservation associated costs of the energy and	onservation measing dvantages of we or weatherization omer of the availation Today (ACT) properties.	ures, Company shall inform eatherization programs and and insulation assistance. ability of an energy analysis
м р с Г р У <u>Е</u>	Default: Unless subsequently cured with a check, electronic payment of anyment of the cold Weather Rule Poold Weather Rule Payment Plan so Plan under Section 4.08 unless custorior Cold Weather Rule Payment Plan shall be Payment Plan if it complies with the Responsibilities. This includes mat disconnect or reconnect charges.	or draft with insurble payment plan, ayment Plan. A chall not be eligible comer pays Compared Plan. A custom eligible to enter in provisions of subking an initial pay	fficient funds for the initial then customer shall be in customer who defaults on a e for an Extended Payment any the arrearages from the er that defaults on a Cold to a new Cold Weather Rule section 4.07.02, Customer's ment and payment of any has been informed of the
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(Territor)	(Territory to which schedule is applicable)					3, 2015June 23, 2016
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		GENE	RAL TERMS AND C	ONDITIONS		
	Rule month custor	Payment Plans shall not mer's defaul	stomer and Compan an. However, a cu be in default of that It are equal to or gro 11-month payment	stomer with a pay payment plan if t eater than the am	yment plan :he paymen	of less than 11 ts made prior to
4.07.05	Cure (of Default:				
	a) Cı	ustomer may	cure a default of a	payment agreeme	nt caused b	y:
	i)	making ar Responsib		nitial payment as required in subsection 4.07.02, <u>Customer's</u> es;		
	ii)	paying all the default	disconnection and ;;; and	reconnection char	ges incurre	d as a result of
	iii)	for Electric	with all other provis Service incurred dent agreement betwe	uring customer's	default sha	
	b) Cı	ustomer may	/ cure default caused	d by theft or divers	ion of Elect	ric Service by:
	i)	paying for historic us	the value of the E e;	lectric Service div	erted, estir	mated based on
	ii)	making an <u>Responsib</u>	initial payment as re ilities;	equired under sub	section 4.07	7.02, <u>Customer's</u>
	iii)		disconnection and states default; and	reconnection char	ges incurre	d as a result of
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		hich schedule is appl	icable)	which was filed _	November 3,	2015June 23, 2016	
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		GENER	AL TERMS AND C	ONDITIONS			
		charges, c Company's fraudulently	with all other provosts, damages, and General Terms and used Company's between Company	and Security Dep d Conditions when facilities shall be	oosits provid customer h	ded for under as tampered or	
4.07.0	and		old Weather Rule Cold Weather Rule ce.				
4.07.0	cus det	stomers Electric tailed in Sectio	der the Cold Weat Service after propon 5 Disconnection ified during the Col	er notice is given n of Electric Se	pursuant to rvice. The	the provisions disconnection	
	a)	unauthorized us	disconnect cust se, interference, tar bout customer's pr	mpering or diversion			
			nour written or 24 ith the telephone n				
		ii) 10 days afte	er a disconnection r	notice is sent, whic	chever is quid	cker.	
	 iii) Electric Service must be restored as soon as possible, usin commercially reasonable effort, after full payment has been no customer for the diversion charges. 						
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		FION COMMISSION AS GAS & ELECTRIC COMPA		SCHEDULE	GT&C	
		ume of Issuing Utility)				
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		GENER	AL TERMS AND (CONDITIONS		
	I	Service:	information for th	e purpose of obt	aining or re	etaining Electric
		•		hour oral disconn number of the Com		•
		ii) 10 days afte	er a disconnection	notice is sent, which	chever is qui	icker.
	,	or electronic pa Cold Weather I	yment for the initia	a customer tenders al payment or an in and does not cu er a disconnection	nstallment p ure the insu	ayment under a fficient payment
4.08	Extende	ed Payment Plan:				
	 	A payment plan si Residential custon Customer will have being one-twelfth othe most recent bil must pay off any a Payment Plan befothis option.	ners with arrears up to 12 months to the sum of the a ling period for wh rrearage from a p	s during non-Col o pay off an arrea arrearage plus the ich Electric Servic revious Cold Wea	Id Weather rage with the bill for conse was proving the plant of the p	Rule periods. e initial payment sumption during ded. Customer lan or Extended
	:	Extended Payment Section 4.01, Paym such billing will be delinquent. Compa pay any Extended F	nent of Bills. A 2 p added if an Exte any may terminate	percent Delayed Panded Payment Plant an Extended Paym	ayment Cha an monthly nent Plan if	rge based upon billing becomes customer fails to
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	GENERAL TERMS AND CO	NDITIONS				
	C. Extended Payment Plan billing will con 4.05.01, Information on Bill.	tain the informa	ation specified	d in subsection		
4.09	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 Electric Service. Other than providing notice, Company shall have no responsibility to the third party and the third party shall have no obligation to pay customer's delinquent bill.					
4.10	Charges For Work Done On Customer's Premises By Company: Except as provided in Section 6, Customer's Service Obligations, Company shall charge customer for all materials furnished and work done on customer's premises beyond the Point of Delivery. Company shall charge customer once the investigation of a suspected unsafe condition is completed. Unless the unsafe condition on customer's premises is a result of Company's negligence, then no such charges shall apply to customer. Any charge shall be based upon Company's existing schedule of charges. Company shall not charge customer for replacement or repair of equipment furnished and owned by Company on customer's premises unless the repairs or replacements were caused by customer or customer's agent's negligence or misuse.					
4.11	Rate Change Notice: Company shall provious changes in rates to customers through bill implemented due to a rate proceeding.					
4.12	Seasonal Disconnect Service: Billings shall be on a year-around basis for customers unless the individual Rate Schedule or Rider under which customer takes Electric Service provides otherwise. The customer charge in the rate schedule shall apply during the off-season months when no Electric Service is used for those customers whose Electric Service requirements are seasonal. Examples of those customers include, but are not limited to, outdoor theaters, drive-ins, amusement parks, sport centers, golf courses, driving ranges, gun clubs, saddle clubs, swimming pools, etc.					
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·				RAL TERMS AND	CONDITIONS	
4 .13	service responsit shall be notificatio	progran pilities of given pns. Th	n. The E of the custom to Cold We ne Electric S	lectric Service Aq ner taking service u eather Rule featur Service Agreement	greement states nder this voluntary es, payment of a form, approved by	c service under this prepay clearly and concisely the program. Special attention any arrears, and customer the Commission, must be ve service under the Prepay
	4.13.01	These service	•	shall apply to resid	dential customers	electing this optional prepay
		30. vic		s taking service u	nder Prepay Plan	service option must take
		α.		der the Standard R		
		b.	Only custo	mers with Advance	d Metering are elic	ible for the prepay option.
		C.				e not eligible to participate.
		d. —				eater than \$750 will not be
				participate in the Pr		
		e.	Deposit re	equirements for co	istomers electing	the prepay option will be
		f.	Prepay op	tion customers are	not eligible for the	Average Payment Plan.
		g.				connection charge of \$20.00 customers on this optiona
		h.	The Cold- disconnec pay custo customers	tion will apply the somers.— Company enrolled in the pre	ame for prepay cu will provide the pay program as pe	st Requirements related to estomers as they do for pos- es same considerations to est-pay customers regarding
				tions during extrem		rus. rprogram a notification tha t
		1.	the custor	mer's balance is d t the customer unti	epleted when app I 72 hours after no	plicable. Company will not otification is provided. After is with a notification of the
				payment amount re		
		j.	Company	notices, including a	iny and all Cold W	eather Rule notices shall be
_						
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4 .13.02	customer. k. Company and payme	to customer by e- will make available ents for all customer ice customers are e. For customers ir	on its website a m s in the Prepay Pro responsible for pu	onthly stater ogram. Irchasing ele	ment of charges
4.13.03	Prepay Program recovery will be 30	the percentage of	their payments the	nat will be	applied to debt
4.10.00	payment plan op- require a new o Deposit. This car the Cold Weather	tions as any other redified deposited by many services by many services of the Section because of the Section	residential custo are described ir aking a payment a Payment Plan, plu	mer. Cond Section 3 arrangement s pay a dep	itions that may .02.02 Security consistent with
Cor disc cus eve Sec requ cus	4.144.13 Customer Requested Information Charge: Customer or customer's consultant shall pay Company the cost of reviewing its records, time spent calculating potential refund and on discussions with customer, consultant or the Kansas Department of Revenue regarding customer's sales tax exemption application plus applicable overheads. However, in no event shall customer pay less than the <u>Customer Requested Information Charge</u> , as filed in Section 12.13, for processing sales tax exemptions. The charge does not apply to requests by customer for billing history. In no event shall the charge exceed the customer's total sales tax refund. In addition, the charge shall only be deducted from customer's actual sales tax refund.				
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			4.	BILLING AND	PAYME	<u>NT</u>	
4.01	<u>Payn</u>	nent of Bills	<u>s:</u>				
	A.	sent by m Custome shall not thereof, in falls on a	nail. In addition in may change release or din ncluding the canda day when the canda day	on, Company off this option at ninish the obligated delayed paymer Company's auth	fers custon any time ation of contract at charge horized	omers an ele e. The non- customer wit e. If the las agents are	ceipt. Normally bills shall be ectronic (e-mail) billing optionreceipt of a bill by customer th respect to the full payment t calendar day for remittance not available to the general gh the next business day.
	B.	thereon. reasonab next succ Schedule	This date is a labeled to the course of because of the course of the cou	the last date pa ousiness, be cre al bill. Unless c	ayments edited to otherwise	that are rec customer's specified b	quent on the date specified eived can, in the normal and account in preparation of the by contract or applicable Rate delinquent 15 days after the
4.02	Resp	onsibility fo	or Bill Paymen	<u>t</u> :			
	A. Customer's failure to pay obligations to and claims by Company under customer Service Agreement for utility related services shall constitute a default justifyir discontinuance of Electric Service under Section 5 of these General Terms ar Conditions. Customer's failure to pay Company other than amounts due Company under customer's Service Agreement for Electric Service, shall not be a default justifyir discontinuance of customer's Electric Service under Section 5 of these General Term and Conditions. Company's failure to pay customer when required or to give custom credit shall not justify customer's failure to pay the amounts due Company und customer's Service Agreement for utility related services nor prevent customer fro being in default. Default shall be determined as follows:					these General Terms and than amounts due Company thall not be a default justifying on 5 of these General Terms required or to give customer mounts due Company under	
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No supplement or sepa shall modify the tariff	rate understanding as shown hereon.	Sheet 2 of 27 Sheets			
	GENERAL TERMS AND CO	NDITIONS			
	1. customer's failure to conform to these General Terms and Conditions,				
	 customer's failure to pay in full any delinquent amount due Company unde customer's Service Agreement for utility related services, and 				
		y delinquent amount due Company under ty related services shall be separate from ompany and customer.			
В.	Company shall not threaten or refuse service to, or threaten or disconnect Electric Service of, a customer for an outstanding debt on an account unless the individual either signed the service agreement on the account or agreed orally at time service was established to be responsible for the account. The only exception to this rule is when an individual and customer, who signed the Service Agreement or orally agreed to be responsible for the account at the time Electric Service was established, lived together when the debt was incurred and continue to live together.				
C.	Company shall not threaten or refuse Ele Electric Service of customer for an outstand signed Service Agreement or three years und	ding debt more than five years old under a			
4.03 <u>Meth</u>	ods of Payment				

A. Payment By Mail:

- 1. Customers paying by mail shall place a check or money order in a clearly addressed envelope and shall post such payment to cause it to arrive at Company's remittance processing center on or before the delinquency date.
- 2. If Customer pays by personal check and said personal check is returned by the bank for non-payment due to insufficient funds, then Company may assess an Insufficient Funds Charge of \$30.00 pursuant to Sections 12.07.

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		GENERAL TERMS AND CO	NDITIONS	
	3.	Company may require customer to make pay agent location or by mailing certified		
	4.	Company may convert personal checks elects to convert personal checks into elects to convert personal checks in the checks into elects to convert personal checks in the check into elects to convert personal checks in the checks in the check in the checks in the check in the che	electronic transa non-payment du	action(s) and said electronic ue to insufficient funds, then
В.	<u>Auth</u>	norized Pay Agents:		
	1.	Company may contract with Authorized authorized network of non-utility bus customers can make payments in per payment (ACH transaction), money order	sinesses at ap rson using pers	opropriate locations where sonal checks, an electronic
	2.	Authorized payment locations shall provoptions and the amount of any associate	•	
	3.	If Customer pays by personal check a bank for non-payment due to insuffici Insufficient Funds Charge of \$30.00 purs	ent funds, then	company may assess an
	4.	Company or its agent may convert person Company or its agent elects to contransaction and said electronic transaction due to insufficient funds returns, then pursuant to Section 12.08 Insufficient Funds	nvert personal on is returned b Company may	checks into an electronic y the bank for non-payment assess a charge of \$30.00

Company may require customer to make payment of bills by cash or by mailing certified checks or money orders.

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		GENERAL TERMS AN	D CONDITIONS
C.	Ageı		er may request Company or an Authorized Pay ansaction on the customer's account in a U.S. mer's bill for utility services.
	1.	The decision to accept an Electron	ic Payment shall be solely that of Company.
	2.	representative or through autom	ne Check requests through a live telephone lated processes such as an interactive voice lates for Web Payment may be made through
	3.	processes to the customer's a	tronic Payment through authorized payment count as if payment had been received at the same business day as the customer's
	4.	Customer shall ensure that sufficience requested Electronic Payment or E	ent funds are available to pay the amount of the praft.
			ned to Company for insufficient funds may incur a 2.08 Insufficient Funds Service Charge.
			to Company for insufficient funds may incur a 2.07 Insufficient Funds Charge.
			Oraft returned to Company for insufficient funds unt to be deemed delinquent as if the payment
			le an Electronic Payment or Draft for a customer ny one or more insufficient funds payments.
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		GENERAL TERMS AND CO	NDITIONS		
D.	pay Cus Sec	ment by customer's credit card for pay stomer will pay to authorized agent a fe ction 12.15 <u>Credit, Debit Card Fee</u> for each			
	 The decision to accept a credit card payment shall be solely that of Comparauthorized agent. 				
	2.	representative or through automated	payment requests through a live telephone processes such as an interactive voice mpany's Internet web site or an authorized		
	3.		nent through authorized payment processes ment had been received at Company's day as the customer's payment.		
	4.	A credit card payment reversed for any deemed delinquent as if the payment ha	reason may cause customer's account to be ad never been tendered.		
	5.	Company or its agent may refuse to accept credit card payments from a customer who has obtained the use of a credit card improperly. This may include but is not limited to; reported or suspected use of credit cards in a fraudulent manner, reported or suspected use of stolen credit card or is defrauding the Company or owner of the credit card.			
E.			request Company or an authorized agent to card for payment of customer's bill for utility		

services. Customer will pay to authorized agent a fee not to exceed the amount specified

The decision to accept a debit or ATM card payment shall be solely that of

in Section 12.15 Credit, Debit Card Fee for each transaction less than \$1000.

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Company or its authorized agent.

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		GENERAL TERMS AND CO	NDITIONS	
2.	telep voice	pany may administer debit or AT hone representative or through au response (IVR) system or throprized agents web site.	itomated proces	sses such as an interactive
3.	Company shall credit a debit or ATM card payment through authorized processes to the customer's account as if payment had been recompany's remittance center on the same business day as the cupayment.			
4.		omer shall be responsible for and the amount of the requested debit o		
	a.	A debit or ATM card payment re reversed by customer may inc Insufficient Funds Service Charge	cur a charge p	
	b.	A debit or ATM card payment retucuse customer's account to be never been tendered.		
	C.	Company or its agent may refuse a customer who has obtained th This may include, but is not limite or debit cards in a fraudulent ma ATM or debit card or is defraud debit card.	e use of an AT ed to; reported c anner, reported	M or debit card improperly. or suspected use of an ATM or suspected use of stolen

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		GENERAL TERMS AND CO	NDITIONS		
	cus	F. <u>Automatic Bill Payment Plan</u> : Company may establish a program that will, upon a customer's request, systematically withdraw the customer's billed payments from his/her account at a bank or recognized financial institution.			
	If Customer pays by Automatic Bill Payment and said payment is returned by the bank for non-payment due to insufficient funds, then company may assess an Insufficient Funds Service Charge of \$30.00 pursuant to Section 12.08.				
4.04	4.04 Meter Reading				
	4.04.01 Meter Reading Periods: Unless othe Terms and Conditions or Rate Schoperiodically in a range of no less than monthly billings. Company may vary itake into account the effects of conneroutes. Company may adopt a cycle-bil districts and for reading meters on a schoperiodic content.		edules or Ric n 26 days and ts monthly me ction, disconne ling plan for di	ders, meters shall be read of no more than 36 days for eter reading for customers to ection, or rerouting of meter viding its service territory into	
	4.04.02	Customer Read Meters:			
		a) 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 (IVR) System. Such forms shall contain instructions as to method of obtaining the reading.			
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No supplement or separate understands shall modify the tariff as shown hereo	ing n.		Sheet 8 of 27 Sheets
b) \ \ \ \ \ \ \ \ \ \ \ \ \ \ \ \ \ \ \	While meter readings by custome eadings shall not be considered fineast once a year by Company and with customer's readings. Company with subsection 4.04.03, Estimated eadings. Except as provided in sult when Electric Service is discontinued company. Mated Bills: Company may estimate customer's estimating procedures employed by hose procedures have been appropriately accordingly. Company may render estimating procedures have been appropriately accordingly as a customers, provided with the Commission and each change in the seasonal cycli) when extreme weather combroken meters or other equipment of the company's control prevention when Company is unable to	r will be used al. Such custor of the readings of y shall adjust cubills, if there is osection 4.04.03 and shall be based on a Company and oved by the Conge in the following dan actual reside; ditions, emergipment failures and actual meter reasonably obti	for billing purposes those mer's meters will be read at obtained shall be compared astomer's bill in accordance any difference between the statement of the end on an actual reading by substantial changes in ammission. Company may no instances: Apriate Rate Schedule is eading is obtained before encies, work stoppages, or other circumstances readings; Tain access to customer's
	premises for reading the mete obtain a reading of customer's addressed forms upon which system which customer may call Company's Internet site have be	er and commerces meter, such a customer may I in the readings	cially reasonable efforts to as mailing or leaving pre- note the readings or IVR or enter the meter read via

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GENERAL TERMS AND	D CONDITIONS
iv) when customer does not Company; or	t furnish a meter reading as requested by
v) as customer's final, initial or	corrected bill, but only when:
	sts provided any necessary adjustments I upon a subsequent actual meter reading
2) an actual meter reac usage, but is used in es	ding would not show an actual customer's timating usage; and
3) an actual meter re broken meter or other e	eading cannot be taken because of a quipment failure.
a meter reading on pre-addres by entering the meter read throusage, Company shall consider	bill, Company may request customer to provide sed forms or through Company's IVR System or ough Company's Internet site. When estimating der customer's historical consumption, current owners for whom actual meter readings were billing period.
providing otherwise, Company for more than three (3) consect year. If the meter is inaccessible a meter reading as requested, necessary. Such customer's Company and an adjustment,	er is serviced under an approved Rate Schedule will not render a bill based on estimated usage cutive billing periods or six (6) billing periods per ble and customer is unavailable or fails to furnish then Company may render an estimated bill as meters will be read at least once a year by if necessary, shall be made as provided herein. For a meter reading charge as provided in Section if a special reading is required.

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4.04.04	reasons therefore and efforts made least 36 months. All such bills is estimated usage and Company share subsequent reading of the meter by Estimated Bill Procedure: a) Meter readers shall not make estimated readers may provide specific knowled Company's Billing Department for case b) Company shall use one of the followed electric usage for billing purposes: i) Calculation of peer group average A/B x C = Estimate usage for a material where: A = peer's usage this month B = peer's usage for same month last years.	bills, it will maintain accurate records of the to secure actual readings for a period of at shall state that they have been based on all make any appropriate adjustments upon Company. The secure actual readings for a period of at shall state that they have been based on all make any appropriate adjustments upon Company. The secure actual readings for a period of at shall state and adjustments upon Company. The secure actual readings for a period of at shall state and adjustments upon Company. The secure actual readings for a period of at shall state and adjustments upon Company. The secure actual readings for a period of at shall state and adjustments upon Company.
	The peer group, cycle, revenue	e month, and town, usage total days used, which make up the days and usage.
	ii) Historical electric usage of cust	tomer's meter being estimated adjusted for of the billing period.

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		GENERAL TERMS	AND CONDITIONS	
	4.04.05	Meter Reading Charge:		
		reading to Company for tw	eed to read customer's own meter fails to consecutive billing periods, Companyess customer a Meter Reading Charge on Charge.	shall read
		reread customer's meter. F regular read, Company sh provided in Section 12.02	s been read, Company, shall at custome owever, should the reread verify the accuall assess customer a Meter Reading Meter Reading Charge. Should the that the regular read was incorrect, Conarge.	uracy of the Charge as reread of
4.05	Customer E	Billing:		
	4.05.01	Information on Bill: Customers	bills will show:	
		the billing period obtained	meter reading for the billing period or the from an electronic meter except that ar it is based on estimated usage and the bill;	n estimated
		b) the date of the most recent	meter reading and the date of the billing;	
		c) the final date by which a pa	ayment can be received before a Delaye	d Payment
		d) the actual or estimated Elec	tric Service supplied during the billing per	iod;
		e) the comparative energy c comparable period a year a	onsumption for the current billing periogo;	od and the
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	GENERAL TERMS AND (
f)		ljustment in cents per kilowatt-hour (kWh) and
g)	the amount due for prompt payment;	nent and the amount due after delinquency in
h)	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;	
i)	underage of amount paid to da	ayment Plan, the dollar amount of overage or ate as compared to the cumulative amount nal billing process for the same period;
j)	the monthly amounts due from co Cold Weather Rule or other paym	ustomers paying down an arrearage under the lent plans;
k)	the total amount due for the curre	nt billing period;
l)		fee, state and local sales taxes or other nless otherwise ordered by the Commission;
m)		per of Company's office where customer may not concerning a disputed bill, service rendered, on of Electric Service.

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4.05.02	services other charges for special se authorized by tariff or otherwise specific the sale of merchandise, insulation or s	ny may include on the bill for utility related ervices. Special services are those not cally regulated by the Commission, such as services performed in connection therewith. It is designated clearly and separately from
4.05.03	Billing Adjustments:	
	meter reading by customer will be s calculated for bills rendered during recent meter readings by Company.	which was based on estimated usage or a shown on the bill. The adjustment shall be the period between the prior and most. The adjusted bill shall show the credit due to payable to Company. Any credit due to customer's subsequent bills.
	Credit Due Amount, and customer s balance is due and payable to Co approval of Company, pay the amperiod of time equal to the adjusted l	nan the amount specified in Section 12.03, o requests, the amount will be refunded. If mpany, customer may, upon request and ount in equal monthly installments over a billing period. In no case will an adjustment an amount which is less than the amount Bill Amount.
4.05.04	Prorated Bills:	
	customer's Electric Service bills will I	the application Rate Schedule or Rider, be prorated for connections, disconnections billing period is less than 26 days or more

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	GENERAL TERMS AND C	ONDITIONS
	customer's bill during the billing moc) If Company has an approved energower adjustment mechanism or R	the Commission, Company shall prorate onth rates or tariffs become effective. gy cost adjustment mechanism or purchased rate Schedule providing for the adjustment of tion of these charges will be at Company's
	option. If Company elects to profactor and the estimated usage as shown on the bill.	orate these charges, then each adjustment associated with the adjustment factor must be
4.05.05		Delayed Payment Charge in an amount equal count owed for current Electric Service will be any collection efforts.
	before the delinquency date due to an opportunity to receive a copy additional cost. Moreover, if a no will allow an additional 14 days become delinquent provided that equal to one percent of the amount service agreement will be canceled upon customer's failure to pay an	are unable to make timely payment of bills of internal bill paying procedures will be given by of each bill at a second location at no con-Residential customer chooses, Company in which to pay monthly bills before they customer agrees to pay a fee each month at owed for current utility service. Customer's di upon Non-Residential customer's request or y bill before the extended delinquency date. It with the same customer will be permitted.
4.05.06	be credited first to the balance outsta	partial payment for the total bill, payment will nding for Electric Service beginning with the al utility charges, such as disconnection or cial charges.
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	GENERAL TERMS AND CO	ONDITIONS
4.05.07	Combined Payment for Several Meters:	:
	a) Company may make an agreement Payment Charge otherwise applicab	nt with customer not to assess the Delayed ole if customer:
	 i) assumes responsibility for payr which become due on different d 	ment of multiple utility bills from Company dates in the month;
		tting forth the location where such Electric he respective names in which the accounts
	iii) intends to make payment of all b one of such accounts.	pills on or before the delinquency date of any
		under this subsection 4.06.07 if customer time limit of the one account specified in
	Company shall collect Delayed P 4.05.05 on the basis of each sin customer shall automatically be c	time selected for payment of the bill, then Payment Charges as required in Section ingle billing. Company's agreement with canceled after the third time the Delayed ainst customer during any consecutive 12-

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	GENERAL TERMS AND CO	NDITIONS
4.05.08	Meter Readings Not Combined: Each location supplied will be metered and bil or metering facility is set at one premoustomer has Electric Service at different meters will not be combined for billing Schedule provides otherwise. When more	class of Electric Service at each separate led separately. When more than one meter nise for customer's convenience, or when ent premises, the readings of the separate ing purposes unless the applicable Rate ore than one meter or metering facility is set gs of the separate meters may be combined
4.05.09	issue a corrected bill. The corrected be amount to be credited. Any amounts possible shown as a credit on the corrected by the amount specified in Section 12.00 requests, the amount will be refunded. If exceeding 12 months, unless the date of the correction shall be computed back to	event of an error in billing, Company shall bill shall show the adjusted amount due or raid by customer on the erroneous bill shall bill. However, if the amount is greater than 3, Credit Due Amount, and customer so No corrected bill shall be issued for a period of the error can be determined in which case to but not beyond such date. No correction arounts equal to or less than that specified in
4.06 <u>Average</u>	Payment Plan:	
4.06.01	Payment Plan (APP) is available to any	tween customer and Company the Average customer who qualifies for Electric Service Service and Small General Service rate hedule.
4.06.02	Application for Average Payment Plan: average payment shall constitute a requi	Completion of Company's application for est for Electric Service under the APP.

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	y to which schedule is applicable)	which was filedJune 23, 2016
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	GENERAL TERMS AND CO	
4.06.03	Calculation of Average Payment Plan calculate customer's APP monthly bill b	monthly bills: Each month Company shall ased upon available history estimated if not odar months. The monthly APP bill shall be
	a) current Net Monthly Bill, plus	
	b) previous 11 Net Monthly Bills, estima	ated if not known, plus
	c) financial transactions that would imprebill), divided by	eact customer's monthly bill (e.g., rebate and
	d) twelve (12), plus	
	e) Periodic Review Adjustment amount	i.
4.06.04	payable as provided in Section 4.01, delinquent, a 2 percent Delayed Paymadded. Company may terminate the monthly billing on or before its due d customers using the APP will contai 4.05.01, Information on Bill, and shall	's average monthly billings are due and Payment of Bills. If such billing becomes ent Charge based upon such billing will be APP if customer fails to pay any average ate for 2 consecutive months. Billings to n the information specified in subsection also show the overage or underage of the the amounts calculated under Company's period.
4.06.05	Settlement Balance (the net accumula under the rate schedule the customer Average Payment amounts) divided Adjustment shall be used for determin APP bill for the twelve months followin	lic Review Adjustment shall consist of the ated difference between billings calculated takes Electric Service under and the billed by twelve (12). The Periodic Reviewing an increase or decrease to customer's g the Periodic Review. A Periodic Review review customer's APP or upon Company's

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	RATION COMMISSION OF KANSAS NSAS GAS & ELECTRIC COMPANY, d.b.a. WESTAR ENERGY	SCHEDULE	GT&C
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•	GENERAL TERMS AND CO	NDITIONS	
4.06.06 4.07 <u>Cold We</u>	review of customer's account (e.g., as a Company shall review each customer Review, upward or downward adjustmerate changes, variations in usage, or Adjustment shall be limited to an increasumount. Company and customer man Periodic Review Adjustment amount. Termination of the Average Payment participation in the APP is terminated. customer or if there is a 60-day arrearage provisions in Section 5.01, Conditions amount due or owing including the Section included in the current bill upon terminate ather Rule:	r's APP at leadents, may result weather condinates or decreasing mutually agent in the properties of t	ast annually. The Periodic t from, but are not limited to, tions. The Periodic Review se of 30% of customer's APP ree to provide for a greater settlement occurs only when may occur at the request of lling or pursuant to any of the buing Electric Service. Any
4.07.01	Applicability: The provisions of this Co and disconnection procedures for any allows a qualifying Residential custor Electric Service during the designate payment agreement with Company. November 1 through March 31, when to the temperature will drop below 35 degrated and 30s or colder within the following 48	qualifying Res mer the opposed cold weath The cold we he National W ees (activating	sidential customer. The rule ortunity to retain or restore er period and enter into a eather period extends from eather Service forecasts that

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	GENERAL TERMS AND CO	NDITIONS
4.07.02	•	aid arrearage owed to Company will qualify vided customer complies with the following
	 ii) gives Company sufficient informagreement; iii) applies for federal, state, local, customer may be eligible; iv) makes an initial payment of ontwelfth of customer's bill for cubilling period for which Electric Sany disconnection and reconn Deposit; and v) enters into a payment agreeme customer's obligation to pay paservice. Such payment agreeme balance to be amortized over a page 1. 	mation to develop an appropriate payment or other utility assistance funds for which e-twelfth of customer's arrearage and one- arrent consumption during the most recent service was provided, plus the full amount of ection fees, plus any applicable Security ent with Company setting forth the terms of ast, current, and future charges for Electric nent shall allow customer's unpaid account period not exceeding 11 months.

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THE STATE CORPORATION COMMISSION OF KAWESTAR ENERGY, INC & KANSAS GAS & ELECTRIC COMPANY, d.b.a	
(Name of Issuing Utility)	
WESTAR SERVICE AREA	Replacing Schedule <u>GT&C</u> Sheet <u>20</u>
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GENERAL TE	ERMS AND CONDITIONS
Company may acce	requirements for an initial payment described above, ept a lesser amount when it is able to verify special ed provided that the initial payment and future installments er's entire arrearage.
4.07.03 <u>Company's Responsibility</u> Rule are outlined as follo	ties: Company's responsibilities under the Cold Weather ws:
least 30 days prior to who is currently received a notice to each Resisthe most recent col	written notice of the Cold Weather Rule once a year, at to the cold weather period, to each Residential customer iving Electric Service. In addition, Company shall also mail idential premise that has been disconnected during or after d weather period and remains without Electric Service. copy of the notice with the Commission.
Electric Service, Con prior to Company's to of record by telephocustomer of record telephone contact or during the phone cal service, Company's e	equirements of Section 5.01, <u>Conditions for Discontinuing</u> inpany shall, during the first 24 hours of the 48 hour period ermination of Electric Service, attempt to contact customer one and make one attempt at a personal contact with on the day prior to termination of Electric Service if in that day was not made. If customer is not contacted all(s) or the personal contact the day prior to termination of employee shall leave a disconnect message on the door on nnect. There will be no charge for this service.
the activating temp temperature is then disconnection may n	nnection, Company must receive a 24-hour forecast above perature from the National Weather Service. If the forecasted to be below the activating temperature, the ot be carried out and Company must wait for another 48-the activating temperature and follow the same procedure in.

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da <u>Di</u> s	mpany shall inform customer, in y disconnect notice prepared in a scontinuing Electric Service, the sconnect message left on custome	the telephone ccordance with e personal c	n Section 5.01 contact, and	, <u>Conditions for</u> the additional
i)	that Company operates under opportunities for customer to a complying with the Customer's R	a Cold Weath oid discontinu	ner Rule and uance of Elec	that there are
ii)	that Customer must meet the re Customer's Responsibilities;	quirements se	t forth in subs	section 4.07.02,
iii)	that Company maintains a list of available to pay utility bills;	of organization	ns from which	funds may be
iv)	inform the customer of, or provie the customer may qualify. Pri payments over a period of fewer the customer of the customer's current and future consumption through an initial payment and ec	or to discuss than 12 mont right to hav and to have	ing any Cold hs, the Compa e an Average the arrearag	Weather Rule any shall inform Pay Plan for e amount paid
v)	that Company offers a third party	notification pla	an; and	
vi)	that formal and informal complete prior to termination during the concustomer the telephone number Office.	old weather pe	riod. Compar	ny shall provide

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GENERAL TERMS AND CONDITIONS

- e) Except as specified in Section 5.01, <u>Conditions for Discontinuing Electric Service</u>, Company shall not disconnect customer's Electric Service when the local National Weather Service office has forecasted the temperature to drop below 35 degrees Fahrenheit or that it will be in the mid 30s or colder within the next 48-hour period.
- f) 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. The Security Deposit shall not be amortized over a period less than the period stated in Section 3.02, <u>Security Deposit</u>.
- g) When customer contacts Company for assistance under the Cold Weather Rule or generally regarding energy conservation measures, Company shall inform customer of the long 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 costs of the energy analysis.
- 4.07.04 <u>Default</u>: Unless subsequently cured by customer, if customer provides Company with a check, electronic payment or draft with insufficient funds for the initial payment or for any installment of the payment plan, then customer shall be in default of the Cold Weather Rule Payment Plan. A customer who defaults on a Cold Weather Rule Payment Plan shall not be eligible for an Extended Payment Plan under Section 4.08 unless customer pays Company the arrearages from the prior Cold Weather Rule Payment Plan. A customer that defaults on a Cold Weather Rule Payment Plan shall be eligible to enter into a new Cold Weather Rule Payment Plan if it complies with the provisions of subsection 4.07.02, <u>Customer's Responsibilities</u>. This includes making an initial payment and payment of any disconnect or reconnect charges. Once customer has been informed of the payment plans offered under the Cold Weather Rule, any payment plan that is

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ne of Issuing Utility)	Replacing Schedule <u>GT&C</u> Sheet <u>23</u>
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	which schedule is applicable) GENERAL TERMS AND CO egotiated by customer and Company ule Payment Plan. However, a customer's default are equal to or greatequired under an 11-month payment plan. Customer may cure a default of a particle of the default: Customer may cure a default of a particle of the default; i) making an initial payment as recompanied in the default; and iii) complying with all other provision for Electric Service incurred dure the payment agreement between the payment agreement between the paying for the value of the Electric use; ii) making an initial payment as requested in the payment agreement between the payment agreement between the paying for the value of the Electric use; iii) making an initial payment as requested in the payment agreement between the payment agreement between the payment agreement between the paying an initial payment as requested in the payment agreement between the paying an initial payment as requested in the paying all disconnection and recompanies and the paying all disconnection and recompanies applicable.

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·	GENERAL TERMS AND CO	NDITIONS			
	charges, costs, damages, and Company's General Terms and C	ons of the Cold Weather Rule. All other d Security Deposits provided for under Conditions when customer has tampered or acilities shall be included in the payment and customer.			
4.07.06	4.07.06 Renegotiation of Cold Weather Rule Agreement: Customer may contact Company and renegotiate its Cold Weather Rule payments if customer receives utility or other lump sum assistance.				
4.07.07	customers Electric Service after proper detailed in Section 5 Disconnection	<u>Disconnections under the Cold Weather Rule</u> : The Company may disconnect customers Electric Service after proper notice is given pursuant to the provisions detailed in Section 5 <u>Disconnection of Electric Service</u> . The disconnection provisions are modified during the Cold Weather Rule period as follows:			
	 a) Company may disconnect customer when customer causes or permits unauthorized use, interference, tampering or diversion of Electric Service (meter bypass) on or about customer's premises 				
		our oral disconnection notice is provided to mber of the Commission's Protection Office,			
	ii) 10 days after a disconnection no	tice is sent, whichever is quicker.			
		ored as soon as possible, using every , after full payment has been made by es.			

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		GENERAL TERMS AND C	ONDITIONS
			customer misrepresents their identity or e purpose of obtaining or retaining Electric
		•	hour oral disconnection notice is provided to umber of the Commission's Protection Office,
		ii) 10 days after a disconnection r	notice is sent, whichever is quicker.
		or electronic payment for the initial Cold Weather Rule payment plan	customer tenders an insufficient funds check I payment or an installment payment under a and does not cure the insufficient payment er a disconnection notice is sent regardless of
4.08	Extend	led Payment Plan:	
	A.	Residential customers with arrears Customer will have up to 12 months to being one-twelfth of the sum of the a the most recent billing period for whi must pay off any arrearage from a pr	Weather Rule payment plan is available to during non-Cold Weather Rule periods. It is pay off an arrearage with the initial payment rrearage plus the bill for consumption during the Electric Service was provided. Customer revious Cold Weather Rule plan or Extended is plan. Company must inform customers of
	B.	Section 4.01, Payment of Bills. A 2 p such billing will be added if an Exter	llings are due and payable as provided in ercent Delayed Payment Charge based upon nded Payment Plan monthly billing becomes an Extended Payment Plan if customer fails to thly billing on or before its due date.
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	C. Extended Payment Plan billing will con- 4.05.01, <u>Information on Bill</u> .	tain the information specified in subsection
4.09	Third Party Notification: Upon mutual agreem interested third party, Company will notify such delinquent. The purpose of this agreement is maintain the account balance on a current bas providing notice, Company shall have no responshall have no obligation to pay customer's delination.	n third party when customer's bill becomes to afford customer all available methods to sis and retain Electric Service. Other than nsibility to the third party and the third party
4.10	Charges For Work Done On Customer's Prem Section 6, Customer's Service Obligations, materials furnished and work done on custome Company shall charge customer once the invecompleted. Unless the unsafe condition on customegligence, then no such charges shall apply to Company's existing schedule of charges. replacement or repair of equipment furnished premises unless the repairs or replacements agent's negligence or misuse.	Company shall charge customer for all er's premises beyond the Point of Delivery. Stigation of a suspected unsafe condition is stomer's premises is a result of Company's customer. Any charge shall be based upon Company shall not charge customer for I and owned by Company on customer's
4.11	Rate Change Notice: Company shall provi changes in rates to customers through bill in implemented due to a rate proceeding.	
4.12	Seasonal Disconnect Service: Billings shall unless the individual Rate Schedule or Rider u provides otherwise. The customer charge in the season months when no Electric Service is Service requirements are seasonal. Example limited to, outdoor theaters, drive-ins, amuse driving ranges, gun clubs, saddle clubs, swimming	nder which customer takes Electric Service ne rate schedule shall apply during the offused for those customers whose Electric s of those customers include, but are not ement parks, sport centers, golf courses,

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snail modify the	e tariii as snown nereon.			Sheet 27 01 27	Sheets	
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4.13	Company the cos discussions with customer's sales event shall custon Section 12.13, for requests by cust	sted Information Charge It of reviewing its record customer, consultant of tax exemption applicat ner pay less than the Cu or processing sales tax comer for billing histor sales tax refund. In ac sales tax refund.	ds, time spent calcular the Kansas Departion plus applicable ustomer Requested a exemptions. They, In no event seems	ulating potential artment of Rele overheads. Information Content of the charge does hall the charge does not content to	al refund and on venue regarding However, in no harge, as filed in es not apply to rge exceed the	
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