



The Empire District Electric Company
A Liberty Utilities Company

Case No. ER-2019-0374
OPC Data Request – 2064

Data Request Received: 09/26/19
Request No. 2064

Date of Response: 10/14/19
Respondent: Nate Hackney

Submitted by: Geoff Marke

REQUEST:

Please list each and every low-income assistance program Empire offers directly or in conjunction with another entity for its retail customers. Please include at a minimum:

- a. The name of the program
- b. The date the program was launched
- c. The budgeted amount allocated for said program attributed to ratepayers
- d. The budgeted amount allocated for said program attributed to shareholders

RESPONSE:

- 1a. Low-income Pilot Program
- 1b. February 27, 2017
- 1c. \$250,000, per tariff, fully expended
- 1d. None

- 2a. Empire's Action to Support the Elderly (EASE)
- 2b. January 1, 2007
- 2c. Waives late fees for eligible customers, no expenses
- 2d. Waives late fees for eligible customers, no expenses

- 3a. Project Help
- 3b. Launched in 1981
- 3c. Emergency Assistance Fund Administered under the discretion of Liberty-Empire and the Project Help Board of Directors. Funds collected through charitable donations and voluntary enrollment in automatic donations through customer bills. Current running balance of the program is \$116,562.
- 3d. No cost to shareholders

- 4a. Missouri Low Income Weatherization Assistance Program (LIWAP)
- 4b. March 17, 2005
- 4c. \$250,000
- 4d. None