

THE EMPIRE DISTRICT ELECTRIC COMPANY

P.S.C. Mo. No. 5 Sec. 4 Original Sheet No. 24

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For ALL TERRITORY

PILOTS, VARIANCES, AND PROMOTIONAL PRACTICES LOW-INCOME PILOT PROGRAM
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PURPOSE:

The goals of the Low-Income Pilot Program (Program) are to: 1) provide electric bill payment assistance to customers meeting the Program's eligibility requirements, and 2) evaluate the impact of the Program on the disconnections and uncollectibles/bad debts amounts for Empire. This Program is provided pursuant to the orders of the Missouri Public Service Commission (MoPSC) in Case Nos. ER-2016-0023 and EO-2017-0041.

AVAILABILITY:

Availability of this Program shall be limited to customers on the Residential Service Rate who have an income level at or below 135% of the Federal Poverty Level (FPL). The designated CAA will be responsible for determining the income level of customers eligible for the Program. No customer with an arrearage that includes a theft of service charge shall be eligible to participate in the Program.

DEFINITIONS:

Designated Community Action Agency ("CAA") - Ozarks Area Community Action Corporation ("OACAC") and Economic Security Corporation ("ESC").

PROVISIONS:

The total program budget is \$250,000. The Program shall run until either the budget is exhausted or until rates are implemented from Empire's next general rate case, whichever occurs first.

The Program will provide qualified customers with a bill statement which reflects a monthly credit equal to the monthly customer charge and a revised bill payment amount under the following conditions:

1. Customer must be registered with a designated CAA Agency.
2. Customer must remain current within two (2) billing cycles to continue on the Program. Customers that default on payments for two (2) consecutive months will be removed from the Program and not be allowed back into the Program for twelve (12) months, except that a CAA may request a one-time re-enrollment for a defaulted customer experiencing a short-term, unanticipated financial hardship.
3. Customers receiving monthly credits must be enrolled in the Average Payment Plan (Rider AP) with any under or over collection balance existing at the settlement month rolled over and spread equally across all monthly bills in the next APP year.
4. Customers must make all payments on-time (before the delinquent date).
5. Monthly bill credits will be adjusted so that customer's total bill after the monthly credit is a minimum of \$10 (ten dollars) per month. Credits will be calculated in these circumstances once the Rider AP billing amount has been determined.

ADMINISTRATION, REPORTING AND EVALUATION:

Program administration, reporting and evaluation will be conducted consistent with the terms of the orders of the MoPSC in Case Nos. ER-2016-0023 and EO-2017-0041 or as modified and approved by the MoPSC.

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ISSUED BY Kelly S. Walters, Vice President, Joplin, MO

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