

KANSAS CITY POWER & LIGHT COMPANY

P.S.C. MO. No.	<u>2</u>	<u>Eighth</u>	Revised	Sheet No.	<u>1.23</u>
Cancelling P.S.C. MO. No.	<u>2</u>	<u>Seventh</u>	Revised	Sheet No.	<u>1.23</u>

For Missouri Retail Service Area

GENERAL RULES AND REGULATIONS APPLYING TO ELECTRIC SERVICE

6. METERING (continued)

6.05 METER SEALS: Seals will be placed by the Company on all meters and meter enclosures. Such seals shall not be broken or disturbed by any person other than persons authorized by the Company or by law.

6.06 ESTIMATED BILLING DUE TO UNREAD METERS: If, due to circumstances or conditions beyond the control of the Company or if it is otherwise impractical for the Company to read the meter on a scheduled meter reading day, the Company may, at its discretion, deliver to the premises of the Customer a business reply card with instructions thereon as to how the Customer shall read the meter and mail the information to the Company. In any event, if no meter reading is obtained in time for billing as scheduled, then subject to 4 C.S.R. 240-13.020, the Company shall render an "estimated bill" based on usage as estimated by the Company. Estimated bills shall be adjusted in the next subsequent billing based upon a reading of the meter by the Company.

ESTIMATED BILL PROCEDURE:

- A. 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 a comparable date 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. 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.
- B. For Customers with non-AMI meters, when a current meter read is unavailable, the MDM system 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 usage information from the same premise and if not available, the usage of Customers with like premises.

6.07 ACCURACY AND TESTS: The accuracy and testing of the Company's meters shall be in accordance with the general orders of the Commission applying thereto.

6.08 EVIDENCE OF CONSUMPTION: The registration of the Company's meters will be accepted and received at all times and places as prima facie evidence of the amount of power and energy taken by the Company.

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ISSUED BY: Darrin R. Ives, Vice President

EFFECTIVE: May 7, 2018

1200 Main, Kansas City, Mo. 64105

KANSAS CITY POWER & LIGHT COMPANY

P.S.C. MO. No. 2 Third Revised Sheet No. 1.67
Canceling P.S.C. MO. No. 2 Second Revised Sheet No. 1.67
For Missouri Retail Service Area

**RULES AND REGULATIONS
ELECTRIC**

AVERAGE PAYMENT PLAN

19.01 AVAILABILITY: This Plan is available to Customers receiving service under rate schedules for Residential Service or Small General Service. Such Customers may elect to be billed, and must pay for, all electric service provided by the Company under said Schedules, in accordance with the terms and provisions of the Company's Average Payment Plan.

See Section 2.09 SUCCESSION AND ASSIGNMENT, for rules regarding successor Customers.

19.02 ELIGIBILITY: To be eligible for billing under the terms and provisions of the Average Payment Plan, the Customer must meet the following requirements:

- (A) The Customer must be currently receiving service under one of said schedules.
- (B) The Customer must have received service continuously at the Customer's present premises for at least twelve (12) months prior to the election or agree to Company's estimate for such service.
- (C) The Customer must not have any delinquent amount not in dispute with the Company.
- (D) The Customer must satisfy, and be in conformance with, the Company's General Rules and Regulations Applying to Electric Service.
- (E) A Customer who has been delinquent three (3) or more times in the last twelve (12) months at the current or any previous location may be refused participation in the Average Payment Plan until the customer has established a twelve (12) consecutive month payment period with no more than two (2) delinquent payments.

19.03 ELECTION: Each month the Company will notify eligible Customers then served under Residential Service or Small General Service rate schedules of the Plan by issuing a bill containing two amounts: The actual amount due, and the amount due under the Plan. The Customer elects to pay under the Plan if the Customer pays the Average Payment amount. A Customer may also elect to pay under the Plan at any time by contacting the Company's Customer Care Center. All qualified new Customers will be offered the Plan on their first bill. The Customer must pay any past due amount owed for electric service, except as provided in Missouri Commission Rule 4 CSR 240-13.045, before billing under the Plan will be commenced.

KANSAS CITY POWER & LIGHT COMPANY

P.S.C. MO. No. 2 Third Revised Sheet No. 1.68
Canceling P.S.C. MO. No. 2 Second Revised Sheet No. 1.68
For Missouri Retail Service Area

RULES AND REGULATIONS ELECTRIC

AVERAGE PAYMENT PLAN (continued)

19.04 RATE: The total amount billed during any billing period shall be equal to the amount which would have been billed to the Customer for his/her usage during that billing period had the Customer not elected the Average Payment Plan.

19.05 PAYMENT OF ARREARS UNDER THE PLAN: Any Customer who fails to make timely payments of the Average Payment plus one-twelfth of the arrears amount, or who causes or permits diversion of electric service, shall be considered in default, and subject to disconnection in accordance with the provisions of Rule 3.13. The Company may require payment in full of the total amount in arrears as a condition of reconnection.

19.06 AVERAGE PAYMENT AMOUNT:

- (A) Initial enrollment with a minimum of nine (9) months of recent usage history
For those Customers at a premise with a minimum of nine (9) months of recent usage history, the Company will calculate the Customer's average monthly bill based on current rate schedules, appropriate taxes, and Customer's usage using the available premise history. The first Average Payment amount due under the Plan will be this average.
- (B) Initial enrollment with less than (9) months of usage history
For those Customers at a premise with less than nine (9) months of usage history, the Customer must speak to a Customer Service Representative (CSR). At that time, the CSR will manually calculate an average payment amount by viewing a nearby premise usage history that is served under the same rate schedule.
- (C) Adjustment
Commencing sixty (60) days after the implementation of the Customer Care and Billing (CCB) system, with each monthly bill CCB will total up to and including, the last twelve (12) months' bills plus any over/under amount due, and divide by the number of months available to calculate a new Average Payment amount. If there is more than a 10% variance in the calculation from the current Average Payment Plan amount, the Plan payment will automatically adjust on the next month's bill.

KANSAS CITY POWER & LIGHT COMPANY

P.S.C. MO. No. 2 Second

Revised Sheet No. 1.69

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Revised Sheet No. 1.69

For Missouri Retail Service Area

RULES AND REGULATIONS ELECTRIC

19. AVERAGE PAYMENT PLAN (continued)

19.07 PAYMENT: Payment shall be in accordance with Company's General Rules and Regulations. (See Rule 8. Billing and Payment).

19.08 TERMINATION: The election shall continue from month to month, unless terminated upon the occurrence of any of the following events:

- (A) The Customer closes his/her account with the Company at that premises. The Company will render a final bill to the Customer based upon actual unpaid balance to date.
- (B) The Customer requests termination of Plan billing. Upon termination, the Customer's unpaid balance to the latest billing date shall be due and payable.
- (C) If the Customer fails to make timely payment of amounts due on any bill rendered under this Plan, Plan billing will be terminated. The Customer's unpaid balance shall be due and payable, and bills based on actual usage will be subsequently issued. The Customer may reelect to be billed under the Plan by paying all amounts due and notifying the Company's Customer Care Center.
- (D) No interest shall be due from or payable to the Customer as a result of Plan termination.

19.09 GENERAL RULES AND REGULATIONS APPLICABLE: Except as expressly set forth above, this Plan in no way modifies, terminates or suspends any of the Company's or Customer's rights or obligations, under the General Rules and Regulations Applying to Electric Service, including but not limited to payment of bills and discontinuance of service provisions.

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1200 Main, Kansas City, Mo. 64105