

KANSAS CITY POWER & LIGHT COMPANY

P.S.C. MO. No. 2 Fourteenth Revised Sheet No. 1.04
Canceling P.S.C. MO. No. 2 Thirteenth Revised Sheet No. 1.04

For Missouri Retail Service Area

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METERING (continued)

6.10 Inquires

- (A) A customer shall advise Company that all or part of a charge is in dispute by written notice, in person, or by a telephone message directed to Company during normal business hours. A dispute must be registered with Company at least twenty-four (24) hours prior to the date of the proposed discontinuance for a customer to avoid discontinuance of service as provided by these Rules.
- (B) When a customer advises Company that all or part of a charge is in dispute, Company shall record the date, time and place the contact is made; investigate the contact promptly and thoroughly; and attempt to resolve the dispute in a manner satisfactory to both parties.
- (C) Failure of a customer to participate with Company in efforts to resolve an inquiry which has the effect of placing charges in dispute shall constitute a waiver of the customer's right to continuance of service, and Company may not less than five (5) days after provision of the notification required by Section (I) of this Rule, may proceed to discontinue service unless the customer files an informal complaint with the Commission within the five (5) day period.
- (D) Customers presenting frivolous disputes shall have no right to continued service. Company, before proceeding to discontinue the service of a customer presenting a dispute it deems frivolous, shall advise the Consumer Services Department of the Commission of the circumstances. The Consumer Services Department shall attempt to contact the customer by telephone and ascertain the basis of the dispute. If telephone contact cannot be made, the Consumer Services Department shall send the customer a notice by first class mail stating that Company may discontinue service unless the customer contacts the Consumer Services Department within twenty-four (24) hours. If it appears to the Consumer Services Department that the dispute is frivolous, or if contact with the customer cannot be made within seventy-two (72) hours following Company's report, Company shall be advised that it may proceed to discontinue service. If it appears that the dispute is not frivolous, service shall not be discontinued until ten (10) days after the notice required under Section 2.05 (E) has been sent to the customer by Company. The customer shall retain the right to lodge an informal complaint with the Commission.

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**RULES AND REGULATIONS
ELECTRIC**

METERING (continued)

6.10 Inquires (continued)

- (E) If a customer disputes a charge, s/he shall pay to Company an amount equal to that part of the charge not in dispute. The amount not in dispute shall be mutually determined by the parties. The parties shall consider the customer's prior consumption history, weather variations, the nature of the dispute, and any other pertinent factors in determining the amount not in dispute.
- (F) If the parties are unable to mutually determine the amount not in dispute, the customer shall pay to Company, at Company's option, an amount not to exceed fifty percent (50%) of the charge in dispute or an amount based on usage during a like period under similar conditions which shall represent the amount not in dispute.
- (G) Failure of the customer to pay to Company the amount not in dispute within four (4) business days from the date that the dispute is registered or by the delinquent date of the disputed bill, whichever is later, shall constitute a waiver of the customer's right to continuance of service, and Company may then proceed to discontinue service as provided in these Rules.
- (H) If the dispute is ultimately resolved in favor of the customer in whole or in part, any excess moneys paid by the customer shall be refunded promptly.
- (I) If Company does not resolve the dispute to the satisfaction of the customer, Company representative shall notify the customer that each party has a right to make an informal complaint to the Commission, and of the address and telephone number where the customer may file an informal complaint with the Commission. If a customer files an informal complaint with the Commission prior to advising Company that all or a portion of a bill is in dispute, the Commission shall notify the customer of the payment required by Sections (E) or (F) of this Rule.
- (J) Company may treat a customer complaint or dispute involving the same question or issue based upon the same facts as already determined, and is not required to comply with these Rules more than once prior to discontinuance of service.

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ELECTRIC**

BILLING AND PAYMENT (continued)

8.07 RETURN PAYMENT CHARGE: A charge not to exceed \$30.00 may be assessed when a Customer's payment is returned due to any reason other than bank error.

8.08 COLLECTION CHARGE: When it is necessary for a representative of Company to visit the service address for the purpose of disconnecting electric service and the representative collects the delinquent payment amount a Collection Charge in the amount of \$20.00 shall be assessed to the customer.

8.09 NON-MEEIA OPT-OUT PROVISIONS: Pursuant to Missouri Rule 4 CSR 240-20.094(6)(A): Any customer meeting one (1) or more of the following criteria shall be eligible to opt-out of participation in utility-offered demand side programs:

1. The customer has one (1) or more accounts within the service territory of the electric utility that has a demand of the individual accounts of five thousand (5,000) kW or more in the previous twelve (12) months;
2. The customer operates an interstate pipeline pumping station, regardless of size; or
3. The customer has accounts within the service territory of the electric utility that have, in aggregate across its accounts, a coincident demand of two thousand five hundred (2,500) kW or more in the previous twelve (12) months, and the customer has a comprehensive demand-side or energy efficiency program and can demonstrate an achievement of savings at least equal to those expected from utility-provided programs.
 - A. For utilities with automated meter reading and/or advanced metering infrastructure capability, the measure of demand is the customer coincident highest billing demand of the individual accounts during the twelve (12) months preceding the opt-out notification.

A customer electing to opt-out under requirements 1 and 2 above must provide written notice to the electric utility no earlier than September 1 and not later than October 30 to be effective for the following calendar year. Customers electing to opt-out under requirement 3 above must provide notice to the utility and the manager of the energy resource analysis section of the commission during the stated timeframe. Customers electing to opt-out shall still be allowed to participate in interruptible or curtailable rate schedules or tariffs offered by the electric utility.

Customers who have satisfied the opt-out provisions of 4 CSR 240-20.094(6) to opt-out of the Non-MEEIA rate will receive an offset of the Non-MEEIA rate amount on the same bill, based on their actual usage. The Non-MEEIA rate is \$0.00068 per kWh.

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RULES AND REGULATIONS ELECTRIC

9. EXTENSION OF ELECTRIC FACILITIES (continued)

9.03 General Provisions (continued)

(G). An additional Construction Charge shall be paid by the applicant to Company for any ditching required to be performed by Company due to soil conditions including, but not limited to, the presence of rock or other environmental issues which prevent the use of normal trenching and backfilling practices used in trenchable soil. The charge under this provision shall be the estimated trenching and backfilling costs to be incurred by Company including conduit or padding for feeder lines, if required, less the estimated cost of normal trenching and backfilling. Applicant may be required to perform said ditching.

9.04 Permanent Service

- (A). Each application to Company for electric service of a permanent nature to premises requiring extension of Company's existing distribution facilities will be evaluated by Company in order that Company may determine the amount of investment (Construction Allowance) warranted by Company in making such extension. In the absence of special financing arrangements between the Applicant and Company, the Construction Charges as specified in the Facilities Extension Agreement shall be paid by the Applicant to Company before Company's construction commences.
- (B). The Construction Charges may be refundable in part, or in their entirety, to the original Applicant during the Open Extension Period. The Facilities Extension Agreement, to be executed by Applicant and Company, shall outline the applicable refund mechanism as related to the performance required by Applicant. In no event shall refunds aggregate an amount greater than the Construction Charges. Refundable Construction Charges shall not accrue interest. No interest in any potential refunds may be assigned. Applicant shall be responsible for notifying Company within six (6) months' time of qualifying permanent loads connected to Company's system. On a periodic basis, Company shall make the applicable refund(s) as specified in the Facilities Extension Agreement. No refunds will be made for performance after the Open Extension Period.
- (C). Company will evaluate the feasibility of growth for an existing area when determining the amount of Construction Charges. Where sufficient growth is anticipated, the extension may be made without an additional charge or at a reduced rate.
- (D). Company will evaluate if the Distribution Extension will be located on a circuit deemed to be underutilized when determining the amount of Construction Charges.

For Residential Subdivision Extensions, customers locating new developments on underutilized circuits will qualify for a reduction of the up-front cost of lot development equal to \$200 per lot or \$200 per building for multifamily buildings.

For Non-Residential Extensions, customers locating a Distribution Extension on underutilized circuits will receive 10% additional Construction Allowance associated with the extension. Customers receiving incentives for Beneficial Location of Facilities under the Company's Economic Development Rider will not qualify for this underutilized circuit adjustment.

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9. EXTENSION OF ELECTRIC FACILITIES (continued)

9.04 Permanent Service (continued)

Underutilized circuits are defined as those circuits having at least 50% of rated capacity available under normal and contingency scenarios as determined annually by the Company.

Underutilized circuits will not include:

- a. Circuits serving areas with identifiable near-term growth, particularly commercial and industrial areas at initial stages of development or where existing customers are expected to increase their connected load.
- b. Circuits serving areas with known platted areas for residential development.
- c. Rural circuits limited by voltage or in areas with limited development where the existing circuit is provided and designed primarily for public convenience and need.
- d. Other circuits where a low capacity rating is needed or expected by the Company.

9.05 Indeterminate Service

- (A). For all types of electric service of an indeterminate character, Applicant shall be required to pay to Company in advance of Company's construction all of the Estimated Construction Costs as Construction Charges as outlined in the Facilities Extension Agreement.
- (B). The Construction Charges will be considered non-refundable unless, at the sole discretion of Company and upon written request of the Applicant, the Applicant is reclassified to Permanent Service during the Open Extension Period. In that event, the refund procedure applicable to Permanent Service Applicants will apply.
- (C). Where the length or cost of an extension is so great and the anticipated revenue to be derived is so limited as to make it doubtful whether the necessary operating costs on the investment would be recovered an additional charge to Applicant may be required. The additional charge will cover the cost of insurance, cost of removal, license and fees, taxes, operation and maintenance and appropriate allocable administrative and general expenses of such facilities.

9.06 Temporary Service

- (A). For electric service of a temporary nature, Applicant shall be required to pay to Company as nonrefundable Construction Charges as outlined in the Facilities Extension Agreement an amount equal to the estimated net cost of installing, owning and removing the Distribution Extension including non-salvageable materials. Applicant shall pay Company before Company's construction commences.
- (B). This classification does not include temporary meter sets furnished to service an Applicant's construction requirements. Such temporary service is normally a 40 Amp self-contained meter set.

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ELECTRIC**

9. EXTENSION OF ELECTRIC FACILITIES (continued)

9.07 Extension Upgrade

Where an electric distribution Extension Upgrade is required to serve a non-residential customer's load requirements, the Facilities Extension Agreement between Company and Applicant shall apply the Estimated Construction Costs, Construction Allowance, and Construction Charges provisions contained in this extension policy to the Extension Upgrade.

9.08 Relocation or Conversion Request

An Applicant desiring to have Company's existing overhead facilities installed underground or to have existing overhead or underground facilities relocated may request Company to make such changes. If Company determines that such conversion or relocation can reasonably be made, Company will make such conversion or relocation on the following basis: The cost of removing and relocating such facilities, the related net cost of non-salvageable materials and the cost of any new facilities to be installed shall be paid by the Applicant as non-refundable Construction Charges as outlined in the Facilities Extension Agreement.

9.09 Excess Facilities Request

In those instances where Company chooses to provide facilities at Applicant's request in variance with the Electric Service Standards, Applicant shall be required to pay Company for the cost of such facilities, and to pay Company a Nonrefundable Construction Charge or a surcharge as outlined in the Facilities Extension Agreement. The charge is designed to recover the cost of insurance, replacement (or cost of removal); license and fees, taxes, operation and maintenance and appropriate allocable administrative and general expenses associated with such distribution facilities.

9.10 Applicability Limitation

The applicability of this extension policy is limited by the following conditions:

- (A). Facilities Extension Agreement Not Timely Executed: Company's Estimated Construction Costs and Construction Charges requirements as calculated for each extension may become void, at Company's discretion, after 120 days from the time a proposed Facilities Extension Agreement is provided by Company to Applicant. If a Facilities Extension Agreement is not fully executed before that time, it may become necessary for new estimates to be made incorporating the then current construction costs and the terms and conditions of Company's extension policy as on file and in effect with the Commission at that time.
- (B). Accurate Estimates Doubtful -- True-Up For Actual Costs: The Estimated Construction Costs will typically be the amount used in calculating the Construction Allowance and Construction Charges. In situations where the accuracy of the estimate is known to be highly uncertain, a true up to reflect actual costs at the Extension Completion date will be made. The intention to adjust the Estimated Construction Costs to reflect actual costs shall be specified and agreed to by both Applicant and Company in the Facilities Extension Agreement.

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P.S.C. MO. No. 2 Sixth

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Revised
Missouri Retail Service
For Area

**GENERAL RULES AND REGULATIONS
APPLYING TO ELECTRIC SERVICE (continued)**

12. AGREEMENTS (continued)

12.03 PRIVATE, UNMETERED PROTECTIVE LIGHTING SERVICE INSTALLATION:

The Company may enter into agreements with customers or prospective customers as needed to complete requests for service. These requests will take various forms depending on the type of service requested. All agreements will be consistent with terms and conditions of Missouri law and the Company's Commission approved tariffs and regulations.

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RULES AND REGULATIONS ELECTRIC

23.01 BUSINESS DEMAND-SIDE MANAGEMENT (continued)

	<i>Expected Annual kW Demand Savings Targets at Customer Side of Meter</i>			<i>Sum of Annual by Program</i>
	Program Plan Year 1	Program Plan Year 2	Program Plan Year 3	
Strategic Energy Management	674	674	674	2,022
Business Energy Efficiency Rebates-Custom	3,912	4,108	4,108	12,128
Business Energy Efficiency Rebates-Standard	3,645	3,645	3,645	10,935
Block Bidding	436	436	872	1,744
Small Business Direct Install	113	225	225	563
Business Programmable Thermostat	89	89	89	267
Demand Response Incentive	10,000	13,000	15,000	38,000
TOTAL	18,869	22,177	24,613	65,659

Earnings Opportunity targets are set forth in Kansas City Power & Light Company's Schedule DSIM, Sheet No. 49P, as approved in Case No. EO-2015-0240.

PROGRAM COSTS AND INCENTIVES:

Costs of and Incentives for the Business DSM Programs reflected herein shall be identified in a charge titled "DSIM Charge" appearing as a separate line item on customers' bills and applied to customers' bills as a per kilowatt-hour charge as specified in the SGS, MGS, LGS, LPS, SGA, MGA, LGA, or TPP rate **schedules**. **All customers taking service under said rate schedules shall pay the charge regardless of** whether a particular customer utilizes a demand-side program available hereunder, unless they have opted-out as provided for previously.

PROGRAM DESCRIPTIONS:

The following pages contain other descriptions and terms for the Programs being offered under this tariff.

****CHANGES IN MEASURES OR INCENTIVES:**

KCP&L may offer the Measures contained in KCP&L's filing approved in Case No. EO-2015-0240. The offering of Measures not contained within the aforesaid filing must be approved by the Commission. Measures being offered and Incentives available to customers will be listed on KCP&L's website, www.kcpl.com. The Measures and Incentives being offered are subject to change. Customers must consult www.kcpl.com for the list of currently available Measures. Should a Measure or Incentive offering shown on KCP&L's website differ from the corresponding Measure or Incentive offering shown in the currently effective notice filed in Case No. EO-2015-0240, the stated Measure or Incentive offering as shown in the currently effective notice shall govern.

** The original effective date of this tariff sheet was April 1, 2016. However, due to an incorrect reference to 4 CSR 240-20.094(4), the tariff sheet was revised to remove the reference, changing the effective date to April 7, 2017. This tariff sheet shall be effective for three years from the original effective date.

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RULES AND REGULATIONS ELECTRIC

23.16 RESIDENTIAL DEMAND-SIDE MANAGEMENT

(continued)

PROGRAM COSTS AND INCENTIVES

Costs of and incentives for the Residential DSM Programs reflected herein shall be reflected in a charge titled "DSIM Charge" appearing as a separate line item on customers' bills and applied to customers' bills as a per kilowatt-hour charge as specified in the residential rate schedules. All customers taking service under said rate schedule shall pay the charge regardless of whether a particular customer utilizes a demand-side program available hereunder.

PROGRAM DESCRIPTIONS:

The following pages contain other descriptions and terms for the Programs being offered under this tariff.

****CHANGES IN MEASURES OR INCENTIVES:**

KCP&L may offer the Measures contained in KCP&L's filing approved in Case No. EO-2015-0240. The offering of Measures not contained within the aforesaid filing must be approved by the Commission. Measures being offered and Incentives available to customers will be listed on KCP&L's website, www.kcpl.com. The Measures and Incentives being offered are subject to change. Customers must consult www.kcpl.com for the list of currently available Measures. Should a Measure or Incentive offering shown on KCP&L's website differ from the corresponding Measure or Incentive offering shown in the currently effective notice filed in Case No. EO-2015-0240, the stated Measure or Incentive offering as shown in the currently effective notice shall govern.

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