



**KANSAS CITY POWER & LIGHT COMPANY**

P.S.C. MO. No. 2 Second Revised Sheet No. 1.24B  
Canceling P.S.C. MO. No. 2 First Revised Sheet No. 1.24B  
For Missouri Retail Service Area

<b>RULES AND REGULATIONS ELECTRIC</b>
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METERING (continued)

6.10 Inquires

- (A) A customer shall advise Company that all or part of a charge is in dispute by written notice, in person, or by a telephone message directed to Company during normal business hours. A dispute must be registered with Company at least twenty-four (24) hours prior to the date of the proposed discontinuance for a customer to avoid discontinuance of service as provided by these Rules.
- (B) When a customer advises Company that all or part of a charge is in dispute, Company shall record the date, time and place the contact is made; investigate the contact promptly and thoroughly; and attempt to resolve the dispute in a manner satisfactory to both parties.
- (C) Failure of a customer to participate with Company in efforts to resolve an inquiry which has the effect of placing charges in dispute shall constitute a waiver of the customer's right to continuance of service, and Company may not less than five (5) days after provision of the notification required by Section (I) of this Rule, may proceed to discontinue service unless the customer files an informal complaint with the Commission within the five (5) day period.
- (D) Customers presenting frivolous disputes shall have no right to continued service. Company, before proceeding to discontinue the service of a customer presenting a dispute it deems frivolous, shall advise the Consumer Services Department of the Commission of the circumstances. The Consumer Services Department shall attempt to contact the customer by telephone and ascertain the basis of the dispute. If telephone contact cannot be made, the Consumer Services Department shall send the customer a notice by first class mail stating that Company may discontinue service unless the customer contacts the Consumer Services Department within twenty-four (24) hours. If it appears to the Consumer Services Department that the dispute is frivolous, or if contact with the customer cannot be made within seventy-two (72) hours following Company's report, Company shall be advised that it may proceed to discontinue service. If it appears that the dispute is not frivolous, service shall not be discontinued until ten (10) days after the notice required under Section 2.05 (E) has been sent to the customer by Company. The customer shall retain the right to lodge an informal complaint with the Commission.

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For Missouri Retail Service Area

<b>RULES AND REGULATIONS ELECTRIC</b>
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METERING (continued)

6.10 Inquires (continued)

- (E) If a customer disputes a charge, s/he shall pay to Company an amount equal to that part of the charge not in dispute. The amount not in dispute shall be mutually determined by the parties. The parties shall consider the customer's prior consumption history, weather variations, the nature of the dispute, and any other pertinent factors in determining the amount not in dispute.
- (F) If the parties are unable to mutually determine the amount not in dispute, the customer shall pay to Company, at Company's option, an amount not to exceed fifty percent (50%) of the charge in dispute or an amount based on usage during a like period under similar conditions which shall represent the amount not in dispute.
- (G) Failure of the customer to pay to Company the amount not in dispute within four (4) business days from the date that the dispute is registered or by the delinquent date of the disputed bill, whichever is later, shall constitute a waiver of the customer's right to continuance of service, and Company may then proceed to discontinue service as provided in these Rules.
- (H) If the dispute is ultimately resolved in favor of the customer in whole or in part, any excess moneys paid by the customer shall be refunded promptly.
- (I) If Company does not resolve the dispute to the satisfaction of the customer, Company representative shall notify the customer that each party has a right to make an informal complaint to the Commission, and of the address and telephone number where the customer may file an informal complaint with the Commission. If a customer files an informal complaint with the Commission prior to advising Company that all or a portion of a bill is in dispute, the Commission shall notify the customer of the payment required by Sections (E) or (F) of this Rule.
- (J) Company may treat a customer complaint or dispute involving the same question or issue based upon the same facts as already determined, and is not required to comply with these Rules more than once prior to discontinuance of service.

**KANSAS CITY POWER & LIGHT COMPANY**

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For Missouri Retail Service Area

**RULES AND REGULATIONS  
ELECTRIC**

BILLING AND PAYMENT (continued)

8.07 RETURN PAYMENT CHARGE: A charge not to exceed \$30.00 may be assessed when a Customer's payment is returned due to any reason other than bank error.

8.08 COLLECTION CHARGE: When it is necessary for a representative of Company to visit the service address for the purpose of disconnecting electric service and the representative collects the delinquent payment amount a Collection Charge in the amount of \$20.00 shall be assessed to the customer.

8.09 NON-MEEIA OPT-OUT PROVISIONS: Pursuant to Missouri Rule 4 CSR 240-20.094(6)(A): Any customer meeting one (1) or more of the following criteria shall be eligible to opt-out of participation in utility-offered demand side programs:

1. The customer has one (1) or more accounts within the service territory of the electric utility that has a demand of the individual accounts of five thousand (5,000) kW or more in the previous twelve (12) months;
2. The customer operates an interstate pipeline pumping station, regardless of size; or
3. The customer has accounts within the service territory of the electric utility that have, in aggregate across its accounts, a coincident demand of two thousand five hundred (2,500) kW or more in the previous twelve (12) months, and the customer has a comprehensive demand-side or energy efficiency program and can demonstrate an achievement of savings at least equal to those expected from utility-provided programs.
  - A. For utilities with automated meter reading and/or advanced metering infrastructure capability, the measure of demand is the customer coincident highest billing demand of the individual accounts during the twelve (12) months preceding the opt-out notification.

A customer electing to opt-out under requirements 1 and 2 above must provide written notice to the electric utility no earlier than September 1 and not later than October 30 to be effective for the following calendar year. Customers electing to opt-out under requirement 3 above must provide notice to the utility and the manager of the energy resource analysis section of the commission during the stated timeframe. Customers electing to opt-out shall still be allowed to participate in interruptible or curtailable rate schedules or tariffs offered by the electric utility.

Customers who have satisfied the opt-out provisions of 4 CSR 240-20.094(6) to opt-out of the Non-MEEIA rate will receive an offset of the Non-MEEIA rate amount on the same bill, based on their actual usage. The Non-MEEIA rate is \$0.00068 per kWh.

# KANSAS CITY POWER & LIGHT COMPANY

P.S.C. MO. No. 2 Sixth   O Sheet No. 1.42  
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For Missouri Retail Service Area

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**GENERAL RULES AND REGULATIONS  
APPLYING TO ELECTRIC SERVICE (continued)**

**12. AGREEMENTS (continued)**

**12.03 PRIVATE, UNMETERED PROTECTIVE LIGHTING SERVICE INSTALLATION:**

The Company may enter into agreements with customers or prospective customers as needed to complete requests for service. These requests will take various forms depending on the type of service requested. All agreements will be consistent with terms and conditions of Missouri law and the Company's Commission approved tariffs and regulations.

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**23.01 BUSINESS DEMAND-SIDE MANAGEMENT (continued)**

	<i>Expected Annual kW Demand Savings Targets at Customer Side of Meter</i>			<i>Sum of Annual by Program</i>
	Program Plan Year 1	Program Plan Year 2	Program Plan Year 3	
<b>Strategic Energy Management</b>	<b>674</b>	<b>674</b>	<b>674</b>	<b>2,022</b>
<b>Business Energy Efficiency Rebates-Custom</b>	<b>3,912</b>	<b>4,108</b>	<b>4,108</b>	<b>12,128</b>
<b>Business Energy Efficiency Rebates-Standard</b>	<b>3,645</b>	<b>3,645</b>	<b>3,645</b>	<b>10,935</b>
<b>Block Bidding</b>	<b>436</b>	<b>436</b>	<b>872</b>	<b>1,744</b>
<b>Small Business Direct Install</b>	<b>113</b>	<b>225</b>	<b>225</b>	<b>563</b>
<b>Business Programmable Thermostat</b>	<b>89</b>	<b>89</b>	<b>89</b>	<b>267</b>
<b>Demand Response Incentive</b>	<b>10,000</b>	<b>13,000</b>	<b>15,000</b>	<b>38,000</b>
<b>TOTAL</b>	<b>18,869</b>	<b>22,177</b>	<b>24,613</b>	<b>65,659</b>

Earnings Opportunity targets are set forth in Kansas City Power & Light Company's Schedule DSIM, Sheet No. 49P, as approved in Case No. EO-2015-0240.

**PROGRAM COSTS AND INCENTIVES:**

Costs of and Incentives for the Business DSM Programs reflected herein shall be identified in a charge titled "DSIM Charge" appearing as a separate line item on customers' bills and applied to customers' bills as a per kilowatt-hour charge as specified in the SGS, MGS, LGS, LPS, SGA, MGA, LGA, or TPP rate **schedules**. **All customers taking service under said rate schedules shall pay the charge regardless of** whether a particular customer utilizes a demand-side program available hereunder, unless they have opted-out as provided for previously.

**PROGRAM DESCRIPTIONS:**

The following pages contain other descriptions and terms for the Programs being offered under this tariff.

**\*\*CHANGES IN MEASURES OR INCENTIVES:**

KCP&L may offer the Measures contained in KCP&L's filing approved in Case No. EO-2015-0240. The offering of Measures not contained within the aforesaid filing must be approved by the Commission. Measures being offered and Incentives available to customers will be listed on KCP&L's website, [www.kcpl.com](http://www.kcpl.com). The Measures and Incentives being offered are subject to change. Customers must consult [www.kcpl.com](http://www.kcpl.com) for the list of currently available Measures. Should a Measure or Incentive offering shown on KCP&L's website differ from the corresponding Measure or Incentive offering shown in the currently effective notice filed in Case No. EO-2015-0240, the stated Measure or Incentive offering as shown in the currently effective notice shall govern.

\*\* The original effective date of this tariff sheet was April 1, 2016. However, due to an incorrect reference to 4 CSR 240-20.094(4), the tariff sheet was revised to remove the reference, changing the effective date to April 7, 2017. This tariff sheet shall be effective for three years from the original effective date.

**KANSAS CITY POWER & LIGHT COMPANY**

P.S.C. MO. No. 2 Second Revised Sheet No. 2.24  
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**23.16 RESIDENTIAL DEMAND-SIDE MANAGEMENT**

**(continued)**

**PROGRAM COSTS AND INCENTIVES**

Costs of and incentives for the Residential DSM Programs reflected herein shall be reflected in a charge titled "DSIM Charge" appearing as a separate line item on customers' bills and applied to customers' bills as a per kilowatt-hour charge as specified in the residential rate schedules. All customers taking service under said rate schedule shall pay the charge regardless of whether a particular customer utilizes a demand-side program available hereunder.

**PROGRAM DESCRIPTIONS:**

The following pages contain other descriptions and terms for the Programs being offered under this tariff.

**\*\*CHANGES IN MEASURES OR INCENTIVES:**

KCP&L may offer the Measures contained in KCP&L's filing approved in Case No. EO-2015-0240. The offering of Measures not contained within the aforesaid filing must be approved by the Commission. Measures being offered and Incentives available to customers will be listed on KCP&L's website, [www.kcpl.com](http://www.kcpl.com). The Measures and Incentives being offered are subject to change. Customers must consult [www.kcpl.com](http://www.kcpl.com) for the list of currently available Measures. Should a Measure or Incentive offering shown on KCP&L's website differ from the corresponding Measure or Incentive offering shown in the currently effective notice filed in Case No. EO-2015-0240, the stated Measure or Incentive offering as shown in the currently effective notice shall govern.

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