

~~STATE OF MISSOURI, PUBLIC SERVICE COMMISSION~~ **KCP&L GREATER MISSOURI
OPERATIONS COMPANY**

P.S.C. MO. No. 1 ~~4th~~^{2nd} Revised Sheet No. R-37
Canceling P.S.C. MO. No. 1 ~~1st~~ ~~Original-Revised~~ Sheet No. R-37

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KCP&L Greater Missouri Operations Company For Territory Served as L&P and MPS Missouri Retail
Service Area
KANSAS CITY, MO 64106

RULES AND REGULATIONS
ELECTRIC

6.04 Billing and Payment Standards

A. Company shall normally render a bill (by mailing, electronic posting or serving) for each billing period to every customer in accordance with its rate tariff. Bills for electric service may be paid in cash, electronic funds transfer, or check. Additionally residential service customers may also pay by approved credit and debit card.

B. Each billing statement rendered by Company shall be computed on the actual usage during the billing period except as follows:

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(1) Company may render a bill based on estimated usage:

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- (a) To seasonally billed customers, provided an appropriate rate tariff is on file with the Commission and an actual reading is obtained before each change in the seasonal cycle.
- (b) When extreme weather conditions, emergencies, labor agreements, or work stoppages prevent actual meter readings.
- (c) When Company is unable to obtain access to the customer's premises for the purpose of reading the meter or when the customer makes reading the meter unnecessarily difficult. If Company is unable to obtain an actual meter reading for these reasons, where practicable it shall undertake reasonable alternatives to obtain a customer reading of the meter, such as mailing or leaving postpaid, preaddressed postcards upon which the customer may note the reading unless the customer requests otherwise.

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(d) For customers with Advanced Metering Infrastructure (AMI) meters, when a current meter read is unavailable, the Meter Data Management (MDM) system will average consumption from the three-prior days to estimate the daily meter read. If the daily meter reads from the three prior days are not available, a second estimation attempt will be made. In the second attempt the MDM system will average the usage from five historical reads from the previous year. It will average the usage from the read in the 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 process to estimate the daily meter read will be a manual process. In the manual process, the Company will estimate the daily meter read based on historical usage information from the same premise and if not available, the usage of customers with like premises.

(e) For customers with non-AMI meters, when a current meter read is unavailable, the MDM 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 Company will estimate usage based on historical

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usage information from the same premise and if not available, the usage of customers with like premises.

~~(2) Company shall not render a bill based on estimated usage for more than three (3) consecutive billing periods or one (1) year, whichever is less, except under conditions described in Section 6.04 (B) (1).~~

~~(3) Under no circumstances shall Company render a bill based on estimated usage:~~

~~(a) Unless the estimating procedures employed by Company and any substantive changes to those procedures have been approved by the Commission.~~

~~(b) As a customer's initial or final bill for service unless conditions beyond the control of Company prevent an actual meter reading.~~

~~(4) When Company renders an estimated bill in accordance with these Rules, it shall:~~

~~(a) Maintain accurate records of the reasons for the estimate and the effort made to secure an actual reading.~~

~~(b) Clearly and conspicuously note on the bill that it is based on estimated usage.~~

~~(c) Use customer-supplied readings, whenever possible, to determine usage.~~

~~(5) When Company underestimates a customer's usage, the customer shall be given the opportunity, if requested, to make payment in installments.~~

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Issued by: ~~Curtis D. Blanc, Sr. Director~~ Darrin R. Ives, Vice President 1200 Main, Kansas City, MO 64105

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