

THE EMPIRE DISTRICT ELECTRIC COMPANY

Sec. 2 1st Revised Sheet No. 3
Cancelling P.S.C. Mo. No. 4For AURORA, MARIONVILLE, VERONANo supplement to this tariff will be issued except
for the purpose of cancelling this tariff.Sec. 2 Original Sheet No. 3
Which was issued 07/11/78

<p align="center">RULES AND REGULATIONS</p>
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In Dispute:

Any matter regarding a customer's utility service which is the subject of a disagreement or complaint by a customer and which the customer pursues under these rules.

Location:

The premises, owned or occupied by the customer, where service is rendered to the customer by the Company, being one integral parcel of land.

Month:

The term month, as used in rate schedules, regulations and contracts, shall refer, unless otherwise designated, to a period of time equal to one-twelfth of a year usually identified by the calendar month in which a majority of the period of time falls. There may be one or two months between successive regular meter readings by the Company as provided for in the individual rate schedules.

Person:

An individual, association, corporation, partnership, receiver, firm, trustee, or governmental agency.

Point of Delivery:

The point at the customer's curb line where Company's service lines end and the customer's service line begins.

Rendition of Bill:

The date of physical mailing, electronic delivery, or hand delivery of the bill by the Company to a Customer.

Service:

The maintaining by the Company, at the point of delivery, of water, available for customer's use.

Settlement Agreement:

An agreement between a customer and the Company which purports to resolve any matter in dispute between the parties or provides for the payment of moneys not in dispute over a reasonable period of time.

Subdivision:

A lot, tract, or parcel of land divided into two or more lots, plots, sites, or other divisions for use for new houses, or the land on which is constructed new apartment houses per a recorded plat thereof if such recordation is required by law.

Termination of Service:

A cessation of utility service requested by the customer.

Utility:

An electric, gas or water corporation as those terms are defined in Section 86.020 RSMO (1969).

Utility Service:

The usage of water.

Utility Charges:

The rates for utility service and other charges authorized by the Commission as an integral part of utility service.

DATE OF ISSUE April 17, 2012
Month Day YearDATE EFFECTIVE May 17, 2012
Month Day Year

ISSUED BY Kelly Walters, Vice President, Joplin, MO