

BEFORE THE STATE CORPORATION COMMISSION
OF THE STATE OF KANSAS

In the Matter of The Empire District Electric)
Company Filing Compliance Reports and)
Information as Prescribed by Commission) Docket No. 21-EPDE- 072 -CPL
Order Dated July 9, 2020, in Docket No.)
20-EPDE-427-ACT)

COMPLIANCE FILING

The Empire District Electric Company ("Liberty-Empire"), pursuant to the requirements of the Commission's Order issued in Docket No. 20-EPDE-427-ACT ("427 Docket") on July 9, 2020, is providing the attached information in compliance with the Commission's Order.

WHEREFORE, Liberty-Empire requests the information provided be accepted by the Commission in compliance with the reporting requirements in the 427 Docket.



James G. Flaherty, #111777

ANDERSON & BYRD, LLP

216 S. Hickory ~ P.O. Box 17

Ottawa, Kansas 66067

(785) 242-1234, telephone

(785) 242-1279, facsimile

jflaherty@andersonbyrd.com

Diana C. Carter

Liberty Utilities - Empire District

428 E. Capitol Ave., Suite 303

Jefferson City, Missouri 65101

Phone: (573) 289-1961

Email: Diana.Carter@libertyutilities.com

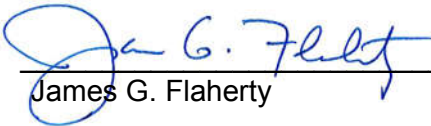
Attorneys for The Empire District Electric Company

VERIFICATION

STATE OF KANSAS
COUNTY OF FRANKLIN, ss:

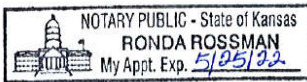
James G. Flaherty, of lawful age, being first duly sworn on oath, states:

That he is the attorney for The Empire District Electric Company named in the foregoing Compliance Filing and is duly authorized to make this affidavit; that he has read the foregoing and knows the contents thereof; and that the facts set forth therein are true and correct.



James G. Flaherty

SUBSCRIBED AND SWORN to before me this 7th day of August, 2020.





Notary Public

Appointment/Commission Expires:

CERTIFICATE OF SERVICE

I hereby certify that a copy of the above and foregoing was sent via electronic mail this 7th day of August, 2020, addressed to:

Joseph R. Astrab
j.astrab@curb.kansas.gov

Todd E. Love
t.love@curb.kansas.gov

David W. Nickel
d.nickel@curb.kansas.gov

Shonda Rabb
s.rabb@curb.kansas.gov

Della Smith
d.smith@curb.kansas.gov

Sheri Richard
Sheri.Richard@libertyutilities.com

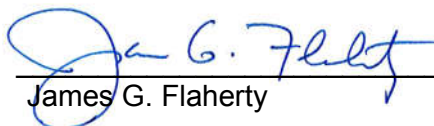
Greg Tillman
Greg.Tillman@libertyutilities.com

Cole Bailey
c.bailey@kcc.ks.gov

Lauren Laushman
l.laushman@kcc.ks.gov

Terri J. Pemberton
t.pemberton@kcc.ks.gov

Angela M. Cloven
angela.cloven@libertyutilities.com


James G. Flaherty



Docket No. 20-EPDE-427-ACT

Liberty-Empire's response to Request #5. Narrative Describing Customer Program/Protections

August 7, 2020

Liberty-Empire has always been sensitive to customers' needs during times of individual crisis. We continuously work to understand our customers' unique situations and offer solutions to help them navigate potential billing arrearages or disconnections. Liberty-Empire has a very dedicated, caring team of Customer Service Representatives (CSRs). These individuals proactively reached out to customers who were falling behind on their energy payments to offer special payment arrangements and inform them about outside assistance available to them. Our CSRs worked diligently to:

- Call assistance agencies for customers who previously qualified for assistance
- Mail past due reminders that included assistance information as well as a request for customers to call regarding special payment arrangements
- Call all medical designated addresses and mailed fliers to these customers as well

In addition, through a unique, first-time program called CSR Goodwill Donation, Liberty-Empire empowered individual CSRs to use a \$250 budget to credit individual customer accounts as they listened to situations and determined the particular circumstances warranted a credit.

Liberty-Empire has complied with all required residential and small commercial customer protections put in place by the Commission. Additional support provided by the Company includes:

- On its own merit, Liberty-Empire extended the Cold Weather Rule through May before the Kansas Corporation Commission made their requirements known.
- Expanded assistance available through our existing Project Help program. Project Help is an assistance program created by the Company to meet emergency energy-related expenses of the elderly and/or disabled residents in Liberty Utilities electric service area. During these times, the program was expanded to help other customers in need. Project Help is funded through voluntary donations.
- Recognizing the hardship the Stay-at-Home Order has had on our Commercial and Industrial customers, Liberty-Empire has extended special payment arrangements, including up to two defaults to these customers too.
- In April, our parent company announced a \$500,000 company-wide donation to support local communities during the pandemic. Locally, Liberty-Empire has contributed to United Way in Kansas and Crosslines in Kansas.
- Increased customer communication to include email communication and social media regarding our response to COVID-19 and ways we are helping customers. We also created a



specific page on our website where customers can follow our response.

<https://central.libertyutilities.com/all/residential/safety/covid-19-statement.html>

Importantly, Liberty-Empire has exceeded our customer call metrics for our Kansas customers. We've done so through hiring additional CSRs to ensure customers can be assisted in a timely fashion.