

For ALL TERRITORY

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THE EMPIRE DISTRICT ELECTRIC COMPANY d.b.a. LIBERTY

P.S.C. Mo. No. 6 Sec. 4 Original Sheet No. 28

Canceling P.S.C. Mo. No. _____ Sec. _____ Original Sheet No. _____

For ALL TERRITORY

PILOTS, VARIANCES, AND PROMOTIONAL PRACTICES CRITICAL NEEDS PROGRAM
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PURPOSE:

The Critical Needs Program (the "Program") is designed to promote and finance a community-based information resource network that will identify and direct customers with critical medical needs to resources that will help customers receive utility bill payment assistance.

The Program will provide outreach and training to community stakeholders that will allow them to identify individuals that are in critical medical need for assistance and refer such individuals to available assistance resources.

AVAILABILITY:

This program is available to all residential customers who, for medical and/or income related circumstances, need utility bill payment assistance.

DEFINITIONS:

Critical medical need: a situation, as verified by a certified medical professional, where loss of electric service may aggravate an existing serious illness or may prevent the use of life-support equipment.

FUNDING:

Funding level will be as approved by the Commission. Any unspent funding allocated for the Critical Needs Program in a given program year shall be reallocated to the Low-Income Weatherization Program.

BENEFITS:

Notwithstanding Liberty Rules and Regulations provision F9 on Sheet No. 37, Customer accounts with an account holder and/or other member of the household with a verified critical medical need, as defined above, shall not be eligible for disconnection for thirty (30) days. Each member of the household that has a critical medical need is eligible for a 30-day extension to secure payment for utility service or make alternate payment arrangements. In addition to benefits of the resource network, customers will be informed of their potential eligibility for other Liberty programs from which they may benefit.

For ALL TERRITORY

RULES AND REGULATIONS

- 9. Except as provided by the Critical Needs Program (Sheet No. 28) and notwithstanding any provision of this rule, Company shall postpone a discontinuance for a time not in excess of twenty-one (21) days if the discontinuance will aggravate an existing medical emergency of the Customer, a member of his/her family or other permanent resident of the premises where service is rendered. Any person who alleges an emergency, if requested, shall provide Company with reasonable evidence of the necessity.
- 10. Notwithstanding any other provision of this rule, Company may discontinue any service temporarily for reasons of maintenance, health, safety or a state of emergency.
- 11. Upon the Customer's request, Company shall restore service consistent with all other provisions of this chapter when the cause for discontinuance has been eliminated, applicable restoration charges have been paid, and if required, satisfactory credit arrangements have been made. At all times, a reasonable effort shall be made to restore service upon the day restoration is requested, but no later than 7:00 p.m., and in any event, restoration shall be made not later than the next working day following the day requested by the Customer. Company shall charge the Customer a fee for restoration of service based on if the reconnect is done remotely or onsite as provided in Schedule CA, Credit Action Fees.

G. COLD WEATHER MAINTENANCE OF SERVICE: Provision of Residential Heat-Related Utility Service During Cold Weather 4 CSR 240-13.055

- 1. This rule protects the health and safety of residential Customers receiving heat-related utility service by placing restrictions on discontinuing and refusing to provide heat-related utility service from November 1 through March 31 due to delinquent accounts of those Customers.
- 2. This rule takes precedence over other rules on provision of heat-related utility service from November 1 through March 31 annually.
- 3. Notice Requirements. From November 1 through March 31, prior to discontinuance of service due to nonpayment, Company shall:
 - a. Notify the Customer, at least ten (10) days prior to the date of the proposed discontinuance, by first class mail, and in the case of a registered elderly or disabled Customer the additional party listed on the Customer's registration form of Company's intent to discontinue Service. The contact with the registered individual shall include initially two (2) or more telephone call attempts with the mailing of the notice;
 - b. Make further attempts to contact the Customer within ninety-six (96) hours preceding discontinuance of service either by a second written notice as in subsection 3.a., sent by first class mail; or a door hanger; or at least two (2) telephone call attempts to the Customer;
 - c. Attempt to contact the Customer at the time of the discontinuance of service in the manner specified in Section F.8 (4 CSR 240-13.050(8))
 - d. Make a personal contact on the premises with a registered elderly or disabled Customer or some member of the family above the age of fifteen (15) years, at the time of the discontinuance of service; and
 - e. Ensure that all notices and contacts required in this subsection describe the terms for continuance of service under this rule, including the method of calculating the required payments, the availability of financial assistance from the Family Support Division and social service or charitable organizations that have notified Company that they provide that assistance, and the identity of those organizations.