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THE STATE CORPORATION COMMISSION OF KANSAS

EVERGY METRO, INC., d.b.a. EVERGY KANSAS METRO

(Name of Issuing Utility)

SCHEDULE \_\_\_\_\_ Section 4

EVERGY KANSAS METRO SERVICE AREA

(Territory to which schedule is applicable)

Replacing Schedule 1.22-1.31A Sheet 1

which was filed \_\_\_\_\_

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

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**GENERAL RULES AND REGULATIONS  
APPLYING TO ELECTRIC SERVICE**

**4. BILLING AND PAYMENT**

**4.01 BILLING PERIOD:**

Normally, the Company will read the Customer's meter monthly, and bills based on such monthly readings will be rendered at intervals of approximately one month. The Company shall have the right to read meters and render bills more frequently than monthly, and, in such event, the total of the minimums of such bills for any one month shall not exceed the monthly minimum required under the applicable rate schedule.

**4.02 CONTENT OF BILLS:**

A. Each bill for electric service shall show the following:

1. ~~The beginning and ending meter registration for the reading period or the usage for the billing period obtained from an electronic meter except that an estimated bill should disclose that it is based on estimated usage;~~ For customers taking service under the Residential Time of Use Pilot tariff, the interval usage data provided by the electric meter. For all other customers, the beginning and ending meter registration for the reading period. For all customers an estimated bill must disclose that it is based on estimated usage;
2. The date the meter was read, when applicable, and the date of the bill;
3. The final date by which a payment can be received before a delinquency charge is imposed;
4. Actual or estimated usage during the billing period;
5. The amount due if payment is made prior to the final date by which payment can be received before the bill is deemed delinquent and the amount due if payment is

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Darrin Ives, Vice President

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received after the bill is deemed delinquent;

6. The amount of additional charges for past due accounts, security deposits, collection, reconnection and/or disconnection charges, installment payments and other utility charges authorized by the State Corporation Commission;
  7. The total amount due for the current billing period;
  8. The amount due, separately stated, for franchise taxes and sales taxes;
  9. The address and telephone number of the Company and the identification of the person or office where a Customer may report a disputed bill, make an inquiry concerning a bill, delinquency or termination of service, or otherwise inquire.
  10. General information explaining overall changes in rate changes in rates and customer changes must be made available to customers through bill inserts or direct mail when new rates are implemented due to a rate case.
- B. Any adjustments to previous billings which were based on estimated usage or Customer meter readings shall be shown on the bill. The adjustment shall be made after the Company has determined the actual usage by a meter reading, if available and usable pursuant to Rule 9.12(B)(1-3) and shall be calculated for the period between the prior and most recent meter reading available and usable by the Company. If the Customer owes the Company additional money as a result of the adjustment, except in cases under Rule 5.01(H) the Customer, upon his request, shall be permitted to pay the additional charge in equal installments over the same amount of time as the length of the adjusted billing period. If the Company owes the Customer a refund, it shall appear as a credit on the Customer's next bill. If the credit exceeds \$10, upon Customer request, the Company shall refund the overpayment.

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- C. The Company may include on the bill for electric service other charges for special services. Special services are those not authorized by tariff or otherwise specifically regulated by the Commission, such as the sale of merchandise, insulation or services performed in connection therewith. Charges for special services shall be designated clearly and separately from charges for electric service. Partial payments shall be applied first to the balance currently due for utility service beginning with the oldest service debt, then to additional utility charges (such as disconnection, reconnection or returned payment fees) and then to special charges.
- D. If the Customer is paying under an average payment plan, each bill shall also clearly disclose the difference of the total amount paid to date as compared to the cumulative actual usage, in dollars, to date.
- E. If the Customer is paying an arrearage under the Cold Weather Rule or other payment plan, those monthly amounts shall be printed on the bill and clearly labeled.

**4.03 PAYMENT OF BILLS:**

- A. A bill for electric service supplied by the Company shall, upon rendition (by mailing or serving), become due and payable in the net amount thereof.
- B. A bill for electric service is considered paid when the full amount due is received by mail or at an authorized pay agent of the Company. Payments due on Saturday, Sunday or a legal holiday shall be considered as paid when due if received on the next business day.
- C. Bills for electric service may be paid in cash or check. Additionally, residential service

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customers may also pay by approved credit and debit cards.

**D. The following describe the Company's bill payment methods:**

- a. Mail: Payment may be made by mail with a check or money order along with bill stub. The Company may require a returned payment fee for payments returned for any reason other than bank error. (KCPL Rule 4.06 (C));
- b. Recurring Payment: Payment may be made automatically each month from customer's bank account through the Company's recurring payment program or may be done by use of approved credit or debit card. The Company may require a returned payment fee for any reason other than bank error. (KCPL Rule 4.06 (C));
- c. Pay in Person: Payment may be made in person with cash, check, or money order, along with bill stub, at a Company authorized pay station. A list of locations is accessible from the Company's website or by calling the Company's toll free customer service phone number. The Company may require a returned payment fee for any reason other than bank error (KCPL Rule 4.06 (C));
- d. Pay On Line: Payment may be made online via an ACH debit from the customer's bank account. Payment by this method is accessible through the Company's website. The Company may require a returned payment fee for any reason other than bank error (KCPL Rule 4.06 (C)); and
- e. Pay By Phone: Payment may be made by phone via an ACH debit from the customer's bank account or may be done by use of approved credit or debit card. Payment by this method is accessible through the Company's local or toll free customer service phone number. The Company may require a returned payment fee for any reason other than bank error (KCPL Rule 4.06 (C)).

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f. Associated transaction fees by payment type and method:

i.	Bill Payment	\$0.00 per transaction
ii.	Pay In-Person	\$0.00 per transaction
iii.	Pay On-Line	\$0.00 per transaction
iv.	Pay By Phone	\$0.00 per transaction
v.	Pay By Credit/Debit	\$0.00 per transaction

- E. A bill is deemed delinquent if not paid by the due date stated on the bill. A Customer served under a Residential rate schedule, except those on average payment plans, must render payment so credit can be posted to the Customer's account prior to preparation of the Customer's next normal billing. Any unpaid bill for service under any other rate schedule shall become delinquent on the sixteenth (16<sup>th</sup>) day after rendition.
- F. When a bill becomes delinquent, a late payment charge in an amount equal to two percent (2%) of the delinquent amount owed for current utility service will be added to the Customer's bill, and collection efforts by the Company may be initiated.
- G. Non-residential Customers may request a 14-day extension of the date upon which unpaid bills become delinquent. A one percent (1%) charge will be applied to each month's bill, and will be paid by the Customer regardless of when payment is made. If the Customer fails to pay an undisputed bill before the extended delinquent date, the Customer will not be eligible in the future for an extended delinquent date, and the late payment charge in 4.03(F) will apply to all subsequent bills that remain unpaid on the 16th day after rendition.
- H. G. Pursuant to Rule 5.01, disconnection of service may result for delinquency of payment. Appropriate collection, disconnection and reconnection charges as detailed in Rules 5.06 and 5.08 shall be applied.

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**GENERAL RULES AND REGULATIONS  
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Failure of the Customer to pay any amount due the Company under the Customer's service agreement in the full amount due before the same becomes delinquent shall constitute a default by the Customer in his service agreement. The Customer's obligation to pay the amount due the Company under the Customer's service agreement shall be separate from other obligations and claims between the Company and the Customer. Failure by the Customer to pay obligations to and claims by the Company, other than amounts due the Company under the Customer's service agreement, shall not constitute a default justifying discontinuance of electric service under Rule 5.01 and the failure of the Company to pay obligations to or claims by the Customer, or to give the Customer credit therefore shall not justify failure by the Customer to pay the amount due the Company under the Customer's service agreement nor prevent default by the Customer.

**4.05 MAILING BILLS:**

Normally bills will be sent by mail to the service address or such other mailing address designated by the Customer. If a non-residential Customer is otherwise unable to make timely payments due to the Customer's accounting procedures, the Company shall offer to issue a duplicate bill to the home office or other location from which payment will be made as a means of expediting payment. The non-receipt of a bill by the Customer shall not release or diminish the obligation of the Customer with respect to the full payment thereof, including penalties and interest.

**4.06 OTHER CHARGES:**

- A. **TEMPORARY SERVICE MINIMUM FEE:** The Customer shall pay the Company the total estimated cost of connecting and disconnecting the Company's facilities pursuant to Rule 2.03. In no case will the charge be less than \$25.

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- B. **METER READING FEE:** In the event a Customer does not furnish a meter reading pursuant to Rule 9.12, the Company may read the meter and charge the Customer \$5.
- C. **RETURNED CHECK CHARGE:** A charge not to exceed \$30.00, the maximum provided by K.S.A. 21-3707, may be assessed when a Customer's check is returned due to insufficient funds.
- D. **METER TEST FEE:** The Company may charge \$15 for meter tests made at the Customer's request if upon test the average meter error is found to be 2% or less.

**4.07 AVERAGE PAYMENT PLAN:**

- A. **AVAILABILITY:** The Average Payment Plan (Plan) is available to Customers receiving service under any Residential Service or Small General Service rate schedule. Qualified Customers may elect to be billed, and must pay, for all electric service provided by the Company under said rate schedules in accordance with the terms and provisions of the Plan. The Plan is a self-adjusting program that tends to smooth out monthly fluctuations of electric service bills.
- B. **ELIGIBILITY:** To be eligible to be billed under the terms and provisions of the Plan, the Customer must meet the following requirements:
1. The Customer must be currently receiving service under one of said schedules.
  2. The Customer must have received service continuously at the Customer's present premises for at least twelve (12) months prior to the election or agree to Company's estimate for such service to be determined in accordance with Rule 4.07(E).
  3. The Customer must not have any delinquent amount not in dispute with the Company.

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4. The Customer must satisfy, and be in conformance with, the Company's General Rules and Regulations Applying to Electric Service.
- C. **ELECTION:** Each month the Company will notify eligible Customers then served under Residential Service or Small General Service rate schedules of the Plan by issuing a bill which shall contain two amounts: the actual amount due, and the Average Payment amount due under the Plan. The Customer elects to pay under the Plan if the Customer pays the Average Payment amount. A Customer may also elect to be billed under the Plan at any time by contacting the Company's Customer Care Center.
- D. **PAYMENT OF ARREARS UNDER THE PLAN:** Customers who have an account balance in arrears shall be informed of, and may elect to be billed on this Average Payment Plan, if the following conditions are satisfied:
1. The arrearage is not as a result of default of a previous payment agreement, including an agreement under the provisions of the Cold Weather Rule or this Rule 4.07(D);
  2. The arrearage is not as a result of tampering or diversion;
  3. The Customer agrees to pay, in twelve equal installments, an amount equal to the amount in arrears, divided by twelve (12), plus the Average Payment amount, to be determined in accordance with Rule 4.07(E).

Any Customer who fails to make timely payments of the Average Payment plus one-twelfth of the arrears amount, or who causes or permits diversion of electric service, shall be considered in default, and subject to disconnection in accordance with the provisions of Rule 5. The Company may require payment in full of the total amount in arrears as a condition of reconnection. A Customer who is in default will be removed from the Average Payment Plan, and shall not be eligible for participation in the Plan until all amounts owed are paid in full.

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**E. AVERAGE PAYMENT AMOUNT:**

1. If the customer has twelve (12) months of usage history at the premises, the calculation of the Plan payment will be the average of the last twelve (12) months of bills for the customer. Each month, the Company will average the prior twelve (12) bills for the customer, along with the cumulative balance of the Plan payments compared to actual usage ((prior 12 bills + over/under balance) ÷ 12); commencing sixty (60) days from the effective date of the tariff, the Plan payment will automatically adjust on the next month's bill if there is more than a 10% variance in the calculation from the current Plan payment amount.
2. If the customer does not have twelve (12) months of usage history at the premises, the Plan payment will be the average of the last nine (9) months of bills for the customer.

If the customer does not have nine (9) months of usage history at the premises, but is otherwise eligible for an average payment plan, the customer must speak to a customer service representative (CSR). At that time, the CSR will manually calculate an average payment amount by viewing usage history of nearby customers with like premises.

For the purpose of calculating an average payment amount, "like premises" means premises of customers served under the same rate schedule for customers serviced under Residential Service rate schedules and "like premises" means premises of customers served under the same rate schedule and operating in a similar industry for customers serviced under Small General Service rate schedules.

Customers serviced under Small General Service rate schedules who have less than nine (9) months of usage history at the premises shall be ineligible for the plan if usage history of nearby customers with like premises is not available.

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**3. Adjustments:**

- a. The monthly amounts payable under the Plan will be adjusted to reflect any rate schedule changes.
- b. The monthly amounts payable under the Plan may be adjusted for abnormal weather conditions, historical usage at the current premise, or other factors. The estimated annual adjusted billing, and thus the monthly level payment amount, may be revised if the earlier estimate was underestimated or overestimated due to customer use, weather conditions, rate tariff changes, or other factors.

**4. Review of Contract:**

Customer may, at any time, request that the Company review the account for a modification to the average payment amount

**F. PAYMENT:**

If the Average Payment Amount due is not paid before the delinquent date stated on the bill and the amount has a debit balance, the Customer will be billed a late payment charge in an amount equal to two percent (2%) of the Average Payment Amount due.

**G. TERMINATION:** The election shall continue from month to month, unless terminated upon the occurrence of any of the following events:

1. The Customer closes his account with the Company. The Company will render a final bill to the Customer based upon actual unpaid usage to date.
2. The Customer requests termination of Plan billing. Upon termination, the Customer's unpaid usage to the latest billing date plus any arrears shall be due and payable.

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3. If the Customer fails to make payment by the due date stated on any bill rendered under this Plan, Plan billing may be terminated. The Customer's unpaid usage plus arrears shall be due and payable, and bills based on actual usage will be subsequently issued. The Customer may reelect to be billed under the Plan by paying all amounts due and notifying the Company's Customer Communication Center.

4. No interest shall be due from or payable to the Customer as a result of Plan termination.

H. **GENERAL RULES AND REGULATIONS APPLICABLE:** Except as expressly set forth above, this Plan in no way modifies, terminates or suspends any of the Company's or Customer's rights or obligations, under the General Rules and Regulations Applying to Electric Service, including but not limited to payment of bills and discontinuance of service provisions.

**4.08 ESTIMATED BILL PROCEDURE:**

**A. ESTIMATION METHOD:**

1. For customers with Advanced Metering Infrastructure (AMI) meters, when a current meter read is unavailable, the system will average consumption from the last read plus three-prior days to estimate the read. If that information is not available, a second estimation attempts will be made. The system will average the usage from five historical reads from the previous year. It will average the usage from the read in prior year from the same day as being estimated along with the three days prior and one day after. If the second estimation attempt is not successful, then the estimation is a manual process. The Billing Department will estimate usage based on historical usage information from the same premise and if and not available, the usage of customers with like premises.

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2. For customer with non-AMI meters, when a current meter read is unavailable, the system will average the usage from the prior year in the same billing month and the following billing month. If that information is not available, a second read estimation attempt will be made by averaging the usage from the prior two readings. If the second estimation attempt is not successful, then the estimation is a manual process. The Billing Department will estimate usage based on historic usage information from the same premise and if not available, the usage of customers with like premises.

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