

MO.P.S.C. SCHEDULE NO. 6 4th Revised SHEET NO. 131CANCELLING MO.P.S.C. SCHEDULE NO. 6 3rd Revised SHEET NO. 131APPLYING TO MISSOURI SERVICE AREA**GENERAL RULES AND REGULATIONS****V. BILLING PRACTICES (Cont'd.)***** D. METER READINGS**

The Company will secure, per billing period, a minimum of one register meter reading for meters billed through the register reading or sufficient interval readings to determine total use for meters billed through interval data, except when it is necessary and allowed to estimate a bill as described in General Rules and Regulations, V. Billing Practices pursuant to the variances from Rules 20 CSR 4240-13.020(2)(A)3 and 20 CSR 4240-13.020(3) and 20 CSR 4240-13.040(3) granted by Commission in File No. EE-2019-0382.

Company will retain for a minimum of five (5) years the meter information relied upon to generate bills for such customers.

Residential Rate Schedule Procedures: For residential customers that are eligible for rate schedules which require cumulative usage to be determined for unique time periods during a billing period and usage is determined through interval metering data, beginning and ending meter readings for that billing period may not be utilized in lieu of the interval metering data. In such cases, a customer's bill will reflect the total consumption for each relevant time period but will not indicate a beginning or ending metering reading for the cumulative billing period pursuant to the variances from Rule 20 CSR 4240-13.020(9)(A) granted by Commission in File Nos. EE-2019-0382 and EE-2021-0103.

E. ESTIMATED BILLING**1. Estimated Bill**

An estimated reading will be used to compute an estimated bill for customer's electric service where it is not feasible to obtain regular meter readings or when conditions beyond the control of the Company, such as weather emergencies, work stoppages, and inability to gain access to the meter prevent obtaining an actual meter reading or when an inaccurate reading results from equipment or mechanical failure where the Company could not reasonably detect such failure. An estimated reading may also be used to compute an estimated bill when an inaccurate or unreliable reading results from human or billing system error, from failure of a remote meter reading device to transmit a reliable reading, or as a result of a failure to detect and verify usage due to a meter with a status of vacant; except Company may not issue an estimated bill due to any of these three (3) stated conditions for more than three (3) consecutive months.

Company shall maintain accurate records of the reasons for an estimated bill and all efforts made to secure an actual reading and clearly note on the bill that it is based on estimated usage.

*Indicates Change.

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