GENERAL RULES AND REGULATIONS
III. DISTRIBUTION SYSTEM EXTENSIONS (Cont'd.)

* **O. SPECIAL FACILITIES**

1. General

Where Customer requests and Company agrees to install distribution facilities not normally contemplated for installation, or otherwise provided for, under Company's standard rate schedules, Company may at its option provide such facilities under the provisions of this section. Examples of facilities which fall into this category of "special" include, but are not limited to, duplicate or additional service facilities, excess transformer capacity or other distribution facilities, and facilities necessitated by special legal or engineering requirements.

2. Payments by Customer

Where Company agrees to supply distribution facilities under the provisions of Special Facilities in lieu of other alternatives available to Customer, Customer shall pay to Company a one-time contribution equal to the total additional costs incurred by Company in supplying such facilities. Customer shall also pay to Company an additional one-time contribution equal to ninety percent of such total additional costs for the present value of the Company's projected operations, maintenance and subsequent replacement cost of such facilities, which shall be continuously owned and maintained by Company. All charges payable to Company shall be non-refundable and due in advance of construction. Such payments by Customer shall be in addition to any payments required for electric facilities provided under the Company's standard line extension rules or other tariff charges.

3. Supply and Billing Standards

Company will designate the point of delivery of electric service relative to the installation of any additional facilities provided to Customer hereunder and the service supplied through such facilities installed on and after May 5, 1990 will not be cumulated or otherwise combined, for billing purposes, with any other service supplied to Customer. When total or partial replacement of any special facility installation is required, such revision will be made by Company at no cost to Customer. Any enlargement of such previously installed facilities requested by Customer shall be made in accordance with Company's standard line extension rules. Following any such replacement, or enlargement, all separately installed special facility connections shall be billed as provided herein without application of monthly special facility charges, and maintained by Company in the same manner as Company's standard line extension facilities serving other Customers.

*Indicates Reissue.

CANCELLED - Missouri Public Service Commission - 05/02/2026 - JE-2026-0127

FILED - Missouri Public Service Commission - 01/04/2026 - ET-2025-0184 - JE-2026-0076

CANCELLED - Missouri Public Service Commission - 01/04/2026 - ET-2025-0184 - JE-2026-0076

FILED - Missouri Public Service Commission - 09/12/2024 - JE-2025-0018

GENERAL RULES AND REGULATIONS
III. DISTRIBUTION SYSTEM EXTENSIONS (Cont'd.)

* **O. SPECIAL FACILITIES (Cont'd.)**

3. Supply and Billing Standards

Company will designate the point of delivery of electric service relative to the installation of any additional facilities provided to Customer hereunder and the service supplied through such facilities installed on and after May 5, 1990 will not be cumulated or otherwise combined, for billing purposes, with any other service supplied to Customer. When total or partial replacement of any special facility installation is required, such revision will be made by Company at no cost to Customer. Any enlargement of such previously installed facilities requested by Customer shall be made in accordance with Company's standard line extension rules. Following any such replacement, or enlargement, all separately installed special facility connections shall be billed as provided herein without application of monthly special facility charges, and maintained by Company in the same manner as Company's standard line extension facilities serving other Customers.

4. Installations Prior to July 23, 1992

Customers utilizing special facilities installed prior July 23, 1992 shall continue to pay the present charges and form of billing applicable to all special facilities connections until any total or partial replacement or enlargement of such facility is required. Thereafter, such revisions will be made by Company and the subsequent metering and billing of all services provided over such newly installed facilities standardized, as provided in paragraph 3 of this section, Supply and Billing Standards.

*Indicates Reissue.

GENERAL RULES AND REGULATIONS
III. DISTRIBUTION SYSTEM EXTENSIONS (Cont'd.)

N. SPECIAL FACILITIES (Cont'd.)

4. Installations Prior to July 23, 1992

Customers utilizing special facilities installed prior July 23, 1992 shall continue to pay the present charges and form of billing applicable to all special facilities connections until any total or partial replacement or enlargement of such facility is required. Thereafter, such revisions will be made by Company and the subsequent metering and billing of all services provided over such newly installed facilities standardized, as provided in paragraph 3 of this section, Supply and Billing Standards.

CANCELLED - Missouri Public Service Commission - 09/12/2024 - JE-2025-0018

FILED
Missouri Public
Service Commission
ET-2018-0132; YE-2019-0162

GENERAL RULES AND REGULATIONS

III. DISTRIBUTION SYSTEM EXTENSIONS (Cont'd.)

O. ADVANCE REFUNDABLE DEPOSITS

Advance refundable deposits may be required from customer or other responsible party for all or a portion of Company's distribution extensions, as specified in Section III of these rules and regulations. Such advance deposits will be paid to Company prior to the commencement of construction of the extension by Company. Advance refundable deposits provided to Company which subsequently qualify for refund, in whole or in part, will be refunded to depositor on a pro rata basis, without interest, following notification by depositor and Company verification of the size, type and number of customers connected and taking permanent electric service within the tract of land for which the refundable deposit was made. Such refunds will be made at semi-annual intervals from the date the deposit was received by the Company, with any amounts remaining unrefunded after five years being retained by Company and credited to the Company's appropriate plant account. A guarantee agreement, as provided in Section III.P, may also be required by Company, at its sole discretion, for any portion of a line extension covered by an advance refundable deposit.

P. GUARANTEE AGREEMENTS

A written guarantee agreement between Company and customer or other responsible party will be required for any extension where the estimated cost thereof exceeds the estimated net annual revenue estimated to be received by Company from said extension or, in Company's opinion, customer's revenues cannot be accurately projected, or customer credit standing acceptable to Company cannot be established. Said guarantee will be applicable to the total cost of the extension chargeable to customer, with the required guarantee agreement being entered into by the customer and the Company prior to the commencement of construction by Company.

Company may, at its sole discretion, require an advance deposit of all or any portion of such guarantee amount to insure that the revenue estimated to be derived from the extension will in fact be realized. The guarantee agreement will provide for the following:

1. The monthly guarantee payment to be made by customer will be a minimum of one twelfth (1/12) of the total cost of the extension being guaranteed. Such guarantee payment will be exclusive of any revenue taxes applicable to customer's total bill for service and shall commence with the customer's fourth billing for permanent service being provided by the extension being guaranteed.

2. Deficiency revenue is defined as that portion of any monthly guarantee payment which exceeds the net revenue from permanent service to customer.

CANCELLED
April 1, 2019
Missouri Public
Service Commission
ET-2018-0132; YE-2019-0162

FILED
Missouri Public
Service Commission
ET-2013-0546; JE-2013-0582

CANCELLED - Missouri Public Service Commission - 05/02/2026 - JE-2026-0127

FILED - Missouri Public Service Commission - 01/04/2026 - ET-2025-0184 - JE-2026-0076

GENERAL RULES AND REGULATIONS
III. DISTRIBUTION SYSTEM EXTENSIONS (Cont'd.)

*** O. SPECIAL FACILITIES (Cont'd.)**

4. Installations Prior to July 23, 1992

Customers utilizing special facilities installed prior July 23, 1992 shall continue to pay the present charges and form of billing applicable to all special facilities connections until any total or partial replacement or enlargement of such facility is required. Thereafter, such revisions will be made by Company and the subsequent metering and billing of all services provided over such newly installed facilities standardized, as provided in paragraph 3 of this section, Supply and Billing Standards.

****P. PLANNING REQUIRED FOR LOADS GREATER THAN 25MW**

1. Customers, or prospective Customers seeking service for loads expected to be greater than 25 megawatts(MW) shall be subject to an initial evaluation and study by the Company prior to receiving service. Such Customers shall notify the Company, in advance, concerning the expected load, project location, and project schedule. The Company will respond with an initial evaluation detailing its conditions of service.

2. Customers choosing to move forward and seek service for a project shall complete and comply with terms set forth in a Letter of Agreement and submit a refundable deposit of $200,000 that will be used to offset costs associated with project planning. Should costs exceed this deposit an additional refundable deposit of $200,000 shall be required. Additional refundable deposits will be required such that the Customer pays all project planning costs associated with their project. Initial deposit funds not used during planning shall be refunded to the customer without interest. These Customers shall be placed in a queue based on the date on which they provided the required information and deposit.

    a. Service related to projects the Company designates as serving the community interest may be given priority in the queue and may not be required to submit a deposit. Community interest projects are those that are part of a competitive search in which the Company is competing against at least one other location for the project, the Customer reasonably demonstrates that the project will employ at least 250 permanent, full-time employees, and the Missouri Department of Economic Development or the Company if the Company obtains accreditation as an economic development organization, certifies that the absence of a deposit and expedited timing are critical to the state winning the project.

*Indicates Reissue. **Indicates Addition.

CANCELLED - Missouri Public Service Commission - 01/04/2026 - ET-2025-0184 - JE-2026-0076

THIS SHEET RESERVED FOR FUTURE USE

FILED
Missouri Public
Service Commission
ET-2018-0132; YE-2019-0162

GENERAL RULES AND REGULATIONS

III. DISTRIBUTION SYSTEM EXTENSIONS (Cont'd.)

P. GUARANTEE AGREEMENTS (Cont'd.)

3. A guarantee will terminate within the 12-month guarantee period whenever the total net revenue realized from the permanent service provided to the premises served by the extension equals or exceeds the total cost of the extension.

4. Whenever the total net revenue from permanent service to the premises served by the extension and the accumulated deficiency billed to customer equals or exceeds the total cost of the extension at any time during the 12-month guarantee period, the customer has satisfied the guarantee agreement. The Company will apply any accumulated deficiency payments in excess of that necessary to satisfy the above toward the subsequent purchase of electric service, exclusive of revenue taxes, by customer during the remainder of the guarantee period. No interest shall be applied to any deficiency payments so applied.

Q. SPECIAL FACILITIES

1. General

Where customer requests and Company agrees to install distribution facilities not normally contemplated for installation, or otherwise provided for, under Company's standard rate schedules, Company may at its option provide such facilities under the provisions of this section. Examples of facilities which fall into this category of "special" include, but are not limited to, duplicate or additional service facilities, excess transformer capacity or other distribution facilities, and facilities necessitated by special legal or engineering requirements.

2. Payments by Customer

Where Company agrees to supply distribution facilities under the provisions of this paragraph Q in lieu of other alternatives available to customer, customer shall pay to Company a one-time contribution equal to the total additional costs incurred by Company in supplying such facilities. Customer shall also pay to Company an additional one-time contribution equal to ninety percent of such total additional costs for the present value of the Company's projected operations, maintenance and subsequent replacement cost of such facilities, which shall be continuously owned and maintained by Company. All charges payable to Company shall be non-refundable and due in advance of construction. Such payments by customer shall be in addition to any payments required for electric facilities provided under the Company's standard line extension rules or other tariff charges.

CANCELLED
April 1, 2019
Missouri Public
Service Commission
ET-2018-0132; YE-2019-0162

FILED
Missouri Public
Service Commission
ET-2013-0546; JE-2013-0582

CANCELLED - Missouri Public Service Commission - 05/02/2026 - JE-2026-0127

FILED - Missouri Public Service Commission - 01/04/2026 - ET-2025-0184 - JE-2026-0076

GENERAL RULES AND REGULATIONS
III. DISTRIBUTION SYSTEM EXTENSIONS (Cont'd.)

*P. PLANNING REQUIRED FOR LOADS GREATER THAN 25MW (Cont'd.)

b. The Company shall have sole discretion on the deposit applicability and managing projects in the queue.

3. The Company will work on advanced study and scoping for up to four (4) projects at a time. Customers with projects being studied shall be notified of the study results and plans to receive service. Once an initial project agreement is complete, the Company will send necessary details to the Midcontinent Indpendent System Operator ("MISO") for its review. Completed plans shall be valid for six months.

4. Customers choosing to receive service according to these plans shall complete the required agreements to facilitate construction and all required service agreements to receive service. The Large Load Customer Service provisions of Service Classification 11(M) and associated service agreement contain additional requirements for qualifying projects that must be met to receive service. Customers failing to complete these agreements within the timeframe allowed may be returned to the queue.

5. Additional details regarding the queue process and submission shall be posted to and updated from time to time on the Company's website.

*Indicates Addition.

CANCELLED - Missouri Public Service Commission - 01/04/2026 - ET-2025-0184 - JE-2026-0076

THIS SHEET RESERVED FOR FUTURE USE

FILED
Missouri Public
Service Commission
ET-2018-0132; YE-2019-0162

GENERAL RULES AND REGULATIONS

III. DISTRIBUTION SYSTEM EXTENSIONS (Cont'd.)

Q. SPECIAL FACILITIES (Cont'd.)

3. Supply and Billing Standards

Company will designate the point of delivery of electric service relative to the installation of any additional facilities provided to customer hereunder and the service supplied through such facilities installed on and after May 5, 1990 will not be cumulated or otherwise combined, for billing purposes, with any other service supplied to customer. When total or partial replacement of any special facility installation is required, such revision will be made by Company at no cost to customer. Any enlargement of such previously installed facilities requested by customer shall be made in accordance with Company's standard line extension rules. Following any such replacement, or enlargement, all separately installed special facility connections shall be billed as provided herein without application of monthly special facility charges, and maintained by Company in the same manner as Company's standard line extension facilities serving other customers.

4. Installations Prior to November 2, 1983

Customers utilizing facilities installed hereunder prior to November 2, 1983 had the option of paying Company for such facilities a) as a one-time contribution of the total installed cost of such facilities, or b) at the monthly rate of 2.00% of such total installed cost. These options are limited to those customers currently utilizing existing special facilities installed prior to November 2, 1983. The present charges and form of billing applicable to all special facility connections referred to herein shall continue until any total or partial replacement or enlargement of such facility is required. Thereafter, such revisions will be made by Company and the subsequent metering and billing of all service provided over such newly installed facilities standardized, as provided in paragraph Q.3. herein.

5. Installations Between November 2, 1983 and July 23, 1992

Customers utilizing facilities installed hereunder between November 2, 1983 and May 5, 1990, had the option of paying Company a one-time contribution of the total installed cost of such facilities, plus a monthly charge of 0.75% of the installed cost of such facilities for the operation, maintenance and subsequent replacement of such facilities. For installations between May 5, 1990 and July 23, 1992, customers paid Company a one-time contribution of the total installed cost of such facilities, with the application of the latter 0.75% monthly charge limited to those installations costing in excess of $10,000.

CANCELLED
April 1, 2019
Missouri Public
Service Commission
ET-2018-0132; YE-2019-0162

FILED
Missouri Public
Service Commission
ET-2013-0546; JE-2013-0582

GENERAL RULES AND REGULATIONS

III. DISTRIBUTION SYSTEM EXTENSIONS (Cont'd.)

Q. SPECIAL FACILITIES (Cont'd.)

5. Installations Between November 2, 1983 and July 23, 1992 (Cont'd.)

The present charges and form of billing applicable to all special facility connections referred to herein shall continue until any total or partial replacement or enlargement of such facility is required. Thereafter, such revisions will be made by Company and the subsequent metering and billing of all service provided over such newly installed facilities standardized, as provided in paragraph Q.3. herein.

CANCELLED
April 1, 2019
Missouri Public
Service Commission
ET-2018-0132; YE-2019-0162

FILED
Missouri Public
Service Commission
ET-2013-0546; JE-2013-0582

GENERAL RULES AND REGULATIONS

IV. MEASUREMENT OF SERVICE (Cont'd.)

C. MULTIPLE METERED ACCOUNT BILLING

Where more than one meter is installed for metering the premises of an individual account in accordance with paragraphs A and B above, the sum of each watthour meter's kilowatt-hour usage and each demand meter's individual maximum non-simultaneous kilowatt demand will be used for billing purposes. Under all circumstances involving multiple metered accounts, any alternating current watthour meter registering zero usage in a given billing month shall be subject to the monthly charge for three phase meters, specified in paragraph B of this Section IV, during each month of zero usage.

D. METER INSPECTIONS AND TESTING

Company's meters shall be inspected and tested for accuracy in accordance with applicable Missouri Public Service Commission Rules. If customer requests a meter test within 12 months of any previous testing of such meter, a standard charge based on meter type will be assessed for meters found to have an average meter error of 2 percent or less.

* E. REMOTE METER READING OPT-OUT

Customers receiving service under the Residential Anytime Service rate have the option of refusing the installation of remotely read metering or requesting the removal of previously installed remotely read metering. In such instances, non-standard metering equipment will be installed that requires a manual meter read. Customers requesting non-standard metering service after April 1, 2017 will be charged a one-time setup charge and a monthly recurring Non-Standard Meter Charge. Charges are listed on Sheet No. 63, Miscellaneous Charges. Charges shall not be applicable to customers who have not been offered remote metering equipment by the Company due to geographic or similar considerations.

Remote Meter Reading Opt-Out is not available for residential customers that are receiving service under any of the following rates: 1) any residential rate option other than Anytime Service, 2) Electric Power Purchases from Qualifying Facilities, or 3) Electric Power Purchases from Qualified Net Metering Facilities.

If a customer denies access to their premises for meter installation or replacement, either through verbal refusal, threats, or failure to establish an agreed-upon time for access, the Company will notify the customer in writing. The notification will state that continued refusal to allow installation of standard AMI metering equipment may result in disconnection of service in accordance with the notice procedures outlined in 20 CSR 4240-13.050. Non-standard metering will not be offered as an option in situations where the customer does not permit reasonable access for mandatory meter installation or replacement.

*Indicates Change.

CANCELLED - Missouri Public Service Commission - 06/26/2026 - JE-2026-0146

FILED - Missouri Public Service Commission - 06/01/2025 - ER-2024-0319 - JE-2025-0150

CANCELLED - Missouri Public Service Commission - 06/01/2025 - ER-2024-0319 - JE-2025-0150

GENERAL RULES AND REGULATIONS

IV. MEASUREMENT OF SERVICE (Cont'd.)

C. MULTIPLE METERED ACCOUNT BILLING

Where more than one meter is installed for metering the premises of an individual account in accordance with paragraphs A and B above, the sum of each watthour meter's kilowatt-hour usage and each demand meter's individual maximum non-simultaneous kilowatt demand will be used for billing purposes. Under all circumstances involving multiple metered accounts, any alternating current watthour meter registering zero usage in a given billing month shall be subject to the monthly charge for three phase meters, specified in paragraph B of this Section IV, during each month of zero usage.

D. METER INSPECTIONS AND TESTING

Company's meters shall be inspected and tested for accuracy in accordance with applicable Missouri Public Service Commission Rules. If customer requests a meter test within 12 months of any previous testing of such meter, a standard charge based on meter type will be assessed for meters found to have an average meter error of 2 percent or less.

* E. REMOTE METER READING OPT-OUT

Customers receiving Residential Service have the option of refusing the installation of remotely read metering or requesting the removal of previously installed remotely read metering. In such instances, non-standard metering equipment will be installed that requires a manual meter read. Customers requesting non-standard metering service after April 1, 2017 will be charged a one-time setup charge and a monthly recurring Non-Standard Meter Charge. Charges are listed on Sheet No. 63, Miscellaneous Charges. Charges shall not be applicable to customers who have not been offered remote metering equipment by the Company due to geographic or similar considerations.

To the extent that a customer denies access to property through verbal denial or threats of violence, or fails to establish a suitable time for access or allow access, customer will be notified, in writing, that failure to provide access to install remotely read metering equipment will result in customer being considered an opt-out customer not sooner than 30 days after Company's notice. Company's notification will include charges that will be added to the customer's bill as listed on Sheet No. 63, miscellaneous charges and provide information for the customer to understand the financial impact of opt-out status. Prior to deeming a residential customer to have accepted opt-out status, Company shall follow the notice procedures found in 20 CSR 4240-13.035(1)(C), with the exception of 20 CSR 4240-13.035(1)(C)2.B.

* Indicates Change.

FILED
Missouri Public
Service Commission
ER-2019-0335; YE-2020-0164

GENERAL RULES AND REGULATIONS

IV. MEASUREMENT OF SERVICE (Cont'd.)

C. MULTIPLE METERED ACCOUNT BILLING

Where more than one meter is installed for metering the premises of an individual account in accordance with paragraphs A and B above, the sum of each watthour meter's kilowatt-hour usage and each demand meter's individual maximum non-simultaneous kilowatt demand will be used for billing purposes. Under all circumstances involving multiple metered accounts, any alternating current watthour meter registering zero usage in a given billing month shall be subject to the monthly charge for three phase meters, specified in paragraph B of this Section IV, during each month of zero usage.

D. METER INSPECTIONS AND TESTING

Company's meters shall be inspected and tested for accuracy in accordance with applicable Missouri Public Service Commission Rules. If customer requests a meter test within 12 months of any previous testing of such meter, a standard charge based on meter type will be assessed for meters found to have an average meter error of 2 percent or less.

* E. REMOTE METER READING OPT-OUT

Customers receiving Residential Service have the option of refusing the installation of remotely read metering or requesting the removal of previously installed remotely read metering. In such instances, non-standard metering equipment will be installed that requires a manual meter read. Customers requesting non-standard metering service after April 1, 2017 will be charged a one-time setup charge of $150.00 and a monthly recurring Non-Standard Meter Charge of $45.00 per month.

* Indicates Change.

FILED
Missouri Public
Service Commission
ER-2016-0179; YE-2017-0173

CANCELLED
April 1, 2020
Missouri Public
Service Commission
ER-2019-0335; YE-2020-0164

GENERAL RULES AND REGULATIONS

IV. MEASUREMENT OF SERVICE (Cont'd.)

C. MULTIPLE METERED ACCOUNT BILLING

Where more than one meter is installed for metering the premises of an individual account in accordance with paragraphs A and B above, the sum of each watthour meter's kilowatt-hour usage and each demand meter's individual maximum non-simultaneous kilowatt demand will be used for billing purposes. Under all circumstances involving multiple metered accounts, any alternating current watthour meter registering zero usage in a given billing month shall be subject to the monthly charge for three phase meters, specified in paragraph B of this Section IV, during each month of zero usage.

D. METER INSPECTIONS AND TESTING

Company's meters shall be inspected and tested for accuracy in accordance with applicable Missouri Public Service Commission Rules. If customer requests a meter test within 12 months of any previous testing of such meter, a standard charge based on meter type will be assessed for meters found to have an average meter error of 2 percent or less.

E. LIMITED UNMETERED SERVICE

Where service is required for electrical loads which are constant over a predetermined operating schedule and can be reasonably estimated by Company, Company may at its sole discretion waive the metering requirement for the limited types of load referred to herein. In such instances Company would calculate monthly billing for these loads as follows: 1) the monthly customer charge shall be as prescribed in Service Classification No. 6(M) "Rate Per Unit Per Month For Unmetered Service" and 2) energy usage shall be billed under Service Classification No. 2(M). Additionally, all other provisions of Service Classification 2(M), excepting the Customer Charge, shall apply to these loads. Service supplied under the provisions of this paragraph is limited to lighting, Wi-Fi and CATV power booster loads of 5 kVA or less at any one service delivery point.

CANCELLED
April 1, 2017
Missouri Public
Service Commission
ER-2016-0179; YE-2017-0173

FILED
Missouri Public
Service Commission
ET-2013-0546; JE-2013-0582

GENERAL RULES AND REGULATIONS

V. BILLING PRACTICES

*A. MONTHLY BILLING PERIODS

Each customer billed by the Company for an entire calendar year will be billed for twelve (12) periods of approximately thirty (30) days each. Through calendar year 2020, for any given customer, the first five (5) and the last three (3) billing periods of each calendar year will be billed on the Company's applicable winter rate schedule. The sixth (6th) through the ninth (9th) billing periods of each calendar year will be billed on the Company's applicable summer rate schedule. Each customer billed by the Company for an entire calendar year will, thus, receive eight (8) billings based upon the Company's winter rates and four (4) billings based upon the Company's summer rates.

Beginning in calendar year 2021, summer rates will be applicable for service rendered from June 1st through September 30th. Where a bill includes any portion of both Summer and Winter periods the rate application will be prorated.

A customer excercising Section V.O. Residential Due Date Selection may result in either a longer or shorter period between meter readings for the first bill after the election. (This section reflects a variance from Rules 4 CSR 240-13.015(1)(C) and 4 CSR 240-13.020(6) granted by Commission in Case EE-2019-0385.)

B. COMBINATION BILLING OPTION

Customers regularly being the responsible party for service at ten or more premises may submit a written request for a single bill with a due date, designated by the Company, for the bills for all such premises. Such single bill will have an attached statement of charges for each account.

C. INACCESSIBLE METERS

Where a meter is inaccessible to the meter reader during scheduled working hours on repeated occasions, such that a customer must arrange for meter reading by appointment to avoid discontinuance of service, the customer may at customer's expense have the meter relocated to an accessible location, if feasible.

D. CUSTOMER READINGS

The Company will provide all customers the opportunity to read and report monthly energy usage so long as such reports are regular and accurate. The Company will provide pre-addressed, post-paid postcards for this purpose upon request. At least annually Company will attempt to obtain an actual meter reading to verify the accuracy of customer reading and customer must grant Company access for obtaining such reading. Such attempts shall include personal contact to advise the customer of the regular meter reading day.

CANCELLED
July 9, 2020
Missouri Public
Service Commission
EE-2019-0382; YE-2020-0213

*Indicates Change.

FILED
Missouri Public
Service Commission
ER-2019-0335; YE-2020-0164

GENERAL RULES AND REGULATIONS

V. BILLING PRACTICES

*A. MONTHLY BILLING PERIODS

Each customer billed by the Company for an entire calendar year will be billed for twelve (12) periods of approximately thirty (30) days each. For any given customer, the first five (5) and the last three (3) billing periods of each calendar year will be billed on the Company's applicable winter rate schedule. The sixth (6th) through the ninth (9th) billing periods of each calendar year will be billed on the Company's applicable summer rate schedule. Each customer billed by the Company for an entire calendar year will, thus, receive eight (8) billings based upon the Company's winter rates and four (4) billings based upon the Company's summer rates.

A customer excercising Section V.O. Residential Due Date Selection may result in either a longer or shorter period between meter readings for the first bill after the election. (This section reflects a variance from Rules 4 CSR 240-13.015(1)(C) and 4 CSR 240-13.020(6) granted by Commission in Case EE-2019-0385.)

B. COMBINATION BILLING OPTION

Customers regularly being the responsible party for service at ten or more premises may submit a written request for a single bill with a due date, designated by the Company, for the bills for all such premises. Such single bill will have an attached statement of charges for each account.

C. INACCESSIBLE METERS

Where a meter is inaccessible to the meter reader during scheduled working hours on repeated occasions, such that a customer must arrange for meter reading by appointment to avoid discontinuance of service, the customer may at customer's expense have the meter relocated to an accessible location, if feasible.

D. CUSTOMER READINGS

The Company will provide all customers the opportunity to read and report monthly energy usage so long as such reports are regular and accurate. The Company will provide pre-addressed, post-paid postcards for this purpose upon request. At least annually Company will attempt to obtain an actual meter reading to verify the accuracy of customer reading and customer must grant Company access for obtaining such reading. Such attempts shall include personal contact to advise the customer of the regular meter reading day. The Company shall offer appointments during normal working hours Monday through Saturday. Nothing in this provision precludes the Company from obtaining regular meter readings where it is feasible to do so.

FILED
Missouri Public
Service Commission
EE-2019-0385; YE-2020-0014

*Indicates Change.

CANCELLED
April 1, 2020
Missouri Public
Service Commission
ER-2019-0335; YE-2020-0164

GENERAL RULES AND REGULATIONS

V. BILLING PRACTICES

A. MONTHLY BILLING PERIODS

Each customer billed by the Company for an entire calendar year will be billed for twelve (12) periods of approximately thirty (30) days each. For any given customer, the first five (5) and the last three (3) billing periods of each calendar year will be billed on the Company's applicable winter rate schedule. The sixth (6th) through the ninth (9th) billing periods of each calendar year will be billed on the Company's applicable summer rate schedule. Each customer billed by the Company for an entire calendar year will, thus, receive eight (8) billings based upon the Company's winter rates and four (4) billings based upon the Company's summer rates.

B. COMBINATION BILLING OPTION

Customers regularly being the responsible party for service at ten or more premises may submit a written request for a single bill with a due date, designated by the Company, for the bills for all such premises. Such single bill will have an attached statement of charges for each account.

C. INACCESSIBLE METERS

Where a meter is inaccessible to the meter reader during scheduled working hours on repeated occasions, such that a customer must arrange for meter reading by appointment to avoid discontinuance of service, the customer may at customer's expense have the meter relocated to an accessible location, if feasible.

D. CUSTOMER READINGS

The Company will provide all customers the opportunity to read and report monthly energy usage so long as such reports are regular and accurate. The Company will provide pre-addressed, post-paid postcards for this purpose upon request. At least annually Company will attempt to obtain an actual meter reading to verify the accuracy of customer reading and customer must grant Company access for obtaining such reading. Such attempts shall include personal contact to advise the customer of the regular meter reading day. The Company shall offer appointments during normal working hours Monday through Saturday. Nothing in this provision precludes the Company from obtaining regular meter readings where it is feasible to do so.

CANCELLED
August 24, 2019
Missouri Public
Service Commission
EE-2019-0385; YE-2020-0014

FILED
Missouri Public
Service Commission
ET-2013-0546; JE-2013-0582

CANCELLED - Missouri Public Service Commission - 07/09/2023 - ER-2022-0337 - YE-2023-0222

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.

FILED
Missouri Public
Service Commission
EE-2021-0103; YE-2021-0120

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 Time-Variant Rate Schedule Procedures: For residential rate schedules which require cumulative usage 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 variance from Rule 20 CSR 4240-13.020(9)(A) granted by Commission in File No. EE-2019-0382.

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.

CANCELLED
December 20, 2020
Missouri Public
Service Commission
EE-2021-0103; YE-2021-0120

*Indicates Change.

FILED
Missouri Public
Service Commission
EE-2019-0382; YE-2020-0213

GENERAL RULES AND REGULATIONS

V. BILLING PRACTICES (Cont'd.)

* **D. CUSTOMER READINGS (Cont'd.)**

The Company shall offer appointments during normal working hours Monday through Saturday. Nothing in this provision precludes the Company from obtaining regular meter readings where it is feasible to do so.

E. ESTIMATED BILLING

1. Estimated Bill

An estimated reading or a reading furnished by the customer 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. If the Company is unable to obtain an actual meter reading for three (3) consecutive months, the residential customer shall be advised that bills being rendered are estimated, may not reflect actual usage, and customer may read and report electric usage to the Company on a regular basis. 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.

2. Estimated Initial and Final Bills

Meter readings for initial and final bills may be estimated if the customer's notification is received too late to obtain an actual meter reading on the date that the customer desires to have service commenced or terminated (the "customer's responsible date"). If a meter reading is obtained within three days of the customer's responsible date, no other reading shall be deemed necessary. If customer notification is received up to two workdays after the customer's responsible date, an attempt to obtain an actual meter reading will be made within the next two workdays. Readings obtained in either manner will be adjusted to the customer's responsible date. No final bill will be rendered where the amount of the bill for electric usage is less than $1.00, except for those accounts where a customer deposit is being refunded to customer.

CANCELLED
July 9, 2020
Missouri Public
Service Commission
EE-2019-0382; YE-2020-0213

FILED
Missouri Public
Service Commission
ER-2019-0335; YE-2020-0164

*Indicates Reissue

GENERAL RULES AND REGULATIONS

V. BILLING PRACTICES (Cont'd.)

E. ESTIMATED BILLING

*1. Estimated Bill

An estimated reading or a reading furnished by the customer 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. If the Company is unable to obtain an actual meter reading for three (3) consecutive months, the residential customer shall be advised that bills being rendered are estimated, may not reflect actual usage, and customer may read and report electric usage to the Company on a regular basis. 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.

2. Estimated Initial and Final Bills

Meter readings for initial and final bills may be estimated if the customer's notification is received too late to obtain an actual meter reading on the date that the customer desires to have service commenced or terminated (the "customer's responsible date"). If a meter reading is obtained within three days of the customer's responsible date, no other reading shall be deemed necessary. If customer notification is received up to two workdays after the customer's responsible date, an attempt to obtain an actual meter reading will be made within the next two workdays. Readings obtained in either manner will be adjusted to the customer's responsible date. No final bill will be rendered where the amount of the bill for electric usage is less than $1.00, except for those accounts where a customer deposit is being refunded to customer.

*Indicates Change

FILED
Missouri Public
Service Commission
JE-2014-0558

CANCELLED
April 1, 2020
Missouri Public
Service Commission
ER-2019-0335; YE-2020-0164

GENERAL RULES AND REGULATIONS

V. BILLING PRACTICES (Cont'd.)

E. ESTIMATED BILLING

1. Estimated Bill

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, an estimated reading or a reading furnished by the customer will be used to compute an estimated bill for customer's electric service. If the Company is unable to obtain an actual meter reading for three consecutive months, the residential customer shall be advised that bills being rendered are estimated, may not reflect actual usage, and customer may read and report electric usage to the Company on a regular basis.

2. Estimated Initial and Final Bills

Meter readings for initial and final bills may be estimated if the customer's notification is received too late to obtain an actual meter reading on the date that the customer desires to have service commenced or terminated (the "customer's responsible date"). If a meter reading is obtained within three days of the customer's responsible date, no other reading shall be deemed necessary. If customer notification is received up to two workdays after the customer's responsible date, an attempt to obtain an actual meter reading will be made within the next two workdays. Readings obtained in either manner will be adjusted to the customer's responsible date. No final bill will be rendered where the amount of the bill for electric usage is less than $1.00, except for those accounts where a customer deposit is being refunded to customer.

3. General Estimating Procedures

In estimating readings, Company will generally use the identical use during the corresponding month of the prior year. If the customer did not use service at this location at that time, the estimated use is the identical use during the preceding month of the current year. Exceptions to the general rule will be basically refinements for initial bills, final bills, bills of electric space heating customers during the first year of service, etc.

Bills rendered for electric service in months in which meters are not read will be subject to all rules and regulations applicable to bills based on actual meter readings.

FILED
Missouri Public
Service Commission
ET-2013-0546; JE-2013-0582

CANCELLED
July 27, 2014
Missouri Public
Service Commission
JE-2014-0558

CANCELLED - Missouri Public Service Commission - 07/09/2023 - ER-2022-0337 - YE-2023-0222

GENERAL RULES AND REGULATIONS

V. BILLING PRACTICES (Cont'd.)

E. ESTIMATED BILLING (Cont'd.)

* 2. Estimated Initial and Final Bills

Meter readings for initial and final bills may be estimated if the customer's notification is received too late to obtain an actual meter reading on the date that the customer desires to have service commenced or terminated (the "customer's responsible date"). If a meter reading is obtained within three days of the customer's responsible date, no other reading shall be deemed necessary. If customer notification is received up to two workdays after the customer's responsible date, an attempt to obtain an actual meter reading will be made within the next two workdays. Readings obtained in either manner will be adjusted to the customer's responsible date. No final bill will be rendered where the amount of the bill for electric usage is less than $1.00, except for those accounts where a customer deposit is being refunded to customer.

** 3. Estimating Procedures

Bills rendered for electric service in billing periods in which meters are not read will be subject to all rules and regulations applicable to bills based on actual meter readings.

In estimating readings, Company will generally use the methods detailed in this section except where such methods fail or produce flawed estimates or where refinements are necessary for initial bills, final bills, etc.

In estimating meter readings:

a. For all meters that do not have communication capability (manual meters), all AMR register meters and any AMI meters that have been in service for less than twelve (12) billing periods, the Company will generally use the average daily use during the corresponding billing period of the prior year. If the customer did not use service at this location at that time, the estimated usage is based upon the average daily use during the immediately preceding billing period of the current year. If neither prior year nor prior month usage is available then either a similar customer's usage or another method will be used.

b. For all AMR interval meters, an estimate will be performed manually in order to consider any unique customer specific circumstances.

FILED
Missouri Public
Service Commission
EE-2019-0382; YE-2020-0213

*Indicates Reissue. **Indicates Change.

GENERAL RULES AND REGULATIONS

V. BILLING PRACTICES (Cont'd.)

E. ESTIMATED BILLING (Cont'd.)

*3. General Estimating Procedures

In estimating readings, Company will generally use the identical use during the corresponding month of the prior year. If the customer did not use service at this location at that time, the estimated use is the identical use during the preceding month of the current year. Exceptions to the general rule will be basically refinements for initial bills, final bills, bills of electric space heating customers during the first year of service, etc.

Bills rendered for electric service in months in which meters are not read will be subject to all rules and regulations applicable to bills based on actual meter readings.

Where bills are rendered for periods of use in excess of or less than the period provided for under paragraph A, Monthly Billing Periods, all components of the rate will be prorated.

*F. TRANSFER OF BALANCES

In the event of disconnection or termination of service at a separate customer metering point, premise or location, Company may transfer any unpaid balance to any other service account of the customer having a comparable class of service.

CANCELLED
July 9, 2020
Missouri Public
Service Commission
EE-2019-0382; YE-2020-0213

*Indicates Reissue

FILED
Missouri Public
Service Commission
JE-2014-0558

GENERAL RULES AND REGULATIONS

V. BILLING PRACTICES (Cont'd.)

E. ESTIMATED BILLING (Cont'd.)

3. Estimating Procedures (Cont'd.)

c. For AMI meters which are billed using the register reading and which have been in service for twelve (12) or more billing periods and for which a valid register reading occurred sometime during the billing period, that register reading will be used and only a portion of the billing period will be estimated to arrive at a final estimated reading. The portion of the billing period for which a register reading must be estimated will be based upon the following rules with the first successful rule applying: Bills rendered using the same customer and location, use the calculated average daily usage:

1) From the prior year's same billing period.
2) From the prior month's billing period.
3) From the current billing period.
4) For the last two year's billing month period.

Using the same customer and location, use the last good read for the same day type where day type is weekday or weekend:

5) Use the week-old good read
6) Use the two-week-old good read
7) Use the three-week-old good read
8) Use the four-week-old good read
9) Use the eight-day-old good read

Using the same location, use the calculated average daily usage:

10) From the prior year's same billing period.
11) From the prior month's billing period.
12) From the current billing period.
13) For the last two year's billing month period.

Using a similar customer, use the calculated average daily usage:

14) From the prior year's same billing period.
15) From the prior month's billing period.

d. For AMI meters which are billed using the interval readings, any missing interval data will be estimated based upon the following rules with the first successful rule applying:

1) Using same day's historical data.
2) Using like day's historical data.
3) Using flat line estimation

CANCELLED - Missouri Public Service Commission - 07/09/2023 - ER-2022-0337 - YE-2023-0222

FILED
Missouri Public
Service Commission
EE-2019-0382; YE-2020-0213

G. BILLING ADJUSTMENTS

1. Residential

For all residential billing errors, the Company will determine from all related and available information the probable period during which the error condition existed and shall make billing adjustments for the estimated period involved as follows:

a. In the event of an overcharge, an adjustment shall be made for the entire period that the overcharge can be shown to have existed not to exceed sixty (60) consecutive monthly billing periods calculated from the date of discovery, inquiry or actual notification of the Company whichever comes first;

*b. In the event of an undercharge, an adjustment shall be made for the entire period that the undercharge can be shown to have existed not to exceed twelve (12) monthly billing periods calculated from the date of discovery, inquiry or actual notification of the Company, whichever was first and the Company will offer a repayment period of double the period covered by the adjusted bill though the customer may elect a shorter repayment period;

c. Where, upon test, an error in measurement is found to be within the limits prescribed by Commission rules, no billing adjustment will be made;

d. When evidence of obstruction is found, or there are misrepresentations of the use of service by the customer, the Company will calculate the billing adjustment period in accordance with the applicable statute of limitations for the prosecution of such claim after determining the probable period during which such condition existed from all related and available information; and

e. In any event, no billing adjustment will be made where the full amount of the adjustment is less than one dollar ($1) and no interest shall be paid or collected on any billing adjustment provided for herein.

CANCELLED
July 9, 2020
Missouri Public
Service Commission
EE-2019-0382; YE-2020-0213

FILED
Missouri Public
Service Commission
JE-2014-0558

*Indicates Change

GENERAL RULES AND REGULATIONS

V. BILLING PRACTICES (Cont'd.)

E. ESTIMATED BILLING (Cont'd.)

3. General Estimating Procedures (Cont'd.)

Where bills are rendered for periods of use in excess of or less than the period provided for under paragraph A, Monthly Billing Periods, all components of the rate will be prorated.

F. TRANSFER OF BALANCES

In the event of disconnection or termination of service at a separate customer metering point, premise or location, Company may transfer any unpaid balance to any other service account of the customer having a comparable class of service.

G. BILLING ADJUSTMENTS

1. Residential

For all residential billing errors, the Company will determine from all related and available information the probable period during which the error condition existed and shall make billing adjustments for the estimated period involved as follows:

a. In the event of an overcharge, an adjustment shall be made for the entire period that the overcharge can be shown to have existed not to exceed sixty (60) consecutive monthly billing periods calculated from the date of discovery, inquiry or actual notification of the Company whichever comes first;

b. In the event of an undercharge, an adjustment shall be made for the entire period that the undercharge can be shown to have existed not to exceed twelve (12) monthly billing periods calculated from the date of discovery inquiry or actual notification of the Company, whichever was first;

c. Where, upon test, an error in measurement is found to be within the limits prescribed by Commission rules, no billing adjustment will be made;

d. When evidence of obstruction is found, or there are misrepresentations of the use of service by the customer, the Company will calculate the billing adjustment period in accordance with the applicable statute of limitations for the prosecution of such claim after determining the probable period during which such condition existed from all related and available information; and

e. In any event, no billing adjustment will be made where the full amount of the adjustment is less than one dollar ($1) and no interest shall be paid or collected on any billing adjustment provided for herein.

FILED
Missouri Public
Service Commission
ET-2013-0546; JE-2013-0582

CANCELLED
July 27, 2014
Missouri Public
Service Commission
JE-2014-0558

CANCELLED - Missouri Public Service Commission - 07/09/2023 - ER-2022-0337 - YE-2023-0222

GENERAL RULES AND REGULATIONS

V. BILLING PRACTICES (Cont'd.)

G. BILLING ADJUSTMENTS (Cont'd.)

2. Non-Residential (Cont'd.)

f. No corrections to metering data for meter error shall extend beyond the in-service date of the meter discovered to be in error, nor shall any correction be required to extend beyond the date upon which the current customer first occupied the premises at which the error is discovered.

H. CHANGE OF RATE

1. The rate selected by customer and specified by contract for service (if a written contract is required) shall be applied to customer's account for a period of not less than one year unless customer elects to transfer to a different rate during the first ninety (90) days of service. If so elected, the new rate shall be applied retroactively to the commencement date of customer's service.

2. Upon completion of the initial term of use of service under any rate, customer may select any other applicable rate and the rate so selected shall apply for a period of not less than that specified in the term of use of such selected rate.

* 3. Selection of rate shall be the obligation of the customer. A new rate when selected under and subject to the provisions set forth above, or subject to the provisions of the residential service tariffs, will be placed in effect in the billing period following receipt of customer's request therefore.

4. Where a customer's load is abnormally affected during temporary periods of construction, alteration, preliminary or experimental operations, fire, or acts of God, Company may, upon prior agreement with customer, adjust or modify its billing or other charges otherwise applicable during the current or succeeding months in consideration of the particular circumstances in each such case.

5. Where abnormal and significant reductions in customer's operations occur due to events such as production curtailments, plant alteration, labor stoppages, fires or other acts of God, etc. which reduce customer's monthly billing demand below 100 kilowatts, customer may transfer to the Small General Service Rate for all billing periods subsequent to the initial billing period under such abnormal operation, following Company's receipt of written request for such change from customer. During such billing periods under the Small General Service Rate, any billing discounts under Riders B and C shall not apply.

6. Customers will not be permitted to evade the intent of the provisions of this paragraph H by temporarily terminating service.

** 7. As it relates to Residential Service only items 3 and 6 above will apply.

*Indicates Change. **Indicates Addition

FILED
Missouri Public
Service Commission
ER-2019-0335; YE-2020-0164

GENERAL RULES AND REGULATIONS

V. BILLING PRACTICES (Cont'd.)

G. BILLING ADJUSTMENTS (Cont'd.)

2. Non-Residential (Cont'd.)

f. No corrections to metering data for meter error shall extend beyond the in-service date of the meter discovered to be in error, nor shall any correction be required to extend beyond the date upon which the current customer first occupied the premises at which the error is discovered.

H. CHANGE OF RATE

1. The rate selected by customer and specified by contract for service (if a written contract is required) shall be applied to customer's account for a period of not less than one year unless customer elects to transfer to a different rate during the first ninety (90) days of service. If so elected, the new rate shall be applied retroactively to the commencement date of customer's service.

2. Upon completion of the initial term of use of service under any rate, customer may select any other applicable rate and the rate so selected shall apply for a period of not less than that specified in the term of use of such selected rate.

3. Selection of rate shall be the obligation of the customer. A new rate when selected under and subject to the provisions set forth above will be placed in effect in the billing period following receipt of customer's request therefore.

4. Where a customer's load is abnormally affected during temporary periods of construction, alteration, preliminary or experimental operations, fire, or acts of God, Company may, upon prior agreement with customer, adjust or modify its billing or other charges otherwise applicable during the current or succeeding months in consideration of the particular circumstances in each such case.

5. Where abnormal and significant reductions in customer's operations occur due to events such as production curtailments, plant alteration, labor stoppages, fires or other acts of God, etc. which reduce customer's monthly billing demand below 100 kilowatts, customer may transfer to the Small General Service Rate for all billing periods subsequent to the initial billing period under such abnormal operation, following Company's receipt of written request for such change from customer. During such billing periods under the Small General Service Rate, any billing discounts under Riders B and C shall not apply.

6. Customers will not be permitted to evade the intent of the provisions of this paragraph H by temporarily terminating service.

FILED
Missouri Public
Service Commission
ET-2013-0546; JE-2013-0582

CANCELLED
April 1, 2020
Missouri Public
Service Commission
ER-2019-0335; YE-2020-0164

GENERAL RULES AND REGULATIONS

V. BILLING PRACTICES (Cont'd.)

I. BUDGET BILLING PLAN

Customers who are billed under Service Classification No. 1(M) or No. 2(M) with postcard or electronic billing and, at Company's option, certain eleemosynary customers may elect to be billed and pay for all electric service under Company's Budget Billing Plan provided customer shall have satisfied Company's credit requirements. The provisions of the Budget Billing Plan are as follows:

1. Upon enrollment in the Budget Billing Plan by customer, the average monthly bill amount will initially be equal to one-twelfth of the estimated annual cost of service to the customer.

2. Company will re-evaluate the estimated annual cost of service to an actual use basis at least once every twelve months. Customer will elect the annually recurring re-evaluation month to be either a) any month earlier than the twelfth month following enrollment, or b) the twelfth billing period following enrollment.

3. Customer will elect for any under or over collection balance that has accumulated through the annually recurring re-evaluation month to be either a) rolled over and spread equally across all monthly bills in the next Budget Billing Plan year, or b) fully included on the re-evaluation month's bill.

4. Customer elections made under 2. or 3. above may not be changed within twelve months. Customers that were enrolled in the Budget Billing Plan prior to March 18, 2012 will continue under option (b) for 2. and 3. but may make an election of option (a) at any time.

5. Company will adjust the average monthly billing during the fourth and eighth months preceding the annually recurring re-evaluation month under this Plan, if the recalculated Budget Billing Plan amount indicates an increase of $3.00 or more. Company will not adjust the average billing in two consecutive months.

6. Company may terminate this Budget Billing Plan to any customer who shall fail to make payment hereunder by the delinquent date, and, upon such termination and thereafter, such customer shall be billed in accordance with the terms of Company's standard monthly billing practice. Any billing adjustments required at the date of such termination shall be included in the next bill rendered to customer.

7. Customer may, at any time, elect to terminate the application of this Budget Billing Plan by requesting such termination and thereafter paying when due any amounts, including billing adjustments, which may be necessary in order to settle the account hereunder.

8. Final bills, whenever rendered, will include such amounts as may be necessary to settle the account based on actual usage as of the date of final meter reading.

FILED
Missouri Public
Service Commission
ET-2013-0546; JE-2013-0582

CANCELLED
November 20, 2015
Missouri Public
Service Commission
JE-2015-0302

GENERAL RULES AND REGULATIONS

V. BILLING PRACTICES (Cont'd.)

*J. LATE PAYMENT CHARGE

Any portion of any bill, other than deposit arrears, remaining unpaid after the delinquent date indicated thereon will have a late payment charge of 1.5 percent of the gross unpaid amount added and shown on the next bill. Any portion of such "arrears" remaining unpaid after the delinquent date on any subsequent bill will also have a late payment charge of 1.5 percent added thereto. When a customer's payment is received by mail not more than two business days after the delinquent date it shall be deemed a timely payment. If the bill does not show a designated "delinquent date," for purposes of this paragraph the "due date" shall be deemed to be the delinquent date. The specific late payment charge and delinquent dates referred to above will be subject to variation for State of Missouri and U.S. Government accounts, where required by law or other regulation. Failure to pay any late payment charge shall be grounds for disconnection of service in accordance with these rules and regulations.

The late payment charge will not be applied to amounts being collected through any and all deferred payment arrangements and settlement agreements between a residential customer and the Company where the residential customer continues to meet its obligations under the deferred payment agreement. Any missed payment pursuant to these arrangements and agreements will be subject to the late payment charge only on the amount of the missed payment.

*K. RENT INCLUSION

The furnishing of electric service by a customer to a third party as an unidentifiable rental component, without such service being segregated and billed to the third party by Company, is generally prohibited by the Commission's rules. Separate metering shall be required for each unit in multiple occupancy buildings constructed after June 1, 1981, except for the following electrical usage:

1. For transient multiple occupancy buildings and transient mobile home parks, e.g., hotels, motels, dormitories, rooming houses, hospitals, nursing homes, fraternities, sororities, campgrounds, and mobile home parks which set aside, on a permanent basis, at least eighty percent (80%) of their mobile home pads or comparable space for use by travel trailers.
2. Where commercial unit space is subject to alteration with change in tenants as evidenced by temporary versus permanent type of wall construction separating the commercial unit space, e.g., space at a trade fair.
3. For commercial adjacent buildings.

CANCELLED
February 28, 2022
Missouri Public
Service Commission
ER-2021-0240; YE-2022-0222

*Indicates Reissue.

FILED
Missouri Public
Service Commission
JE-2018-0112

GENERAL RULES AND REGULATIONS

V. BILLING PRACTICES (Cont'd.)

J. DEFERRED PAY DATE PROGRAM

The due date for a qualified senior citizen receiving service under the residential rate will, upon application of customer, be extended up to twenty-one (21) days from the bill date printed on the monthly service bill. To qualify for the Pay-Date Program the following two conditions must be met:

1. Customer must be at least 62 years of age and permanently retired, or disabled and receiving Supplemental Security Income.

2. Customer must pay the electric bill in full every month on, or before, the special extended due date.

K. LATE PAYMENT CHARGE

Any portion of any bill, other than deposit arrears, remaining unpaid after the delinquent date indicated thereon will have a late payment charge of 1.5 percent of the gross unpaid amount added and shown on the next bill. Any portion of such "arrears" remaining unpaid after the delinquent date on any subsequent bill will also have a late payment charge of 1.5 percent added thereto. When a customer's payment is received by mail not more than two business days after the delinquent date it shall be deemed a timely payment. If the bill does not show a designated "delinquent date," for purposes of this paragraph the "due date" shall be deemed to be the delinquent date. The specific late payment charge and delinquent dates referred to above will be subject to variation for State of Missouri and U.S. Government accounts, where required by law or other regulation. Failure to pay any late payment charge shall be grounds for disconnection of service in accordance with these rules and regulations.

The late payment charge will not be applied to amounts being collected through any and all deferred payment arrangements and settlement agreements between a residential customer and the Company where the residential customer continues to meet its obligations under the deferred payment agreement. Any missed payment pursuant to these arrangements and agreements will be subject to the late payment charge only on the amount of the missed payment.

L. RENT INCLUSION

The furnishing of electric service by a customer to a third party as an unidentifiable rental component, without such service being segregated and billed to the third party by Company, is generally prohibited by the Commission's rules. Separate metering shall be required for each unit in multiple occupancy buildings constructed after June 1, 1981, except for the following electrical usage:

CANCELLED
April 12, 2018
Missouri Public
Service Commission
JE-2018-0112

FILED
Missouri Public
Service Commission
ET-2013-0546; JE-2013-0582

CANCELLED - Missouri Public Service Commission - 07/09/2023 - ER-2022-0337 - YE-2023-0222

GENERAL RULES AND REGULATIONS

V. BILLING PRACTICES (Cont'd.)

*K. **RENT INCLUSION (Cont'd.)**

4. For that portion of electricity used in central space heating, central hot water heating, central ventilating, and central air conditioning systems.

5. For buildings or mobile home parks where alternative renewable energy resources are utilized in connection with central space heating, central hot water heating, central ventilating, and central air conditioning systems.

6. For all portions of electricity in commercial units in buildings with central space heating, ventilating and air conditioning systems.

Any person or entity affected by the provisions of this Section V.L. Rent Inclusion may file an application with the Commission seeking a variance from all or parts of such provisions for good cause shown, pursuant to the Commission's rules applicable thereto.

Nursing homes, as referenced in (1.) above, shall include all facilities licensed by the State of Missouri Department of Social Services Division of Aging. Central space heating, water heating and air conditioning systems referred to in (4.) above shall include those systems employing individual heating/cooling units interconnected with centralized heating/cooling sources by means of a central piping system containing water or other fluids suitable for such purposes.

*L. **RESALE OF SERVICE**

The furnishing of metered electric service by a customer of Company to a third party for a specific identifiable charge based upon such metered consumption is prohibited except where such practice originated prior to July 24, 1958. Where such practice has continued since July 24, 1958, the charge for electric service from a customer to a third party shall not exceed the charge which would result from the application of Company's appropriate rate, contained herein, for comparable electric service.

For such exceptions, the practice of resale shall be discontinued when such premises are remodeled, rebuilt or replaced.

The provision of electric vehicle charging service is not prohibited by this tariff.

FILED
Missouri Public
Service Commission
JE-2018-0112

*Indicates Reissue.

GENERAL RULES AND REGULATIONS

V. BILLING PRACTICES (Cont'd.)

L. RENT INCLUSION (Cont'd.)

1. For transient multiple occupancy buildings and transient mobile home parks, e.g., hotel, motels, dormitories, rooming houses, hospitals, nursing homes, fraternities, sororities, campgrounds, and mobile home parks which set aside, on a permanent basis, at least eighty percent (80%) of their mobile home pads or comparable space for use by travel trailers;

2. Where commercial unit space is subject to alteration with change in tenants as evidenced by temporary versus permanent type of wall construction separating the commercial unit space, e.g., space at a trade fair.

3. For commercial adjacent buildings;

4. For that portion of electricity used in central space heating, central hot water heating, central ventilating, and central air conditioning systems, or

5. For buildings or mobile home parks where alternative renewable energy resources are utilized in connection with central space heating, central hot water heating, central ventilating, and central air conditioning systems.

6. For all portions of electricity in commercial units in buildings with central space heating, ventilating and air conditioning systems.

Any person or entity affected by the provisions of this Section V.L. Rent Inclusion may file an application with the Commission seeking a variance from all or parts of such provisions for good cause shown, pursuant to the Commission's rules applicable thereto.

Nursing homes, as referenced in (1.) above, shall include all facilities licensed by the State of Missouri Department of Social Services Division of Aging. Central space heating, water heating and air conditioning systems referred to in (4.) above shall include those systems employing individual heating/cooling units interconnected with centralized heating/cooling sources by means of a central piping system containing water or other fluids suitable for such purposes.

M. RESALE OF SERVICE

The furnishing of metered electric service by a customer of Company to a third party for a specific identifiable charge based upon such metered consumption is prohibited except where such practice originated prior to July 24, 1958. Where such practice has continued since July 24, 1958, the charge for electric service from customer to a third party shall not exceed the charge which would result from the application of Company's appropriate rate, contained herein, for comparable electric service.

CANCELLED
April 12, 2018
Missouri Public
Service Commission
JE-2018-0112

FILED
Missouri Public
Service Commission
ET-2013-0546; JE-2013-0582

CANCELLED - Missouri Public Service Commission - 07/09/2023 - ER-2022-0337 - YE-2023-0222

GENERAL RULES AND REGULATIONS

V. BILLING PRACTICES (Cont'd.)

M. PARTIAL PAYMENTS

If a partial payment is made on a billing including only current charges, the Company shall first credit the payment to the balance outstanding for utility charges before crediting a deposit. If a partial payment is made on a billing which includes a previous balance, the Company will credit the payment first to previous utility charges, then to previous deposit requirements before applying any payment to current charges. No portion of any payment will be applied to special charges until all utility charges are paid in full and all required deposits have been made. (This section reflects a variance from Rule 4 CSR 240-13.020(11) granted by the Commission in Case No. EO-98-263.)

N. PAPERLESS BILLING

Residential customers who enroll in paperless billing for the first time, are not currently enrolled in paperless billing, and have not received paperless billing in the past, will receive credit on their monthly bill for a term not to exceed a one-year period. Upon enrollment, the credit will be applied beginning with the Customer's next available billing month. The available monthly credit for qualifying enrollees is listed on Sheet No. 63, Miscellaneous Charges.

* O. PREFERRED DUE DATE SELECTION

Customers receiving service under Service Classification 2M – Small General Service Rate or residential service under any of the Service Classification 1M options may select the date their bill will become due provided their service is equipped with an advanced meter reading device. If the customer's preferred date is not available, they will be given the option of selecting a different due date or retaining their existing due date.

Customer's selected due date will become effective no later than the second bill issued after customer's selection and cannot be implemented for bills already issued.

The first bill issued following implementation of a due date selected by customer may result in a bill period that is either longer or shorter than normal and may also be prorated.

Customer may not make a due date selection more frequently than once every 12 months except by Company approval. (This section reflects a variance from Rules 4 CSR 240-13.015(1)(C) and 4 CSR 240-13.020(6) granted by Commission in Case EE-2019-0385.)

* Indicates Change.

FILED
Missouri Public
Service Commission
JE-2020-0201

GENERAL RULES AND REGULATIONS

V. BILLING PRACTICES (Cont'd.)

M. PARTIAL PAYMENTS

If a partial payment is made on a billing including only current charges, the Company shall first credit the payment to the balance outstanding for utility charges before crediting a deposit. If a partial payment is made on a billing which includes a previous balance, the Company will credit the payment first to previous utility charges, then to previous deposit requirements before applying any payment to current charges. No portion of any payment will be applied to special charges until all utility charges are paid in full and all required deposits have been made. (This section reflects a variance from Rule 4 CSR 240-13.020(11) granted by the Commission in Case No. EO-98-263.)

* N. PAPERLESS BILLING

Residential customers who enroll in paperless billing for the first time, are not currently enrolled in paperless billing, and have not received paperless billing in the past, will receive credit on their monthly bill for a term not to exceed a one-year period. Upon enrollment, the credit will be applied beginning with the Customer's next available billing month. The available monthly credit for qualifying enrollees is listed on Sheet No. 63, Miscellaneous Charges.

** O. RESIDENTIAL DUE DATE SELECTION

Customers receiving service under the Service Classification 1M – Residential Service Rate may select the date their bill will become due provided they are not in active collections, subject to an active deferred payment agreement, and their service is equipped with an advanced meter reading device. If the customer's preferred date is not available, they will be given the option of selecting a different due date or retaining their existing due date.

Customer's selected due date will become effective no later than the second bill issued after customer's selection and cannot be implemented for bills already issued.

The first bill issued following implementation of a due date selected by customer may result in a bill period that is either longer or shorter than normal and may also be prorated.

Customer may not make a due date selection more frequently than once every 12 months except by Company approval. (This section reflects a variance from Rules 4 CSR 240-13.015(1)(C) and 4 CSR 240-13.020(6) granted by Commission in Case EE-2019-0385.)

CANCELLED
June 14, 2020
Missouri Public
Service Commission
JE-2020-0201

* Indicates Addition. **Indicates Reissue.

FILED
Missouri Public
Service Commission
ER-2019-0335; YE-2020-0164

GENERAL RULES AND REGULATIONS

V. BILLING PRACTICES (Cont'd.)

*M. PARTIAL PAYMENTS

If a partial payment is made on a billing, including only current charges, the Company shall first credit the payment to the balance outstanding for utility charges before crediting a deposit. If a partial payment is made on a billing which includes a previous balance, the Company will credit the payment first to previous utility charges, then to previous deposit requirements before applying any payment to current charges. No portion of any payment will be applied to special charges until all utility charges are paid in full and all required deposits have been made. (This section reflects a variance from Rule 4 CSR 240-13.020(11) granted by the Commission in Case No. EO-98-263.)

*Indicates Reissue.

FILED
Missouri Public
Service Commission
JE-2018-0112

CANCELLED
April 1, 2020
Missouri Public
Service Commission
ER-2019-0335; YE-2020-0164

GENERAL RULES AND REGULATIONS

V. BILLING PRACTICES (Cont'd.)

M. RESALE OF SERVICE (Cont'd.)

For such exceptions, the practice of resale shall be discontinued when such premises are remodeled, rebuilt or replaced.

* The provision of electric vehicle charging service is not prohibited by this tariff.

N. PARTIAL PAYMENTS

If a partial payment is made on a billing including only current charges, the Company shall first credit the payment to the balance outstanding for utility charges before crediting a deposit. If a partial payment is made on a billing which includes a previous balance, the Company will credit the payment first to previous utility charges, then to previous deposit requirements before applying any payment to current charges. No portion of any payment will be applied to special charges until all utility charges are paid in full and all required deposits have been made. (This section reflects a variance from Rule 4 CSR 240-13.020(11) granted by the Commission in Case No. EO-98-263.)

CANCELLED
April 12, 2018
Missouri Public
Service Commission
JE-2018-0112

*Indicates Addition.

FILED
Missouri Public
Service Commission
ET-2016-0246; YE-2017-0259

GENERAL RULES AND REGULATIONS

V. BILLING PRACTICES (Cont'd.)

M. RESALE OF SERVICE (Cont'd.)

For such exceptions, the practice of resale shall be discontinued when such premises are remodeled, rebuilt or replaced.

N. PARTIAL PAYMENTS

If a partial payment is made on a billing including only current charges, the Company shall first credit the payment to the balance outstanding for utility charges before crediting a deposit. If a partial payment is made on a billing which includes a previous balance, the Company will credit the payment first to previous utility charges, then to previous deposit requirements before applying any payment to current charges. No portion of any payment will be applied to special charges until all utility charges are paid in full and all required deposits have been made. (This section reflects a variance from Rule 4 CSR 240-13.020(11) granted by the Commission in Case No. EO-98-263.)

CANCELLED
June 17, 2017
Missouri Public
Service Commission
ET-2016-0246; YE-2017-0259

FILED
Missouri Public
Service Commission
ET-2013-0546; JE-2013-0582

GENERAL RULES AND REGULATIONS

V. BILLING PRACTICES (Cont'd.)

O. RESIDENTIAL DUE DATE SELECTION

Customers receiving service under the Service Classification 1M – Residential Service Rate may select the date their bill will become due provided they are not in active collections, subject to an active deferred payment agreement, and their service is equipped with an advanced meter reading device. If the customer's preferred date is not available, they will be given the option of selecting a different due date or retaining their existing due date.

Customer's selected due date will become effective no later than the second bill issued after customer's selection and cannot be implemented for bills already issued.

The first bill issued following implementation of a due date selected by customer may result in a bill period that is either longer or shorter than normal and may also be prorated.

Customer may not make a due date selection more frequently than once every 12 months except by Company approval. (This section reflects a variance from Rules 4 CSR 240-13.015(1)(C) and 4 CSR 240-13.020(6) granted by Commission in Case EE-2019-0385.)

FILED
Missouri Public
Service Commission
EE-2019-0385; YE-2020-0014

CANCELLED
April 1, 2020
Missouri Public
Service Commission
ER-2019-0335; YE-2020-0164

CANCELLED - Missouri Public Service Commission - 06/01/2025 - ER-2024-0319 - JE-2025-0150

GENERAL RULES AND REGULATIONS

VI. DEPOSIT PRACTICES

A. RESIDENTIAL CUSTOMERS

1. Deposit Requirements For Initial Service

Company may, as a condition to furnishing service initially, require any applicant for residential service to make a cash deposit or furnish a written guarantee of a responsible party, due to any of the following:

a. The applicant has an unpaid bill, which accrued within the last five (5) years and at the time of the request for service, remains unpaid and not in dispute with a utility for the provision of the same type of service; or

b. The applicant has, in an unauthorized manner, within the past five (5) years prior to applying for service, interfered with or diverted the service of a utility in the provision of the same type of service; or

c. The applicant has not had service with the Company within the past five (5) years and has an Equifax Advanced Energy Risk Score (EAER Score) of 699 or lower. Those customers without an EAER Score will not be assessed a deposit under this subsection; or

d. The customer fails to provide proof of identity upon request. Proof of identity is to include official picture identification or other verifiable documentation of identity, and correct social security number.

*2. Deposit Requirements For Continued Service or Re-established Service

Company may, as a condition of continued or re-established service, require any residential customer to make a cash deposit or furnish a written guarantee of a responsible party, due to any of the following:

a. The service of the customer has been disconnected for nonpayment of a delinquent account not subject to a bona fide dispute, or

b. The customer has in an unauthorized manner tampered with the Company's facilities or interfered with or diverted the service of Company situated on or about or delivered to the customer's premises, or

c. The customer has failed to pay an undisputed bill on or before the delinquency date for five billing periods out of twelve consecutive billing periods, except:

FILED
Missouri Public
Service Commission
JE-2014-0558

*Indicates Change

GENERAL RULES AND REGULATIONS

VI. DEPOSIT PRACTICES

A. RESIDENTIAL CUSTOMERS

*1. Deposit Requirements For Initial Service

Company may, as a condition to furnishing service initially, require any applicant for residential service to make a cash deposit or furnish a written guarantee of a responsible party, due to any of the following:

a. The applicant has an unpaid bill, which accrued within the last five (5) years and at the time of the request for service, remains unpaid and not in dispute with a utility for the provision of the same type of service; or

b. The applicant has, in an unauthorized manner, within the past five (5) years prior to applying for service, interfered with or diverted the service of a utility in the provision of the same type of service; or

c. The applicant has not had service with the Company within the past five (5) years and has an Equifax Advanced Energy Risk Score (EAER Score) of 699 or lower. Those customers without an EAER Score will not be assessed a deposit under this subsection; or

d. The customer fails to provide proof of identity upon request. Proof of identity is to include official picture identification or other verifiable documentation of identity, and correct social security number.

2. Deposit Requirements For Continued Service

Company may, as a condition of continued service, require any residential customer to make a cash deposit or furnish a written guarantee of a responsible party, due to any of the following:

a. The service of the customer has been disconnected for nonpayment of a delinquent account not subject to a bona fide dispute;

b. The customer has in an unauthorized manner tampered with the Company's facilities or interfered with or diverted the service of Company situated on or about or delivered to the customer's premises;

c. The customer has failed to pay an undisputed bill on or before the delinquency date for five billing periods out of twelve consecutive billing periods;

*Indicates Change

FILED
Missouri Public
Service Commission
ET-2014-0076; YE-2014-0245

GENERAL RULES AND REGULATIONS

VI. DEPOSIT PRACTICES

A. RESIDENTIAL CUSTOMERS

1. Deposit Requirements For Initial Service

Company may, as a condition to furnishing service initially, require any applicant for residential service to make a cash deposit or furnish a written guarantee of a responsible party, due to any of the following:

a. The customer has outstanding with the Company or any other utility providing the same type of service, an unpaid service account which accrued within the last five years and at the time of the request for service said account remains unpaid and not subject to a bona fide dispute;

b. Within the last five years, the customer has in an unauthorized manner interfered with or diverted the service of the Company or any other utility providing the same service;

c. The customer is unable to establish an acceptable credit rating by meeting any of the following criteria:

i. Owns or is purchasing a home;

ii. Is and has been regularly employed on a full-time basis for at least one year;

iii. Has an adequate regular source of income;

iv. Can provide adequate credit references from a commercial credit source.

2. Deposit Requirements For Continued Service

Company may, as a condition of continued service, require any residential customer to make a cash deposit or furnish a written guarantee of a responsible party, due to any of the following:

a. The service of the customer has been disconnected for nonpayment of a delinquent account not subject to a bona fide dispute;

b. The customer has in an unauthorized manner tampered with the Company's facilities or interfered with or diverted the service of Company situated on or about or delivered to the customer's premises;

c. The customer has failed to pay an undisputed bill on or before the delinquency date for five billing periods out of twelve consecutive billing periods;

CANCELLED
April 8, 2014
Missouri Public
Service Commission
ET-2014-0076; YE-2014-0245

FILED
Missouri Public
Service Commission
ET-2013-0546; JE-2013-0582

GENERAL RULES AND REGULATIONS

VI. DEPOSIT PRACTICES (Cont'd.)

A. RESIDENTIAL CUSTOMERS (Cont'd.)

2. Deposit Requirements For Continued Service (Cont'd.)

c. (Cont'd.)

*i. The Company shall not assess a deposit to a customer if all of the following conditions are present: the customer's outstanding balance does not exceed three hundred dollars ($300), the customer is not making payments under a previously arranged payment plan, and the customer has made a payment on or before the delinquency date each of the previous twelve (12) consecutive billing periods of at least seventy-five dollars ($75) or twenty-five percent (25%) of the total outstanding balance.

ii. Deposit requirements during the months of November, December, and January for reasons other than unauthorized use or diversion of service, may, if the customer is unable to pay the entire deposit, be paid by installments over a six month period, unless the Company can show a likelihood that the customer does not intend to pay for continued service.

iii. The Company shall not assess new deposits nor bill previously assessed deposits to customers who enter into and make timely payments in accordance with the Missouri Public Service Commission's "Cold Weather" rule.

d. Prior to requiring a customer to post a deposit, Company shall send the customer a written notice explaining the Company's right to require a deposit or include such explanation with each written discontinuance notice.

B. NON-RESIDENTIAL CUSTOMERS

Company may at any time, as a condition to furnishing or continuing service, require any customer or applicant for non-residential service to make a cash deposit or, at Company's option, furnish a personal guarantee of a responsible party with established credit satisfactory to Company.

C. GENERAL PROVISIONS

1. Deposit Limits

A deposit for initial service will not exceed the charges applicable for one-sixth (1/6) of the estimated annual bill for residential customers, and usage during one estimated maximum monthly billing period plus thirty days for non-residential customers. When a deposit is required as a condition for continued service, the deposit will not exceed two times the highest bona fide undisputed bill of that residential or non-residential customer during the preceding twelve months.

CANCELLED
May 29, 2016
Missouri Public
Service Commission
JE-2016-0312

FILED
Missouri Public
Service Commission
JE-2014-0558

*Indicates Addition

GENERAL RULES AND REGULATIONS

VI. DEPOSIT PRACTICES (Cont'd.)

A. RESIDENTIAL CUSTOMERS (Cont'd.)

2. Deposit Requirements For Continued Service (Cont'd.)

provided, however, that deposit requirements during the months of November, December, and January for reasons other than unauthorized use or diversion of service, may, if the customer is unable to pay the entire deposit, be paid by installments over a six month period, unless the Company can show a likelihood that the customer does not intend to pay for continued service. The Company shall not assess new deposits nor bill previously assessed deposits to customers who enter into and make timely payments in accordance with the Missouri Public Service Commission's "Cold Weather" rule.

d. Prior to requiring a customer to post a deposit, Company shall send the customer a written notice explaining the Company's right to require a deposit or include such explanation with each written discontinuance notice.

B. NON-RESIDENTIAL CUSTOMERS

Company may at any time, as a condition to furnishing or continuing service, require any customer or applicant for non-residential service to make a cash deposit or, at Company's option, furnish a personal guarantee of a responsible party with established credit satisfactory to Company.

C. GENERAL PROVISIONS

1. Deposit Limits

A deposit for initial service will not exceed the charges applicable for one-sixth (1/6) of the estimated annual bill for residential customers, and usage during one estimated maximum monthly billing period plus thirty days for non-residential customers. When a deposit is required as a condition for continued service, the deposit will not exceed two times the highest bona fide undisputed bill of that residential or non-residential customer during the preceding twelve months. All deposit levels referred to herein will be established based upon usage levels and associated billings applicable to periods representative of actual meter readings and undisputed billing amounts.

FILED
Missouri Public
Service Commission
ET-2013-0546; JE-2013-0582

CANCELLED
July 27, 2014
Missouri Public
Service Commission
JE-2014-0558

GENERAL RULES AND REGULATIONS

VI. DEPOSIT PRACTICES (Cont'd.)

C. GENERAL PROVISIONS (Cont'd.)

*1. Deposit Limits (Cont'd.)

All deposit levels referred to herein will be established based upon usage levels and associated billings applicable to periods representative of actual meter readings and undisputed billing amounts.

**2. Deposit Refunds

The credit of the residential customer will be established and the deposit and accrued interest, if any, will be refunded, or the guarantor released, upon satisfactory payment before the delinquency date of all proper charges for service for a period of twelve successive months, or customer has closed its account. The credit of the non-residential customer will be reviewed after three years and the deposit returned if in the opinion of the Company, the customer has established satisfactory credit. The Company may withhold refund of the deposit or release of the guarantor pending the resolution of a matter in dispute involving disconnection for nonpayment or unauthorized interference by the customer. The Company may apply all deposits subject to refund and accrued interest, if any, against undisputed utility charges provided the amount of the refund is identified and disclosed on the bill. Company shall make all reasonable efforts to return a deposit when the customer is entitled to the return of the deposit and shall keep records of efforts to return a deposit.

3. Interest Paid On Deposits

Interest will be credited annually on all residential deposits. Interest will be either credited to the service account of the residential customer on an annual basis or paid upon the return of the deposit. Simple interest will be payable upon the return of a non-residential deposit held by the Company for six months or longer. Interest shall not accrue on any cash deposit after the date the deposit is applied to the customer's account, or Company has made a reasonable effort to return such deposit to the customer. Interest will be paid at a per annum rate equal to the prime bank lending rate, as published in the Wall Street Journal for the last business day of November of the preceding calendar year, plus one percentage point.

4. Final Billed Accounts

Upon termination of service, the deposit, with accrued interest, will be credited to the final bill and the balance, if more than $1.00, will be returned within twenty-one (21) days to the customer. If such amount is less than $1.00, it will be returned upon request of customer.

CANCELLED
May 29, 2016
Missouri Public
Service Commission
JE-2016-0312

FILED
Missouri Public
Service Commission
JE-2014-0558

*Indicates Reissue **Indicates Change

GENERAL RULES AND REGULATIONS

VI. DEPOSIT PRACTICES (Cont'd.)

C. GENERAL PROVISIONS (Cont'd.)

2. Deposit Refunds

The credit of the residential customer will be established and the deposit and accrued interest, if any, will be refunded, or the guarantor released, upon satisfactory payment before the delinquency date of all proper charges for service for a period of twelve successive months, or customer has closed its account. The credit of the non-residential customer will be reviewed after three years and the deposit returned if in the opinion of the Company, the customer has established satisfactory credit. The Company may withhold refund of the deposit or release of the guarantor pending the resolution of a matter in dispute involving disconnection for nonpayment or unauthorized interference by the customer. The Company may apply all deposits subject to refund and accrued interest, if any, against undisputed utility charges provided the amount of the refund is identified and disclosed on the bill.

*3. Interest Paid On Deposits

Interest will be credited annually on all residential deposits. Interest will be either credited to the service account of the residential customer on an annual basis or paid upon the return of the deposit. Simple interest will be payable upon the return of a non-residential deposit held by the Company for six months or longer. Interest shall not accrue on any cash deposit after the date the deposit is applied to the customer's account, or Company has made a reasonable effort to return such deposit to the customer. Interest will be paid at a per annum rate equal to the prime bank lending rate, as published in the Wall Street Journal for the last business day of November of the preceding calendar year, plus one percentage point.

4. Final Billed Accounts

Upon termination of service, the deposit, with accrued interest, will be credited to the final bill and the balance, if more than $1.00, will be returned within twenty-one (21) days to the customer. If such amount is less than $1.00, it will be returned upon request of customer.

*Indicates Change

FILED
Missouri Public
Service Commission
ET-2014-0076; YE-2014-0245

GENERAL RULES AND REGULATIONS

VI. DEPOSIT PRACTICES (Cont'd.)

C. GENERAL PROVISIONS (Cont'd.)

2. Deposit Refunds

The credit of the residential customer will be established and the deposit and accrued interest, if any, will be refunded, or the guarantor released, upon satisfactory payment before the delinquency date of all proper charges for service for a period of twelve successive months, or customer has closed its account. The credit of the non-residential customer will be reviewed after three years and the deposit returned if in the opinion of the Company, the customer has established satisfactory credit. The Company may withhold refund of the deposit or release of the guarantor pending the resolution of a matter in dispute involving disconnection for nonpayment or unauthorized interference by the customer. The Company may apply all deposits subject to refund and accrued interest, if any, against undisputed utility charges provided the amount of the refund is identified and disclosed on the bill.

3. Interest Paid On Deposits

Interest will be credited annually on all residential deposits. Interest will be either credited to the service account of the residential customer on an annual basis or paid upon the return of the deposit. Simple interest will be payable upon the return of a non-residential deposit held by the Company for six months or longer. Interest shall not accrue on any cash deposit after the date the deposit is applied to the customer's account, or Company has made a reasonable effort to return such deposit to the customer. The interest rate shall be 9.5% per annum through December 31, 2002. Effective January 1, 2003 and thereafter, interest will be paid at a per annum rate equal to the prime bank lending rate, as published in the Wall Street Journal for the last business day of November of the preceding calendar year, plus one percentage point.

4. Final Billed Accounts

Upon termination of service, the deposit, with accrued interest, will be credited to the final bill and the balance, if more than $1.00, will be returned within twenty-one (21) days to the customer. If such amount is less than $1.00, it will be returned upon request of customer.

CANCELLED
April 8, 2014
Missouri Public
Service Commission
ET-2014-0076; YE-2014-0245

FILED
Missouri Public
Service Commission
ET-2013-0546; JE-2013-0582

GENERAL RULES AND REGULATIONS

VII. DISCONNECTION AND RECONNECTION OF SERVICE

*A. REASONS FOR DENIAL OR DISCONNECTION OF SERVICE

In addition to any other right reserved by Company in its schedules, rules and regulations, Company reserves and shall have the right to deny service, or after written notice, to disconnect service supplied by it to an electric customer for any of the following reasons:

1. Nonpayment of an undisputed delinquent account;
2. For failure by non-residential customer to pay when due bills for service supplied to such customer within twelve months immediately preceding the date of such notice of customer's current location or at any other location of customer at which similar service is now or has been supplied;
3. Failure to make and maintain a deposit or acceptable guarantee in accordance with the rules and regulations of Company and of regulatory authorities having jurisdiction;
4. Failure to comply with the terms and conditions of a settlement agreement with the Company regarding a dispute or payment of service charges;
5. Refusal after reasonable notice to permit inspection, maintenance, replacement or meter reading of Company equipment. If the Company has a reasonable belief that health or safety is at risk, notice at the time inspection is attempted is reasonable.
6. Misrepresentation of identity for the purpose of obtaining service;
7. Whenever customer disposes of any electric service to another party in any manner other than as expressly authorized by these rules and regulations;
8. Violation of any rules and regulations of the Company on file with and approved by any regulatory authority having jurisdiction or of any such regulatory authority which adversely affects the safety of the customer or other persons or the integrity of the Company's delivery system.
9. As provided by state or federal law.
10. Unauthorized use, interference or diversion of service

Company will inform the prospective customer of the refusal of service in writing and maintain a record of the notice.

B. NOTICE OF INTENT TO DISCONNECT RESIDENTIAL SERVICE

*Notice of intent to disconnect service will state the name and address of the customer (and the service address if it is different), the reason for which service will be disconnected, the cost for reconnection if any, the date on or after which such disconnection may be effected, how a customer may avoid being disconnected, the possibility of a payment agreement and a telephone number the customer may call.

FILED
Missouri Public
Service Commission
JE-2014-0558

*Indicates Change

CANCELLED
February 19, 2021
Missouri Public
Service Commission
EE-2019-0382; YE-2021-0143

GENERAL RULES AND REGULATIONS

VII. DISCONNECTION AND RECONNECTION OF SERVICE

A. REASONS FOR DISCONNECTION OF SERVICE

In addition to any other right reserved by Company in its schedules, rules and regulations, Company reserves and shall have the right, after written notice, to disconnect service supplied by it to an electric customer for any of the following reasons:

1. Nonpayment of an undisputed delinquent account;
2. For failure by non-residential customer to pay when due bills for service supplied to such customer within twelve months immediately preceding the date of such notice of customer's current location or at any other location of customer at which similar service is now or has been supplied;
3. Failure to make and maintain a deposit or acceptable guarantee in accordance with the rules and regulations of Company and of regulatory authorities having jurisdiction;
4. Failure to comply with the terms and conditions of a settlement agreement with the Company regarding a dispute or payment of service charges;
5. Refusal after reasonable notice to permit inspection, maintenance, replacement or meter reading of Company equipment. If the Company has a reasonable belief that health or safety is at risk, notice at the time inspection is attempted is reasonable.
6. Misrepresentation of identity for the purpose of obtaining service;
7. Whenever customer disposes of any electric service to another party in any manner other than as expressly authorized by these rules and regulations;
8. Violation of any rules and regulations of the Company on file with and approved by any regulatory authority having jurisdiction or of any such regulatory authority which adversely affects the safety of the customer or other persons or the integrity of the Company's delivery system.
9. As provided by state or federal law.

B. NOTICE OF INTENT TO DISCONNECT RESIDENTIAL SERVICE

1. Individual Residential Customer Premises

Notice of intent to disconnect service will state the reason for which service will be disconnected and will specify a date after which such disconnection may be affected. Said notice will be sent to the customer by first class mail not less than ten (10) days prior to the date of the proposed disconnection or delivered to customer not less than 96 hours prior to such date.

FILED
Missouri Public
Service Commission
ET-2013-0546; JE-2013-0582

CANCELLED
July 27, 2014
Missouri Public
Service Commission
JE-2014-0558

GENERAL RULES AND REGULATIONS

VII. DISCONNECTION AND RECONNECTION OF SERVICE (Cont'd.)

B. NOTICE OF INTENT TO DISCONNECT RESIDENTIAL SERVICE (Cont'd.)

*1. Individual Residential Customer Premises

Said notice will be sent to the customer by first class mail not less than ten (10) days prior to the date of the proposed disconnection or delivered to customer not less than 96 hours prior to such date.

2. Single Metered Multi-Dwelling Unit Residential Buildings

At least ten (10) days prior to disconnection of service for nonpayment of a bill or deposit at a multi-dwelling unit residential building at which usage is measured by a single meter, notices of the Company's intent to disconnect will be conspicuously posted in public areas of the building. Such notices will not be required, however, if the Company is not aware that said structure is a single metered multi-dwelling unit residential building or in individual situations where the safety of the Company's employees or agents may be a consideration. If the electric service is necessary to the proper function and operation of a customer's heating equipment, said notice will inform the occupants of their right, under state law, to initiate a receivership procedure.

3. Individually Metered Multi-Dwelling Unit Residential Buildings

At least ten (10) days prior to disconnection of service for nonpayment of a bill or deposit at (a) a multi-dwelling unit residential building where each unit is individually metered, but a single customer is responsible for payment for service in all units in the building, or at (b) a residence in which the occupant using the Company's service is not the Company's customer, the occupant(s) shall be given written notice of the Company's intent to disconnect service, provided however, that such notice will not be required unless one (1) occupant has advised the Company, or the Company is otherwise aware, that he is not the customer. The notice will outline the procedure by which the occupant may apply in his or her name for service of the same character received through that meter. If the electric service for (a) is heat related, said notice will inform the occupants of their right, under state law, to initiate a receivership procedure.

C. RESIDENTIAL CUSTOMER CONTACT AND NOTICE OF DISCONNECTION

At least 24 hours preceding disconnection of service, the Company will make reasonable efforts to contact a residential customer to advise of the pending action and what steps must be taken to avoid disconnection. Immediately preceding the disconnection of service, the Company employee or agent designated to perform such function will, except in individual situations where the safety of the employee or agent may be a consideration, make a reasonable effort to contact and identify himself to the customer or responsible person at the premises to announce his purpose.

FILED
Missouri Public
Service Commission
JE-2014-0558

*Indicates Reissue

CANCELLED
February 19, 2021
Missouri Public
Service Commission
EE-2019-0382; YE-2021-0143

GENERAL RULES AND REGULATIONS

VII. DISCONNECTION AND RECONNECTION OF SERVICE (Cont'd.)

B. NOTICE OF INTENT TO DISCONNECT RESIDENTIAL SERVICE (Cont'd.)

2. Single Metered Multi-Dwelling Unit Residential Buildings

At least ten (10) days prior to disconnection of service for nonpayment of a bill or deposit at a multi-dwelling unit residential building at which usage is measured by a single meter, notices of the Company's intent to disconnect will be conspicuously posted in public areas of the building. Such notices will not be required, however, if the Company is not aware that said structure is a single metered multi-dwelling unit residential building or in individual situations where the safety of the Company's employees or agents may be a consideration. If the electric service is necessary to the proper function and operation of a customer's heating equipment, said notice will inform the occupants of their right, under state law, to initiate a receivership procedure.

3. Individually Metered Multi-Dwelling Unit Residential Buildings

At least ten (10) days prior to disconnection of service for nonpayment of a bill or deposit at (a) a multi-dwelling unit residential building where each unit is individually metered, but a single customer is responsible for payment for service in all units in the building, or at (b) a residence in which the occupant using the Company's service is not the Company's customer, the occupant(s) shall be given written notice of the Company's intent to disconnect service, provided however, that such notice will not be required unless one (1) occupant has advised the Company, or the Company is otherwise aware, that he is not the customer. The notice will outline the procedure by which the occupant may apply in his or her name for service of the same character received through that meter. If the electric service for (a) is heat related, said notice will inform the occupants of their right, under state law, to initiate a receivership procedure.

C. RESIDENTIAL CUSTOMER CONTACT AND NOTICE OF DISCONNECTION

At least 24 hours preceding disconnection of service, the Company will make reasonable efforts to contact a residential customer to advise of the pending action and what steps must be taken to avoid disconnection. Immediately preceding the disconnection of service, the Company employee or agent designated to perform such function will, except in individual situations where the safety of the employee or agent may be a consideration, make a reasonable effort to contact and identify himself to the customer or responsible person at the premises to announce his purpose. When service is disconnected, the Company employee or agent will leave a notice at the premises in a manner conspicuous to the customer that service has been disconnected and the Company address and telephone number where the customer may arrange to have service restored.

FILED
Missouri Public
Service Commission
ET-2013-0546; JE-2013-0582

CANCELLED
July 27, 2014
Missouri Public
Service Commission
JE-2014-0558

GENERAL RULES AND REGULATIONS

VII. DISCONNECTION AND RECONNECTION OF SERVICE (Cont'd.)

***C. RESIDENTIAL CUSTOMER CONTACT AND NOTICE OF DISCONNECTION (Cont'd.)**

When service is disconnected, the Company employee or agent will leave a notice at the premises in a manner conspicuous to the customer that service has been disconnected and the Company address and telephone number where the customer may arrange to have service restored.

D. NOTICE OF INTENT TO DISCONNECT NON-RESIDENTIAL SERVICE

Notice of intent to disconnect service for a non-residential customer under this rule shall state the reason for which service will be disconnected and shall specify a date after which such disconnection may be effected, and such notice shall be mailed to or served upon customer not less than 48 hours prior to such date.

****E. DISCONNECTION HOURS**

Company will disconnect electric service between the hours of 8:00 a.m. and 4:00 p.m. on the date specified on the notice of disconnection or within thirty (30) calendar days thereafter.

F. DELAY OF DISCONNECTION FOR MEDICAL REASONS

The Company will postpone the disconnection of service to a residential customer for a time not in excess of 21 days if the Company is advised the disconnection will aggravate an existent medical emergency of the customer, a member of his family or other permanent resident of the premises. The Company may require a customer to provide satisfactory evidence that a medical emergency exists before postponing the disconnection of service.

G. AVOIDANCE OF DISCONNECTION OF SERVICE

Disconnection of electric service will not be performed if, on or before the date specified in the notice of intent to disconnect, the customer shall:

1. (a) Make good the default by paying such bills for service at a Company office, or make arrangements satisfactory to Company, therefor, (b) make or restore such deposit at a Company office, (c) give Company representatives such access, or (d) cure such violation of rules and regulations, as the case may be; and

2. Pay at a Company office the expenses incurred by Company in detecting and confirming obstruction of electric service. Such expenses will include, but not be limited to all unmetered service as estimated by Company, special equipment necessary to detect the violation (such as check meter), equipment necessary to prevent future violations, labor and materials necessary to test, change, move or install new meters or other equipment and the cost of any rebilling, as applicable.

FILED
Missouri Public
Service Commission
JE-2014-0558

*Indicates Reissue **Indicates Change

CANCELLED
February 19, 2021
Missouri Public
Service Commission
EE-2019-0382; YE-2021-0143

GENERAL RULES AND REGULATIONS

VII. DISCONNECTION AND RECONNECTION OF SERVICE (Cont'd.)

D. NOTICE OF INTENT TO DISCONNECT NON-RESIDENTIAL SERVICE

Notice of intent to disconnect service for a non-residential customer under this rule shall state the reason for which service will be disconnected and shall specify a date after which such disconnection may be effected, and such notice shall be mailed to or served upon customer not less than 48 hours prior to such date.

E. DISCONNECTION HOURS

Company will disconnect electric service between the hours of 8:00 a.m. and 4:00 p.m. on the date specified on the notice of disconnection or within eleven (11) business days thereafter.

F. DELAY OF DISCONNECTION FOR MEDICAL REASONS

The Company will postpone the disconnection of service to a residential customer for a time not in excess of 21 days if the Company is advised the disconnection will aggravate an existent medical emergency of the customer, a member of his family or other permanent resident of the premises. The Company may require a customer to provide satisfactory evidence that a medical emergency exists before postponing the disconnection of service.

G. AVOIDANCE OF DISCONNECTION OF SERVICE

Disconnection of electric service will not be performed if, on or before the date specified in the notice of intent to disconnect, the customer shall:

1. (a) Make good the default by paying such bills for service at a Company office, or make arrangements satisfactory to Company, therefor, (b) make or restore such deposit at a Company office, (c) give Company representatives such access, or (d) cure such violation of rules and regulations, as the case may be; and

2. Pay at a Company office the expenses incurred by Company in detecting and confirming obstruction of electric service. Such expenses will include, but not be limited to all unmetered service as estimated by Company, special equipment necessary to detect the violation (such as check meter), equipment necessary to prevent future violations, labor and materials necessary to test, change, move or install new meters or other equipment and the cost of any rebilling, as applicable.

H. DISCONNECTION OR INTERRUPTION OF SERVICE WITHOUT PRIOR NOTICE

Company shall have the right to disconnect or interrupt service without prior notice for reasons of obstruction; maintenance, health, safety or state of emergency, or in cases where Company is directed to interrupt service by a governmental agency or officer. In such cases Company will make a reasonable effort to inform customer of the reasons for disconnection or interruption of service.

FILED
Missouri Public
Service Commission
ET-2013-0546; JE-2013-0582

CANCELLED
July 27, 2014
Missouri Public
Service Commission
JE-2014-0558

CANCELLED - Missouri Public Service Commission - 06/01/2025 - ER-2024-0319 - JE-2025-0150

GENERAL RULES AND REGULATIONS

VII. DISCONNECTION AND RECONNECTION OF SERVICE (Cont'd.)

*F. DELAY OF DISCONNECTION FOR MEDICAL REASONS

The Company will postpone the disconnection of service to a residential customer for a time not in excess of 21 days if the Company is advised the disconnection will aggravate an existent medical emergency of the customer, a member of his family or other permanent resident of the premises. The Company may require a customer to provide satisfactory evidence that a medical emergency exists before postponing the disconnection of service.

*G. AVOIDANCE OF DISCONNECTION OF SERVICE

Disconnection of electric service will not be performed if, on or before the date specified in the notice of intent to disconnect, the customer shall:

1. (a) Make good the default by paying such bills for service at a Company office, or make arrangements satisfactory to Company, therefor, (b) make or restore such deposit at a Company office, (c) give Company representatives such access, or (d) cure such violation of rules and regulations, as the case may be; and

2. Pay at a Company office the expenses incurred by Company in detecting and confirming obstruction of electric service. Such expenses will include, but not be limited to all unmetered service as estimated by Company, special equipment necessary to detect the violation (such as check meter), equipment necessary to prevent future violations, labor and materials necessary to test, change, move or install new meters or other equipment and the cost of any rebilling, as applicable.

H. DISCONNECTION OR INTERRUPTION OF SERVICE WITHOUT PRIOR NOTICE

Company shall have the right to disconnect or interrupt service without prior notice for reasons of obstruction; maintenance, health, safety or state of emergency, or in cases where Company is directed to interrupt service by a governmental agency or officer. In such cases Company will make a reasonable effort to inform customer of the reasons for disconnection or interruption of service.

*Indicates Reissue.

FILED
Missouri Public
Service Commission
EE-2019-0382; YE-2021-0143

GENERAL RULES AND REGULATIONS

VII. DISCONNECTION AND RECONNECTION OF SERVICE (Cont'd.)

*H. DISCONNECTION OR INTERRUPTION OF SERVICE WITHOUT PRIOR NOTICE

Company shall have the right to disconnect or interrupt service without prior notice for reasons of obstruction; maintenance, health, safety or state of emergency, or in cases where Company is directed to interrupt service by a governmental agency or officer. In such cases Company will make a reasonable effort to inform customer of the reasons for disconnection or interruption of service.

I. RECONNECTION OF SERVICE

In the event Company disconnects service, in addition to customer's continuing liability for all indebtedness then owed by customer to Company for service supplied at customer's current location and for similar service supplied at any other location of customer, customer shall also be liable for and shall also pay Company for the expenses incurred by Company in detecting and confirming the violation which occasioned such disconnection of electric service. In the event any such disconnected customer, or anyone acting for him, thereafter desires to receive service from Company by reconnection at the same location or at any other location, the payment to Company of the aforesaid liabilities and the payment to Company of each of the following items, as applicable, or the making of arrangements satisfactory to Company therefore, shall be conditions precedent to such reconnection or connection:

1. The charge for reconnection of service indicated on Sheet No. 63, Miscellaneous Charges, for each connection point.

2. Any deposit which may be required by Company under its applicable rules and regulations; and,

3. The cost of facilities or changes Company deems necessary or appropriate in order to prevent, insofar as possible, any future violation by customer of the rules and regulations of the Company as well as the cost of rebilling, as applicable.

*Indicates Reissue

FILED
Missouri Public
Service Commission
JE-2014-0558

CANCELLED
February 19, 2021
Missouri Public
Service Commission
EE-2019-0382; YE-2021-0143

GENERAL RULES AND REGULATIONS

VII. DISCONNECTION AND RECONNECTION OF SERVICE (Cont'd.)

I. RECONNECTION OF SERVICE

In the event Company disconnects service, in addition to customer's continuing liability for all indebtedness then owed by customer to Company for service supplied at customer's current location and for similar service supplied at any other location of customer, customer shall also be liable for and shall also pay Company for the expenses incurred by Company in detecting and confirming the violation which occasioned such disconnection of electric service. In the event any such disconnected customer, or anyone acting for him, thereafter desires to receive service from Company by reconnection at the same location or at any other location, the payment to Company of the aforesaid liabilities and the payment to Company of each of the following items, as applicable, or the making of arrangements satisfactory to Company therefore, shall be conditions precedent to such reconnection or connection:

1. The charge for reconnection of service indicated on Sheet No. 63, Miscellaneous Charges, for each connection point.

2. Any deposit which may be required by Company under its applicable rules and regulations; and,

3. The cost of facilities or changes Company deems necessary or appropriate in order to prevent, insofar as possible, any future violation by customer of the rules and regulations of the Company as well as the cost of rebilling, as applicable.

FILED
Missouri Public
Service Commission
ET-2013-0546; JE-2013-0582

CANCELLED
July 27, 2014
Missouri Public
Service Commission
JE-2014-0558

CANCELLED - Missouri Public Service Commission - 06/01/2025 - ER-2024-0319 - JE-2025-0150

GENERAL RULES AND REGULATIONS

VII. DISCONNECTION AND RECONNECTION OF SERVICE (Cont'd.)

*I. RECONNECTION OF SERVICE

In the event Company disconnects service, in addition to customer's continuing liability for all indebtedness then owed by customer to Company for service supplied at customer's current location and for similar service supplied at any other location of customer, customer shall also be liable for and shall also pay Company for the expenses incurred by Company in detecting and confirming the violation which occasioned such disconnection of electric service. In the event any such disconnected customer, or anyone acting for him, thereafter desires to receive service from Company by reconnection at the same location or at any other location, the payment to Company of the aforesaid liabilities and the payment to Company of each of the following items, as applicable, or the making of arrangements satisfactory to Company therefore, shall be conditions precedent to such reconnection or connection:

1. The charge for reconnection of service indicated on Sheet No. 63, Miscellaneous Charges, for each connection point.

2. Any deposit which may be required by Company under its applicable rules and regulations; and,

3. The cost of facilities or changes Company deems necessary or appropriate in order to prevent, insofar as possible, any future violation by customer of the rules and regulations of the Company as well as the cost of rebilling, as applicable.

**J. MEDICAL EQUIPMENT REGISTRY

Company will maintain a medical equipment registry of customers whose health situation requires the availability of electric service to operate certain medically necessary equipment. Information regarding eligible equipment and how to register will be available by calling Company or, as soon as practical, through an online web page. MER customers that would otherwise be subject disconnection will first receive a service extender for approximately 20-30 days before a disconnection notice is issued. The service extender allws the customer to receive sufficient power to run the MER eligible equipment listed on the account.

*Indicates Reissue. **Indicates Addition.

FILED
Missouri Public
Service Commission
EE-2019-0382; YE-2021-0143

CANCELLED - Missouri Public Service Commission - 08/26/2026 - JE-2027-0010

GENERAL RULES AND REGULATIONS

VIII. EMERGENCY ENERGY CONSERVATION PLAN

A. CURRENT AND PROJECTED EMERGENCY CONDITIONS

This section of the Company's General Rules and Regulations reflects the Company's Emergency Energy Conservation Plan (the "Plan"). Upon declaration by the Reliability Coordinator of the occurrence of a capacity emergency event or a transmission system emergency event, the Company will take the steps required by the plans and procedures listed in the Plan Components section below. If such emergency event reaches the stage where the Company is directed to take, or begins to take, actions to preserve firm load, then it will, as soon as practical, notify the Commission's Staff of the occurrence of the event and the steps being taken.

B. PLAN COMPONENTS

1. Plans and Procedures – The Company will comply with the following:

   (a) MISO's Market Capacity Emergency Operating Procedure;
   (b) NERC's Emergency Operations Procedure;
   (c) NERC's Emergency Preparedness and Operations Procedure;
   (d) the Ameren Capacity and Emergency Plan;[1] and
   (e) the Ameren Load Reduction Procedure.[2]

2. System Status Levels of Operating Conditions – The Company will utilize MISO's color-coded System Status Levels, which are based on the severity of the impact of the emergency to the bulk electric system, as a tool to prepare for emergencies.

3. Defined Essential Services – If interruption of circuits becomes necessary to address an emergency, the Company will first interrupt circuits that are not critical for the operation of the system or that do not serve critical loads. Critical loads consist of the following:

   (a) Certain ambulatory health care, hospital services, and *nursing homes (*that provide medical care in a clinical setting);
   (b) Defense communication network centers;
   (c) Civil defense facilities;
   (d) Prisons;
   (e) Police, fire control, and first responder facilities that operate full-time;
   (f) Potable water supply;
   (g) Natural gas transmission;
   (h) Sewage treatment;
   (i) Transportation hubs, such as airports and bus depots;
   (j) Registered heating/cooling centers.

FILED
Missouri Public
Service Commission
EE-2022-0329; JE-2022-0274

[1] Items (a) – (d) are available by accessing Ameren Missouri's tariffs available at www.ameren.com/missouri. Item (e) contains energy infrastructure information critical to system operation that is not available to the public due to safety and security considerations on the bulk power system.

[2] Items (d) and (e) are required by NERC, and have been reviewed and approved by the Reliability Coordinator.

GENERAL RULES AND REGULATIONS

VIII. EMERGENCY ENERGY CONSERVATION PROCEDURE

A. ENERGY USAGE REDUCTION PROGRAM

The following is an energy usage reduction program to be followed in the event a shortage of fossil fuel occurs or is threatened. Prevailing conditions will be reviewed daily, and appropriate actions under each step will be determined by Company as conditions warrant.

Step 1: This step shall be taken when the Company fossil fuel inventory is decreasing, and no deliveries are expected or interruptions of deliveries are anticipated, and it is estimated that fossil fuel inventory and deliveries are sufficient for approximately 50 days' generation at normal operating levels.

1.1 Industrial customers will be surveyed to determine anticipated reductions in energy use because they themselves may become short of coal or manufacturing supplies from other areas, and thereby be forced to curtail normal operations. Information will also be gathered regarding the magnitude of non-critical load they could shed, should the need arise.

Step 2: This step will be taken when Company fossil fuel inventory is decreasing, and no deliveries are expected or interruptions of deliveries are anticipated, and it is estimated that fossil fuel inventory and deliveries are sufficient for approximately 40 days' generation.

2.1 Company will reduce its own use of electric energy in any way that will not jeopardize essential operations.

2.2 The contractually interruptible portion of "Interruptible" customer loads shall be curtailed.

2.3 All Federal, State and local governmental facilities shall be requested to reduce their use of electric energy consistent with maintaining essential services.

2.4 Company shall make public appeals through appropriate news media, asking customers to voluntarily reduce their use of electric energy because of the fuel shortage.

2.5 The Company Customer Service and Regional Operations functions will notify large industrial customers of the request for voluntary curtailment of energy use because of the fossil fuel shortage.

2.6 Company will notify all sales for resale customers of the request for voluntary curtailment. Such sales for resale customers shall be requested to notify their customers of the request for voluntary curtailment.

CANCELLED
September 9, 2022
Missouri Public
Service Commission
EE-2022-0329; JE-2022-0274

FILED
Missouri Public
Service Commission
ET-2013-0546; JE-2013-0582

GENERAL RULES AND REGULATIONS

VIII. EMERGENCY ENERGY CONSERVATION PLAN (Cont'd.)

B. PLAN COMPONENTS (Cont'd.)

3. Defined Essential Services (Cont'd)

   If interruption of circuits that do not serve critical loads is insufficient to address the emergency, the Company shall have the discretion to interrupt circuits that serve critical loads to the extent necessary to address the emergency.

4. Additional Emergencies – In the event the Company determines that an emergency affecting its system, that has not been declared by the Reliability Coordinator, exists or is imminent and, in its role as the Local Balancing Authority, the Company will take such actions as deemed necessary and practical in the judgment of its system operations personnel to address such an emergency. The notice requirements of the Plan shall apply to such Company actions the same as if an event had been declared by the Reliability Coordinator.

C. CUSTOMER NOTIFICATION

The Company will provide notice to its customers of steps taken pursuant to the Plan when the severity of the emergency rises to the level of public appeals for energy conservation. Notice will be provided by appropriate releases to the news media and, to the extent practical and in accordance with procedures deemed appropriate by the Company, by direct contact (telephonic, written or personal) with its large commercial and industrial customers.

D. DAILY MONITORING

Upon direction from the Reliability Coordinator to take steps under the Plan as outlined above, the Company will follow the direction of Reliability Coordinator to continue taking such steps or such additional steps as it is directed to take consistent with applicable procedures and plans. The Company will notify the Commission's Staff when the event for which the Company provided notice pursuant to subsection A or subsection B.4 is concluded, and will notify its customers to the extent they had previously been advised that steps under the Plan were being taken.

E. LIABILITY OF COMPANY

The Continuity of Service obligation provisions contained in the General Rules and Regulations, Section I. General Provisions at Paragraph J are incorporated herein.

CANCELLED - Missouri Public Service Commission - 08/26/2026 - JE-2027-0010

FILED
Missouri Public
Service Commission
EE-2022-0329; JE-2022-0274

GENERAL RULES AND REGULATIONS

VIII. EMERGENCY ENERGY CONSERVATION PROCEDURE (Cont'd.)

A. ENERGY USAGE REDUCTION PROGRAM (Cont'd.)

Step 3: If fossil fuel inventory continues to decrease, and no deliveries are expected or interruptions of deliveries are anticipated, and Company's remaining fossil fuel inventory and deliveries are sufficient for approximately 30 days' generation at operating levels which include Step 2, the State and Federal regulatory commissions, or other appropriate authorities, will be requested to authorize Company to implement the following reductions or eliminations of electric energy uses and, to the extent that they have the authority, to make such reductions mandatory.

3.1 Eliminate all outdoor flood and advertising lighting except for the minimum level necessary to protect life and property, and a single illuminated sign advertising commercial facilities that are open after dark.

3.2 Reduce non-essential uses of electricity in residences, stores, offices, and factories as close to minimum functional and safety levels as possible. For example: reduce general lighting levels; eliminate all show window, display, and decorative lighting; reduce the number of elevators operating during non-peak hours; etc.

3.3 Reduce parking lot lighting, street and alley lighting, and dusk-to-dawn lighting where practicable to minimum functional and safety levels.

3.4 Minimize energy use by maintaining a temperature of no more than 66^{O}F during operation of heating equipment and no less than 80^{O}F during operation of cooling equipment. Also, minimize use of electrically heated hot water.

3.5 Adjust work schedules, as for building cleaning and maintenance, restocking, etc., which would require office or industrial facilities to be lighted, heated or cooled beyond normal office or plant hours.

3.6 Curtail sports, entertainment, and recreational activities consistent with saving energy; for example, eliminate sports requiring lighting and close theaters requiring energy for heating or cooling of facilities, etc.

3.7 Close all public museums, art galleries, historic buildings, etc. requiring lighting, heating or cooling.

3.8 Require commercial establishments to operate on a schedule not exceeding six days per week with a maximum of 48 hours of operation per week (except essential services to the public).

CANCELLED
September 9, 2022
Missouri Public
Service Commission
EE-2022-0329; JE-2022-0274

FILED
Missouri Public
Service Commission
ET-2013-0546; JE-2013-0582

GENERAL RULES AND REGULATIONS

VIII. EMERGENCY ENERGY CONSERVATION PROCEDURE (Cont'd.)

A. ENERGY USAGE REDUCTION PROGRAM (Cont'd.)

Step 4: If fossil fuel inventory continues to decrease, and no deliveries are expected or interruptions of deliveries are anticipated, and Company's remaining fossil fuel inventory and deliveries are sufficient for approximately 25 days' generation at operating levels which include Steps 2 and 3, the State and Federal regulatory commissions, or other appropriate authorities, will be requested to authorize Company to implement the following:

4.1 Each industrial user of electric energy to immediately curtail its monthly usage on a continuous basis by at least 30% of its average monthly usage during the previous 12 months. Company will make available to such authorities a current list of its industrial customers and will, at the direction of such authorities, transmit orally or in writing to such customers the directive on behalf of the authorities.

4.2 Each commercial customer to immediately curtail usage to a maximum 40 hours of operation a week.

4.3 Each residential customer to immediately curtail usage to the minimum amount possible.

Customers providing the essential services generally described in Section B hereof shall be exempt from full compliance with the above requirements.

Steps 5 & 6

The State and Federal regulatory commissions, or other appropriate authorities, will be requested to authorize Company to implement the various actions of Steps 5 and 6 as they become necessary to preserve Company's fossil fuel inventory and maintain essential services. Company will take such technical measures in connection with its facilities as are necessary and feasible to implement these steps and to assure continuous electric supply to essential services.

Step 5: Actions to be implemented as necessary.

5.1 Implement a progressive reduction of industrial and commercial customer use down to levels required for basic plant and employee safety and security.

5.2 Require further residential curtailment to minimum levels (minimum "life support" requirements).

The customers excluded from full compliance with these reductions are the same as those in Section B hereof.

CANCELLED
September 9, 2022
Missouri Public
Service Commission
EE-2022-0329; JE-2022-0274

FILED
Missouri Public
Service Commission
ET-2013-0546; JE-2013-0582

GENERAL RULES AND REGULATIONS

VIII. EMERGENCY ENERGY CONSERVATION PROCEDURE (Cont'd.)

A. ENERGY USAGE REDUCTION PROGRAM (Cont'd.)

Step 6: Company will interrupt loads on a rotating basis as may be necessary and feasible according to procedures described in Company's Operating Manual, Chapter XII, and the following general guidelines:

6.1 Advance notice of customer interruptions will be given by release to the news media. Large commercial and industrial customers will be contacted by the Company Customer Service and Regional Operations functions in accordance with established procedures.

6.2 Rotating outages of circuits which are known to include the essential services described in Section B hereof will not be undertaken.

6.3 Each sales for resale customer will interrupt loads on its system on a rotating basis to achieve the same percentage level of load reduction as Company's procedures provide.

B. ESSENTIAL SERVICES

The group of customers recommended to be exempt as essential services from full compliance with Steps 4 through 6 are listed below.

Industrial and commercial establishments of the types listed below must strive to meet, but are not mandated to meet, the requirements of the several steps. In doing so, such customers should undertake the reduction of electric energy consumption to the fullest practical extent consistent with continued operation of the services, functions, or activities for which the customer is responsible.

1. Any facility whose function is known to Company to be necessary to the support of life.
   a. Certain hospital services and nursing homes.
   b. Non-hospital facilities, such as iron lungs and kidney machines.
2. Any facility whose function is known to Company to be necessary for national, state or local security.
   a. Missile sites
   b. Defense communication network centers
   c. Civil defense facilities
   d. Prisons
   e. Other governmental activities essential to national defense.

CANCELLED
September 9, 2022
Missouri Public
Service Commission
EE-2022-0329; JE-2022-0274

FILED
Missouri Public
Service Commission
ET-2013-0546; JE-2013-0582

GENERAL RULES AND REGULATIONS

VIII. EMERGENCY ENERGY CONSERVATION PROCEDURE (Cont'd.)

B. ESSENTIAL SERVICES (Cont'd.)

3. Any facility whose function is known to Company to be necessary to provide essential public services.

   a. Police and fire control facilities

   b. Essential public services--water, telephone, gas, trash, sewage, etc., facilities

   c. Transportation facilities

   d. Communications media

   e. Coal mining and related functions

   f. Petroleum refining and pipeline facilities

   g. Food processing, storage, and distribution facilities

   h. Medical supply facilities

CANCELLED
September 9, 2022
Missouri Public
Service Commission
EE-2022-0329; JE-2022-0274

FILED
Missouri Public
Service Commission
ET-2013-0546; JE-2013-0582

CANCELLED - Missouri Public Service Commission - 03/11/2023 - ER-2021-0240 - JE-2023-0165

TABLE OF CONTENTS

PILOTS, VARIANCES AND PROMOTIONAL PRACTICES

		SHEET NO.
A.	"RESERVED FOR FUTURE USE"	157
* B.	COMMUNITY SOLAR PILOT PROGRAM	158
C.	COMPANY ADVERTISING AND PUBLICITY PROGRAM	159
D.	KEEPING CURRENT LOW-INCOME PILOT PROGRAM	160
E.	UNREGULATED COMPETITION WAIVERS AND OTHER VARIANCES	161
F.	VOLUNTARY ELECTRONIC BILL RENDERING AND PAYMENT PROGRAM	162
G.	VOLUNTARY GREEN PROGRAM/PURE POWER PROGRAM	163
* H.	CHARGE AHEAD – ELECTRIC VEHICLES PROGRAM	164
* I.	CHARGE AHEAD – CORRIDOR CHARGING PROGRAM	165

*Indicates Addition.

FILED
Missouri Public
Service Commission
ER-2019-0335; YE-2020-0164

TABLE OF CONTENTS

PILOTS, VARIANCES AND PROMOTIONAL PRACTICES

		SHEET NO.
A.	"RESERVED FOR FUTURE USE"	157
B.	"RESERVED FOR FUTURE USE"	158
C.	COMPANY ADVERTISING AND PUBLICITY PROGRAM	159
D.	KEEPING CURRENT LOW-INCOME PILOT PROGRAM	160
E.	UNREGULATED COMPETITION WAIVERS AND OTHER VARIANCES	161
F.	VOLUNTARY ELECTRONIC BILL RENDERING AND PAYMENT PROGRAM	162
G.	VOLUNTARY GREEN PROGRAM/PURE POWER PROGRAM	163

FILED
Missouri Public
Service Commission
ET-2013-0546; JE-2013-0582

CANCELLED
April 1, 2020
Missouri Public
Service Commission
ER-2019-0335; YE-2020-0164

CANCELLED - Missouri Public Service Commission - 06/01/2025 - ER-2024-0319 - JE-2025-0150

FILED - Missouri Public Service Commission - 11/19/2022 - JE-2023-0069

* **PILOTS, VARIANCES, AND PROMOTIONAL PRACTICES**

A. REHOUSING LOW-INCOME PILOT PROGRAM

PURPOSE

The purpose of the Rehousing Low-Income Pilot Program (Program) is to provide additional resources to electric customers meeting the eligibility requirements while assessing the delivery methods used in the Program and the impacts on revenues and costs. This Program is provided pursuant to the Unanimous Stipulation and Agreement approved by the Missouri Public Service Commission (MoPSC) in Case No. ER-2021-0240.

ELIGIBILITY

The Program shall be available to residential customers who have received service under or qualify for any of the rate options contained in Company's Service Classification 1(M) Residential rate and who have been homeless or spent time in a homeless shelter in the past year as identified by a Rehousing Agency.

DEFINITIONS

Rehousing Agency – Either a local private or a non- profit organization designated by Company to enroll customers in the Rehousing Low-Income Pilot Program within their area. For a list of agencies go to amerenmissouri.com/energyassistance com/missouri.

TERM

The Program shall be available to qualifying customers for a period of three (3) years commencing when the first funding is released to one (1) or more Rehousing Agency(s).

PROVISIONS

Pursuant to the Stipulation and Agreement in File No. ER-2021-0240, the Company will provide $500,000 each calendar year to finance the Program with the first year contributions prorated for the months remaining in the year.

Funds will be administered through the Rehousing Agencies with which Company already has relationships and which are positioned to administer the Program or are willing to do so.

Rehousing Agencies may give priority to veterans of U.S. armed services or disabled individuals.

Rehousing Agencies must also offer Company's Keeping Current and Weatherization programs subject to eligibility for and availability of those programs.

Program funds will only be used after customer has received any available LIHEAP funding they may qualify for.

*Indicates Addition.

CANCELLED - Missouri Public Service Commission - 11/19/2022 - JE-2023-0069

THIS SHEET RESERVED FOR FUTURE USE

FILED
Missouri Public
Service Commission
ET-2013-0546; JE-2013-0582

PILOTS, VARIANCES, AND PROMOTIONAL PRACTICES
A. REHOUSING LOW-INCOME PILOT PROGRAM (Cont'd.)

PROVISIONS (Cont'd.)

Up to $1,000 will be available for any eligible customer with total participation not to exceed the annual funding level.

Program funds may be used to satisfy any combination of the following items associated with electric service previously provided to the customer:

- bad debt associated with a prior residential account,
- previously assessed late payment charges,
- bill amounts associated with past unauthorized residential use,
- up to one (1) previously assessed diversion fee.

To the extent that the items noted above do not exceed $1,000, any remaining funds may be provided to the customer in the form of a non-refundable initial bill credit applied to the account except such bill credit may not exceed $500.

A customer that qualifies for this Program shall not be assessed a deposit as a condition of initial service.

Program funds may not be used to satisfy a deposit requirement and it is reasonable for Company to not assess a deposit for initial service for this pilot Program.

ADMINISTRATION, REPORTING AND EVALUATION

A summary of Program administration, reporting and evaluation will be provided via email to Staff and the Office of Public Counsel at the conclusion of each year of the Program and will consist of the number of customers that have participated, the number of participating customers that would have otherwise been required to pay a deposit to establish service, the total amount of Program funds utilized, and the funding utilized for each Rehousing Agancy with each of the amounts described by quarter.

* Any unspent funding allocated for the Program in a given year may be applied to the marketing of the Program, Program staffing, other Ameren Missouri sponsored bill and arrearage assistance programs, and/or low-income weatherization programs based on input from the collaborative members.

*Indicates Addition.

CANCELLED - Missouri Public Service Commission - 06/01/2025 - ER-2024-0319 - JE-2025-0150

FILED - Missouri Public Service Commission - 01/27/2024 - JE-2024-0095

PILOTS, VARIANCES, AND PROMOTIONAL PRACTICES
A. REHOUSING LOW-INCOME PILOT PROGRAM (Cont'd.)

PROVISIONS (Cont'd.)

Up to $1,000 will be available for any eligible customer with total participation not to exceed the annual funding level.

Program funds may be used to satisfy any combination of the following items associated with electric service previously provided to the customer:

- bad debt associated with a prior residential account,
- previously assessed late payment charges,
- bill amounts associated with past unauthorized residential use,
- up to one (1) previously assessed diversion fee.

* To the extent that the items noted above do not exceed $1,000, any remaining funds may be provided to the customer in the form of a non-refundable initial bill credit applied to the account except such bill credit may not exceed $500.

A customer that qualifies for this Program shall not be assessed a deposit as a condition of initial service.

Program funds may not be used to satisfy a deposit requirement and it is reasonable for Company to not assess a deposit for initial service for this pilot Program.

ADMINISTRATION, REPORTING AND EVALUATION

A summary of Program administration, reporting and evaluation will be provided via email to Staff and the Office of Public Counsel at the conclusion of each year of the Program and will consist of the number of customers that have participated, the number of participating customers that would have otherwise been required to pay a deposit to establish service, the total amount of Program funds utilized, and the funding utilized for each Rehousing Agancy with each of the amounts described by quarter.

*Indicates Addition.

CANCELLED - Missouri Public Service Commission - 01/27/2024 - JE-2024-0095

FILED - Missouri Public Service Commission - 08/30/2023 - JE-2024-0012

CANCELLED - Missouri Public Service Commission - 08/30/2023 - JE-2024-0012

FILED - Missouri Public Service Commission - 11/19/2022 - JE-2023-0069

* **PILOTS, VARIANCES, AND PROMOTIONAL PRACTICES**

A. REHOUSING LOW-INCOME PILOT PROGRAM (Cont'd.)

PROVISIONS (Cont'd.)

Up to $1,000 will be available for any eligible customer with total participation not to exceed the annual funding level.

Program funds may be used to satisfy any combination of the following items associated with electric service previously provided to the customer:

- bad debt associated with a prior residential account,
- previously assessed late payment charges,
- bill amounts associated with past unauthorized residential use,
- up to one (1) previously assessed diversion fee.

A customer that qualifies for this Program shall not be assessed a deposit as a condition of initial service.

Program funds may not be used to satisfy a deposit requirement and it is reasonable for Company to not assess a deposit for initial service for this pilot Program.

ADMINISTRATION, REPORTING AND EVALUATION

A summary of Program administration, reporting and evaluation will be provided via email to Staff and the Office of Public Counsel at the conclusion of each year of the Program and will consist of the number of customers that have participated, the number of participating customers that would have otherwise been required to pay a deposit to establish service, the total amount of Program funds utilized, and the funding utilized for each Rehousing Agancy with each of the amounts described by quarter.

*Indicates Addition.

CANCELLED - Missouri Public Service Commission - 11/19/2022 - JE-2023-0069

THIS SHEET RESERVED FOR FUTURE USE

FILED
Missouri Public
Service Commission
ET-2013-0546; JE-2013-0582

COMMUNITY SOLAR PILOT PROGRAM

PURPOSE

The purpose of the Community Solar Pilot Program (Program) is to examine the interest of customers in an opportunity to subscribe to a designated solar resource (Resource) within the Company's Missouri service territory.

PROGRAM DESCRIPTION

Program participants will subscribe to and enroll in the Program and by doing so, agree to pay for Solar Blocks of 100 kilowatt-hour (kWh) each that will replace an equivalent kWh amount of electricity they receive from their standard class of service.

AVAILABILITY

Electric service under this Program is only available to full service electric customers currently served by the Company. Customers can replace up to 50% of their average annual energy usage. Customers must qualify for service under either Company Service Classification Residential Service 1(M) or Small General Service 2(M). Customers will be deemed ineligible for the Program if they have received a disconnection notice within twelve (12) months preceding their application.

Participants will be enrolled on a first-come, first-served basis. Participants can enroll or cancel subject to the Program Provisions and Special Terms. Service hereunder is provided through one meter to one end-use customer and may not be redistributed or resold.

DEFINITIONS

Solar Block – 100 kWh of solar energy per billing month. The number of blocks available will be determined by the total estimated average annual production over the life of the Resource.

Solar Availability Bank – The number of Solar Blocks available for subscription in any given month based on the estimated average annual production over the life of the Resource minus Solar Blocks covered by existing subscriptions.

Term of Initial Enrollment - The initial enrollment term shall be limited to within three years of the first effective date of this tariff sheet.

Program Term - The program term shall be 25 years from the date of the Resource being placed into service.

SOLAR BLOCK MONTHLY CHARGES

Subject to the Program Provisions and Special Terms set forth below:

Solar Block Charges for a 100 kWh Block

Service Classification	Residential Service 1(M)	Small General Service 2(M)
Solar Generation Charge	$ 10.78	$ 10.78
*Total Facilities Charge	$ 3.13	$ 2.28
Total Solar Block Charge	$ 13.91	$ 13.06

CANCELLED June 8, 2020 Missouri Public Service Commission ET-2020-0022; YE-2020-0208

FILED Missouri Public Service Commission ER-2019-0335; YE-2020-0164

*Indicates Change.

COMMUNITY SOLAR PILOT PROGRAM

PURPOSE

The purpose of the Community Solar Pilot Program (Program) is to examine the interest of customers in an opportunity to subscribe to a designated solar resource (Resource) within the Company's Missouri service territory.

PROGRAM DESCRIPTION

Program participants will subscribe to and enroll in the Program and by doing so, agree to pay for Solar Blocks of 100 kilowatt-hour (kWh) each that will replace an equivalent kWh amount of electricity they receive from their standard class of service.

AVAILABILITY

Electric service under this Program is only available to full service electric customers currently served by the Company. Customers can replace up to 50% of their average annual energy usage. Customers must qualify for service under either Company Service Classification Residential Service 1(M) or Small General Service 2(M). Customers will be deemed ineligible for the Program if they have received a disconnection notice within twelve (12) months preceding their application.

Participants will be enrolled on a first-come, first-served basis. Participants can enroll or cancel subject to the Program Provisions and Special Terms. Service hereunder is provided through one meter to one end-use customer and may not be redistributed or resold.

DEFINITIONS

Solar Block – 100 kWh of solar energy per billing month. The number of blocks available will be determined by the total estimated average annual production over the life of the Resource.

Solar Availability Bank – The number of Solar Blocks available for subscription in any given month based on the estimated average annual production over the life of the Resource minus Solar Blocks covered by existing subscriptions.

Term of Initial Enrollment - The initial enrollment term shall be limited to within three years of the first effective date of this tariff sheet.

Program Term - The program term shall be 25 years from the date of the Resource being placed into service.

SOLAR BLOCK MONTHLY CHARGES

Subject to the Program Provisions and Special Terms set forth below:

Solar Block Charges for a 100 kWh Block

Service Classification	Residential Service 1(M)	Small General Service 2(M)
Solar Generation Charge	$ 10.78	$ 10.78
Total Facilities Charge	$ 3.17	$ 2.31
Total Solar Block Charge	$ 13.95	$ 13.09

FILED
Missouri Public
Service Commission
EA-2016-0207; YE-2019-0043

CANCELLED
April 1, 2020
Missouri Public
Service Commission
ER-2019-0335; YE-2020-0164

THIS SHEET RESERVED FOR FUTURE USE

CANCELLED
October 13, 2018
Missouri Public
Service Commission
EA-2016-0207; YE-2019-0043

FILED
Missouri Public
Service Commission
ET-2013-0546; JE-2013-0582

COMMUNITY SOLAR PILOT PROGRAM (Cont'd.)

MONTHLY BILL

All terms and conditions of the customer's applicable standard service classification tariff shall apply to this Program with the following exception:

The Solar Blocks supplied under this Program, pursuant to the customer's subscribed amount, will replace an equal amount of kWh the customer would otherwise be billed under their Energy Charge and Energy Efficiency Program Charge.

All other usage-based charges in the customer's applicable tariff schedule will be billed at the actual metered electricity usage.

INITIAL ENROLLMENT; TERM

Unless a Resource under this program is placed in service within the Term of Initial Enrollment, the Community Solar Pilot Program tariff sheets shall expire three years after the first effective date of this tariff sheet. Once a Resource has been placed in service under this Program, i) enrolled customers that also receive service under this tariff may continue said service for the Program Term unless they cancel service under the program and ii) new customers will be allowed to receive service under the Program after the initial three (3) year period to the extent there exists a Solar Availability Bank. However, this tariff shall immediately become void, and the Company shall have no further obligations or liabilities hereunder, if any term or terms of this Program are determined to be discriminatory or otherwise unlawful by a court of competent jurisdiction.

PROGRAM PROVISIONS AND SPECIAL TERMS

1. Qualifying customers are eligible to subscribe to at least one (1) Solar Block, regardless of their annual usage, as long as they meet all other provisions.
2. In any given billing month, an unused Solar Block or portion of a Solar Block subscribed by customer will not be carried over into any subsequent billing month.
3. All rights to the solar renewable energy certificates (SREC) associated with the generation output of the Resource(s) will be owned by the Company and managed consistent with Company's Renewable Portfolio.
4. Enrollment; Participation Fee; Commitment:
   a. The Program will result in the construction of a 1 MW Resource, if there are sufficient subscriptions to support the Resource. Customers enrolling in the Program will be assigned to the Resource until such time as all of the Solar Blocks for the Resource are subscribed, and upon enrollment such customers shall pay a Program participation fee of $25 per block. Collected Program participation fees will be treated by the Company as a Contribution in Aid of Construction upon construction of the Resource.

CANCELLED
June 8, 2020
Missouri Public
Service Commission
ET-2020-0022; YE-2020-0208

FILED
Missouri Public
Service Commission
EA-2016-0207; YE-2019-0043

THIS SHEET RESERVED FOR FUTURE USE

CANCELLED
October 13, 2018
Missouri Public
Service Commission
EA-2016-0207; YE-2019-0043

FILED
Missouri Public
Service Commission
ET-2013-0546; JE-2013-0582

COMMUNITY SOLAR PILOT PROGRAM (Cont'd.)

PROGRAM PROVISIONS AND SPECIAL TERMS (Cont'd.)

c. On and after the date the Company commits to construct a Resource, which commitment shall occur upon the Company posting its commitment on its website and sending an e-mail, if available, or by letter, announcing its commitment to the enrollees assigned to a Resource, said enrollees will be obligated to participate in the Program and pay the charges thereunder for a term of two years after the Resource's in-service date, unless the customer no longer takes service from the Company. Until said committal date, an enrollee may withdraw from the Program via the Company's website or by calling the Company's toll-free customer service line and shall receive a refund of the enrollee's Program participation fee. However, a customer that is a participant in the Program will be permitted to withdraw from the Program before the two-year commitment period has been completed only if a customer on the waitlist for which there is not a Resource available can take the withdrawing participant's place for the Resource, and the withdrawing participant will not be refunded any fees.

* d. Any enrollee from whom a Program participation fee has been collected who has not received service from the Resource by March 31, 2022, will be refunded the Program participation fee.

e. Customers may enroll in the Program via the Company's website or by calling the Company's toll-free customer service line after the Company has committed to build the Resource, and throughout the Program's operation, during any period when there exists a Solar Availability Bank, without paying a Program participation fee. The Company will maintain a waiting list of customers interested in enrolling in the Program during periods when there is no Solar Availability Bank, and will notify customers on the waiting list via e-mail or letter when the Bank becomes available.

f. The Company will continue to share the risk for undersubscribed Resources as discussed in paragraph 15 of the Amended Unanimous Stipulation And Agreement filed in EA-2016-0207.

5. The Solar Generation Charge associated with the Solar Block will be capped for Resource Term at the initially offered level, but may decrease if incremental capacity additions to or retirements from the Resources occur and result in a lower aggregate functionalized generation cost of all Resources placed in service under this Program. The Total Facilities Charge will be subject to adjustment in each general rate case during the applicable Resource Term.

6. Where an additional Resource is added to the Program, the levelized cost of the new Resource will be averaged with the remaining levelized cost of existing Resource to determine the new fixed levelized cost that determines the Solar Generation Charge and contributes to the total cost of the Solar Block. This change would apply to all subscribers under the Program.

7. Payments for Solar Blocks will be due no later than the due date shown on the bill and will be incorporated into the customer's standard billing cycle.

*Indicates Change.

CANCELLED
February 27, 2022
Missouri Public
Service Commission
EA-2020-0371; ET-2020-0022
JE-2022-0214

FILED
Missouri Public
Service Commission
ET-2020-0022; YE-2021-0193

COMMUNITY SOLAR PILOT PROGRAM (Cont'd.)

PROGRAM PROVISIONS AND SPECIAL TERMS (Cont'd.)

* c. On and after the date the Company commits to construct a Resource, which commitment shall occur upon the Company posting its commitment on its website and sending an e-mail, if available, or by letter, announcing its commitment to the enrollees assigned to a Resource, said enrollees will be obligated to participate in the Program and pay the charges thereunder for a term of two years after the Resource's in-service date, unless the customer no longer takes service from the Company. Until said committal date, an enrollee may withdraw from the Program via the Company's website or by calling the Company's toll-free customer service line and shall receive a refund of the enrollee's Program participation fee. However, a customer that is a participant in the Program will be permitted to withdraw from the Program before the two-year commitment period has been completed only if a customer on the waitlist for which there is not a Resource available can take the withdrawing participant's place for the Resource, and the withdrawing participant will not be refunded any fees.

* d. Any enrollee from whom a Program participation fee has been collected who has not received service from the Resource by the earlier of (i) the date the Company commits to the Resource, or (ii) October 13, 2021, will be refunded the Program participation fee.

e. Customers may enroll in the Program via the Company's website or by calling the Company's toll-free customer service line after the Company has committed to build the Resource, and throughout the Program's operation, during any period when there exists a Solar Availability Bank, without paying a Program participation fee. The Company will maintain a waiting list of customers interested in enrolling in the Program during periods when there is no Solar Availability Bank, and will notify customers on the waiting list via e-mail or letter when the Bank becomes available.

** f. The Company will continue to share the risk for undersubscribed Resources as discussed in paragraph 15 of the Amended Unanimous Stipulation And Agreement filed in EA-2016-0207.

* 5. The Solar Generation Charge associated with the Solar Block will be capped for Resource Term at the initially offered level, but may decrease if incremental capacity additions to or retirements from the Resources occur and result in a lower aggregate functionalized generation cost of all Resources placed in service under this Program. The Total Facilities Charge will be subject to adjustment in each general rate case during the applicable Resource Term.

*** 6. Where an additional Resource is added to the Program, the levelized cost of the new Resource will be averaged with the remaining levelized cost of existing Resource to determine the new fixed levelized cost that determines the Solar Generation Charge and contributes to the total cost of the Solar Block. This change would apply to all subscribers under the Program.

*** 7. Payments for Solar Blocks will be due no later than the due date shown on the bill and will be incorporated into the customer's standard billing cycle.

CANCELLED
May 30, 2021
Missouri Public
Service Commission
ET-2020-0022; YE-2021-0193

FILED
Missouri Public
Service Commission
ET-2020-0022; YE-2020-0208

*Indicates Change. **Indicates Addition. ***Indicates Reissue.

COMMUNITY SOLAR PILOT PROGRAM (Cont'd.)

PROGRAM PROVISIONS AND SPECIAL TERMS (Cont'd.)

b. On and after the date the Company commits to construct the Resource, which commitment shall occur upon the Company posting its commitment on its website and sending an e-mail, if available, or by letter, announcing its commitment to the enrollees assigned to the Resource, said enrollees will be obligated to participate in the Program and pay the charges thereunder for a term of two years after the Resource's in-service date, unless the customer no longer takes service from the Company. Until said committal date, an enrollee may withdraw from the Program via the Company's website or by calling the Company's toll-free customer service line and shall receive a refund of the enrollee's Program participation fee.

c. Any enrollee from whom a Program participation fee has been collected who has not received service from the Resource by the earlier of (i) the date the Company commits to the Resource, or (ii) three years after this tariff first becomes effective, will be refunded the Program participation fee.

d. Customers may enroll in the Program via the Company's website or by calling the Company's toll-free customer service line after the Company has committed to build the Resource, and throughout the Program's operation, during any period when there exists a Solar Availability Bank, without paying a Program participation fee. The Company will maintain a waiting list of customers interested in enrolling in the Program during periods when there is no Solar Availability Bank, and will notify customers on the waiting list via e-mail or letter when the Bank becomes available.

5. The Solar Generation Charge associated with the Solar Block will be capped for Program Term at the initially offered level, but may decrease if incremental capacity additions to or retirements from the Resources occur and result in a lower aggregate functionalized generation cost of all Resources placed in service under this Program. The Total Facilities Charge will be subject to adjustment in each general rate case during the applicable Program Term.

CANCELLED
June 8, 2020
Missouri Public
Service Commission
ET-2020-0022; YE-2020-0208

FILED
Missouri Public
Service Commission
EA-2016-0207; YE-2019-0043

CANCELLED - Missouri Public Service Commission - 06/01/2025 - ER-2024-0319 - JE-2025-0150

COMMUNITY SOLAR PILOT PROGRAM (Cont'd.)

PROGRAM PROVISIONS AND SPECIAL TERMS (Cont'd.)

8. Any customer being served or having been served on this Program waives all rights to any billing adjustments arising from a claim that the customer's service would be at a lower cost had the customer not participated in the Program for any period of time.
9. If a customer moves to another location within the Company's Missouri service territory the customer's subscription will also transfer.
10. Subscription cancelations will result in available Solar Blocks going back into the Solar Availability Bank. Any surplus of kWh from Solar Blocks will be forfeited back into the Solar Availability Bank without any monetary reimbursement to subscriber.
11. After the expiration of any two-year commitment as provided for in paragraph 4.B, customers that subscribe will continue as Program participants until they cancel their subscription or the Program is terminated, whichever occurs first. For enrollments occurring 20 or more days before a customer's next billing cycle, enrollment fees or refunds of participation fees, if otherwise allowed hereunder, shall be charged or credited, as appropriate, via the customer's bill in that next billing cycle; otherwise, in the second billing cycle after enrollment or withdrawal.
12. Any customer who terminates Program participation must wait three (3) months after the first billing cycle without a subscription to re-enroll in the Program.
13. Customers with Net Metering agreements and customers served on Time-of-Use Service rate schedules other than the Residential Daytime/Overnight rate schedule are ineligible for the Program.

* 14. Program participants may transfer their subscription to the Community Solar Program (Rider CSP) when a Rider CSP program resource is available for subscription. The solar energy associated the Solar Blocks of a transferring customer's subscription will be converted to an equivalent number of kWh for subscription under Rider CSP.

GENERAL RULES AND REGULATIONS

In addition to the above specific rules and regulations, all of Company's General Rules and Regulations shall apply to service supplied under this Program.

*Indicates Addition

FILED
Missouri Public
Service Commission
ER-2021-0240; YE-2022-0222

COMMUNITY SOLAR PILOT PROGRAM (Cont'd.)

PROGRAM PROVISIONS AND SPECIAL TERMS (Cont'd.)

8. Any customer being served or having been served on this Program waives all rights to any billing adjustments arising from a claim that the customer's service would be at a lower cost had the customer not participated in the Program for any period of time.
9. If a customer moves to another location within the Company's Missouri service territory the customer's subscription will also transfer.
10. Subscription cancelations will result in available Solar Blocks going back into the Solar Availability Bank. Any surplus of kWh from Solar Blocks will be forfeited back into the Solar Availability Bank without any monetary reimbursement to subscriber.
11. After the expiration of any two-year commitment as provided for in paragraph 4.B, customers that subscribe will continue as Program participants until they cancel their subscription or the Program is terminated, whichever occurs first. For enrollments occurring 20 or more days before a customer's next billing cycle, enrollment fees or refunds of participation fees, if otherwise allowed hereunder, shall be charged or credited, as appropriate, via the customer's bill in that next billing cycle; otherwise, in the second billing cycle after enrollment or withdrawal.
12. Any customer who terminates Program participation must wait three (3) months after the first billing cycle without a subscription to re-enroll in the Program.

* 13. Customers with Net Metering agreements and customers served on Time-of-Use Service rate schedules other than the Residential Daytime/Overnight rate schedule are ineligible for the Program.

GENERAL RULES AND REGULATIONS

In addition to the above specific rules and regulations, all of Company's General Rules and Regulations shall apply to service supplied under this Program.

** **SOLAR BLOCK MONTHLY CHARGES**

Subject to the Program Provisions and Special Terms set forth below:

Solar Block Charges for a 100 kWh Block

Service Classification	Residential Service 1(M)	Small General Service 2(M)
Solar Generation Charge	$ 10.78	$ 10.78
*Total Facilities Charge	$ 3.13	$ 2.28
Total Solar Block Charge	$ 13.91	$ 13.06

CANCELLED
February 28, 2022
Missouri Public
Service Commission
ER-2021-0240; YE-2022-0222

FILED
Missouri Public
Service Commission
ET-2020-0022; YE-2020-0208

*Indicates Change. **Indicated Reissue.

COMMUNITY SOLAR PILOT PROGRAM (Cont'd.)

PROGRAM PROVISIONS AND SPECIAL TERMS (Cont'd.)

6. Where an additional Resource is added to the Program, the levelized cost of the new Resource will be averaged with the remaining levelized cost of existing Resource to determine the new fixed levelized cost that determines the Solar Generation Charge and contributes to the total cost of the Solar Block. This change would apply to all subscribers under the Program.
7. Payments for Solar Blocks will be due no later than the due date shown on the bill and will be incorporated into the customer's standard billing cycle.
8. Any customer being served or having been served on this Program waives all rights to any billing adjustments arising from a claim that the customer's service would be at a lower cost had the customer not participated in the Program for any period of time.
9. If a customer moves to another location within the Company's Missouri service territory the customer's subscription will also transfer.
10. Subscription cancelations will result in available Solar Blocks going back into the Solar Availability Bank. Any surplus of kWh from Solar Blocks will be forfeited back into the Solar Availability Bank without any monetary reimbursement to subscriber.
11. After the expiration of any two-year commitment as provided for in paragraph 4.B, customers that subscribe will continue as Program participants until they cancel their subscription or the Program is terminated, whichever occurs first. For enrollments occurring 20 or more days before a customer's next billing cycle, enrollment fees or refunds of participation fees, if otherwise allowed hereunder, shall be charged or credited, as appropriate, via the customer's bill in that next billing cycle; otherwise, in the second billing cycle after enrollment or withdrawal.
12. Any customer who terminates Program participation must wait three (3) months after the first billing cycle without a subscription to re-enroll in the Program.
13. Customers with Net Metering agreements or Time-of-Day Service are ineligible for the Program.

GENERAL RULES AND REGULATIONS

In addition to the above specific rules and regulations, all of Company's General Rules and Regulations shall apply to service supplied under this Program.

CANCELLED
June 8, 2020
Missouri Public
Service Commission
ET-2020-0022; YE-2020-0208

FILED
Missouri Public
Service Commission
EA-2016-0207; YE-2019-0043

CANCELLED - Missouri Public Service Commission - 06/01/2025 - ER-2024-0319 - JE-2025-0150

FILED - Missouri Public Service Commission - 06/19/2023 - ER-2022-0337 - YE-2023-0222

SOLAR BLOCK MONTHLY CHARGES

Subject to the Program Provisions and Special Terms set forth below:

Solar Block Charges for a 100 kWh Block

Service Classification	Residential Service 1(M)	Small General Service 2(M)
Solar Generation Charge	$ 8.51	$ 8.51
*Total Facilities Charge	$ 3.61	$ 2.62
*Total Solar Block Charge	$ 12.12	$ 11.13

*Indicates Change.

CANCELLED - Missouri Public Service Commission - 07/09/2023 - ER-2022-0337 - YE-2023-0222

SOLAR BLOCK MONTHLY CHARGES

Subject to the Program Provisions and Special Terms set forth below:

Solar Block Charges for a 100 kWh Block

Service Classification	Residential Service 1(M)	Small General Service 2(M)
*Solar Generation Charge	$ 8.51	$ 8.51
Total Facilities Charge	$ 3.41	$ 2.48
*Total Solar Block Charge	$ 11.92	$ 10.99

*Indicates Change.

FILED
Missouri Public
Service Commission
EA-2020-0371; YE-2022-0259

SOLAR BLOCK MONTHLY CHARGES

Subject to the Program Provisions and Special Terms set forth below:

Solar Block Charges for a 100 kWh Block

Service Classification	Residential Service 1(M)	Small General Service 2(M)
Solar Generation Charge	$ 10.78	$ 10.78
*Total Facilities Charge	$ 3.41	$ 2.48
*Total Solar Block Charge	$ 14.19	$ 13.26

CANCELLED
July 16, 2022
Missouri Public
Service Commission
EA-2020-0371; YE-2022-0259

*Indicates Change.

FILED
Missouri Public
Service Commission
ER-2021-0240; YE-2022-0222

CANCELLED - Missouri Public Service Commission - 06/01/2025 - ER-2024-0319 - JE-2025-0150

FILED - Missouri Public Service Commission - 08/30/2023 - JE-2024-0012

PILOTS, VARIANCES, AND PROMOTIONAL PRACTICES
D. KEEPING CURRENT LOW-INCOME PILOT PROGRAM

PURPOSE

The purpose of the Keeping Current Low-Income Pilot Program (Program) is to provide electric bill payment assistance to customers meeting the eligibility requirements while assessing the delivery methods used in the Program and the impacts on revenues and costs. This Program is provided pursuant to the Stipulation and Agreement Regarding Ameren Missouri's Keeping Current Program approved by the Missouri Public Service Commission (MoPSC) in Case No. ER-2012-0166 and pursuant to the Unanimous Stipulation and Agreement approved by the MoPSC in Case No. ER-2016-0179 and pursuant to the Unanimous Stipulation and Agreement approved by the MoPSC in Case No. ER-2021-0240 and pursuant to the Stipulation and Agreement approved by the MoPSC in Case No. ER-2022-0337.

* **AVAILABILITY**

The Program has three (3) categories of Participants:

a) Participants in the Keeping Current Electric Heating Program category – This Program category shall be limited to electric space heating customers on the Residential Service Rate 1(M) who have an income level at or below 200% of the Federal Poverty Level (FPL) enrolled by a program agency designated by the Company. (For a list of agencies go to ameren.com/missouri)

b) Participants in the Keeping Current Non-Electric Heating Program category – This Program category shall be limited to non-electric space heating customers on the Residential Service Rate 1(M) who have an income level at or below 200% of the FPL enrolled by a program agency designated by the Company.

c) Participants in the Keeping Current Cooling Program category – This Program category shall be limited to electric space cooling customers on the Residential Service Rate 1(M) who are either 1) elderly, 2) disabled, 3) have a documented chronic medical condition, or 4) live in households with one or more children five (5) years of age or younger and the customer in one of these categories has an income that is no more than 250% of the FPL enrolled by an agency designated by the Company.

No customer with an arrearage that includes a theft of service charge shall be eligible to participate in the Program.

No credit refund checks will be issued by the Company to Participants.

DEFINITIONS

Collaborative – Signatories to the Stipulation and Agreement Regarding Ameren Missouri's Keeping Current Pilot Program in Case No. ER-2012-0166, the Unanimous Stipulation and Agreement in Case No. ER-2016-0179, the Unanimous Stipulation and Agreement in Case No. ER-2021-0240, and the Stipulation and Agreement in Case No. ER-2022-0337.

* Indicates Change.

CANCELLED - Missouri Public Service Commission - 08/30/2023 - JE-2024-0012

FILED - Missouri Public Service Commission - 06/19/2023 - ER-2022-0337 - YE-2023-0222

PILOTS, VARIANCES, AND PROMOTIONAL PRACTICES
D. KEEPING CURRENT LOW-INCOME PILOT PROGRAM

* **PURPOSE**

The purpose of the Keeping Current Low-Income Pilot Program (Program) is to provide electric bill payment assistance to customers meeting the eligibility requirements while assessing the delivery methods used in the Program and the impacts on revenues and costs. This Program is provided pursuant to the Stipulation and Agreement Regarding Ameren Missouri's Keeping Current Program approved by the Missouri Public Service Commission (MoPSC) in Case No. ER-2012-0166 and pursuant to the Unanimous Stipulation and Agreement approved by the MoPSC in Case No. ER-2016-0179 and pursuant to the Unanimous Stipulation and Agreement approved by the MoPSC in Case No. ER-2021-0240 and pursuant to the Stipulation and Agreement approved by the MoPSC in Case No. ER-2022-0337.

* **AVAILABILITY**

The Program has three (3) categories of Participants:

a) Participants in the Keeping Current Electric Heating Program category – This Program category shall be limited to electric space heating customers on the Residential Service Rate 1(M) who have an income level at or below 150% of the Federal Poverty Level (FPL) enrolled by a program agency designated by the Company. (For a list of agencies go to ameren.com/missouri)

b) Participants in the Keeping Current Non-Electric Heating Program category – This Program category shall be limited to non-electric space heating customers on the Residential Service Rate 1(M) who have an income level at or below 150% of the FPL enrolled by a program agency designated by the Company.

c) Participants in the Keeping Current Cooling Program category – This Program category shall be limited to electric space cooling customers on the Residential Service Rate 1(M) who are either 1) elderly, 2) disabled, 3) have a documented chronic medical condition, or 4) live in households with one or more children five (5) years of age or younger and the customer in one of these categories has an income that is no more than 150% of the FPL enrolled by an agency designated by the Company.

No customer with an arrearage that includes a theft of service charge shall be eligible to participate in the Program.

No credit refund checks will be issued by the Company to Participants.

* **DEFINITIONS**

Collaborative – Signatories to the Stipulation and Agreement Regarding Ameren Missouri's Keeping Current Pilot Program in Case No. ER-2012-0166, the Unanimous Stipulation and Agreement in Case No. ER-2016-0179, the Unanimous Stipulation and Agreement in Case No. ER-2021-0240, and the Stipulation and Agreement in Case No. ER-2022-0337.

* Indicates Change.

CANCELLED - Missouri Public Service Commission - 07/09/2023 - ER-2022-0337 - YE-2023-0222

PILOTS, VARIANCES, AND PROMOTIONAL PRACTICES
D. KEEPING CURRENT LOW-INCOME PILOT PROGRAM

*** PURPOSE**

The purpose of the Keeping Current Low-Income Pilot Program (Program) is to provide electric bill payment assistance to customers meeting the eligibility requirements while assessing the delivery methods used in the Program and the impacts on revenues and costs. This Program is provided pursuant to the Stipulation and Agreement Regarding Ameren Missouri's Keeping Current Program approved by the Missouri Public Service Commission (MoPSC) in Case No. ER-2012-0166 and pursuant to the Unanimous Stipulation and Agreement approved by the MoPSC in Case No. ER-2016-0179 and pursuant to the Unanimous Stipulation and Agreement approved by the MoPSC in Case No. ER-2021-0240.

*** AVAILABILITY**

The Program has three (3) categories of Participants:

a) Participants in the Keeping Current Electric Heating Program category – This Program category shall be limited to electric space heating customers on the Residential Service Rate 1(M) who have an income level at or below 150% (1) of the Federal Poverty Level (FPL) enrolled by a program agency designated by the Company. (For a list of agencies go to ameren.com/missouri)

b) Participants in the Keeping Current Non-Electric Heating Program category – This Program category shall be limited to non-electric space heating customers on the Residential Service Rate 1(M) who have an income level at or below 150% (1) of the FPL enrolled by a program agency designated by the Company.

c) Participants in the Keeping Current Cooling Program category – This Program category shall be limited to electric space cooling customers on the Residential Service Rate 1(M) who are either 1) elderly, 2) disabled, 3) have a documented chronic medical condition, or 4) live in households with one or more children five (5) years of age or younger and the customer in one of these categories has an income that is no more than 150% (2) of the FPL enrolled by an agency designated by the Company.

No customer with an arrearage that includes a theft of service charge shall be eligible to participate in the Program.

No credit refund checks will be issued by the Company to Participants.

(1) Through December 31, 2022, the percentage shall be 300% rather than 150%
(2) Through December 31, 2022, the percentage shall be 300% rather than 150%

DEFINITIONS

Collaborative – Signatories to the Stipulation and Agreement Regarding Ameren Missouri's Keeping Current Pilot Program in Case No. ER-2012-0166, the Unanimous Stipulation and Agreement in Case No. ER-2016-0179, and the Unanimous Stipulation and Agreement in Case No. ER-2021-0240, which include the Company, MoPSC Staff, Office of the Public Counsel (OPC), Missouri Industrial Energy Consumers (MIEC), AARP, Consumers Council of Missouri, and Legal Services of Eastern Missouri.

FILED
Missouri Public
Service Commission
ER-2021-0240; YE-2022-0222

* Indicates Change.

PILOTS, VARIANCES, AND PROMOTIONAL PRACTICES
D. KEEPING CURRENT LOW-INCOME PILOT PROGRAM

PURPOSE

The purpose of the Keeping Current Low-Income Pilot Program (Program) is to provide electric bill payment assistance to customers meeting the eligibility requirements while assessing the delivery methods used in the Program and the impacts on revenues and costs. This Program is provided pursuant to the Stipulation and Agreement Regarding Ameren Missouri's Keeping Current Program approved by the Missouri Public Service Commission (MoPSC) in Case No. ER-2012-0166 and pursuant to the Unanimous Stipulation and Agreement approved by the MoPSC in Case No. ER-2016-0179.

* AVAILABILITY

The Program has three (3) categories of Participants:

a) Participants in the Keeping Current Electric Heating Program category – This Program category shall be limited to electric space heating customers on the Residential Service Rate 1(M) who have an income level at or below 150% (1) of the Federal Poverty Level (FPL) enrolled by a program agency designated by the Company. (For a list of agencies go to ameren.com/missouri)

b) Participants in the Keeping Current Non-Electric Heating Program category – This Program category shall be limited to non-electric space heating customers on the Residential Service Rate 1(M) who have an income level at or below 150% (1) of the FPL enrolled by a program agency designated by the Company.

c) Participants in the Keeping Current Cooling Program category – This Program category shall be limited to electric space cooling customers on the Residential Service Rate 1(M) who are either 1) elderly, 2) disabled, 3) have a documented chronic medical condition, or 4) live in households with one or more children five (5) years of age or younger and the customer in one of these categories has an income that is no more than 150% (2) of the FPL enrolled by an agency designated by the Company.

No customer with an arrearage that includes a theft of service charge shall be eligible to participate in the Program.

No credit refund checks will be issued by the Company to Participants.

(1) Through December 31, 2021, the percentage shall be 200% rather than 150%
(2) Through December 31, 2021, the percentage shall be 250% rather than 150%

DEFINITIONS

Collaborative – Signatories to the Stipulation and Agreement Regarding Ameren Missouri's Keeping Current Pilot Program in Case No. ER-2012-0166 and Unanimous Stipulation and Agreement in Case No. ER-2016-0179, which include the Company, MoPSC Staff, Office of the Public Counsel (OPC), Missouri Industrial Energy Consumers (MIEC), AARP and Consumers Council of Missouri.

CANCELLED
February 28, 2022
Missouri Public
Service Commission
ER-2021-0240; YE-2022-0222

* Indicates Change.

FILED
Missouri Public
Service Commission
ET-2021-0304; YE-2021-0172

PILOTS, VARIANCES, AND PROMOTIONAL PRACTICES
D. KEEPING CURRENT LOW-INCOME PILOT PROGRAM

*** PURPOSE**

The purpose of the Keeping Current Low-Income Pilot Program (Program) is to provide electric bill payment assistance to customers meeting the eligibility requirements while assessing the delivery methods used in the Program and the impacts on revenues and costs. This Program is provided pursuant to the Stipulation and Agreement Regarding Ameren Missouri's Keeping Current Program approved by the Missouri Public Service Commission (MoPSC) in Case No. ER-2012-0166 and pursuant to the Unanimous Stipulation and Agreement approved by the MoPSC in Case No. ER-2016-0179.

*** AVAILABILITY**

The Program has three (3) categories of Participants:

a) Participants in the Keeping Current Electric Heating Program category – This Program category shall be limited to electric space heating customers on the Residential Service Rate 1(M) who have an income level at or below 150% of the Federal Poverty Level (FPL) enrolled by a program agency designated by the Company. (For a list of agencies go to ameren.com/missouri)

b) Participants in the Keeping Current Non-Electric Heating Program category – This Program category shall be limited to non-electric space heating customers on the Residential Service Rate 1(M) who have an income level at or below 150% of the FPL enrolled by a program agency designated by the Company.

c) Participants in the Keeping Current Cooling Program category – This Program category shall be limited to electric space cooling customers on the Residential Service Rate 1(M) who are either 1) elderly, 2) disabled, 3) have a documented chronic medical condition, or 4) live in households with one or more children five (5) years of age or younger and the customer in one of these categories has an income that is no more than 150% of the FPL enrolled by an agency designated by the Company.

No customer with an arrearage that includes a theft of service charge shall be eligible to participate in the Program.

No credit refund checks will be issued by the Company to Participants.

*** DEFINITIONS**

Collaborative – Signatories to the Stipulation and Agreement Regarding Ameren Missouri's Keeping Current Pilot Program in Case No. ER-2012-0166 and Unanimous Stipulation and Agreement in Case No. ER-2016-0179, which include the Company, MoPSC Staff, Office of the Public Counsel (OPC), Missouri Industrial Energy Consumers (MIEC), AARP and Consumers Council of Missouri.

Federal Poverty Level (FPL) – The set minimum amount of gross income that a family needs for food, clothing, transportation, shelter and other necessities. This level is determined by the U.S. Department of Health and Human Services. FPL varies according to family size.

CANCELLED
April 1, 2021
Missouri Public
Service Commission
ET-2021-0304; YE-2021-0172

* Indicates Change.

FILED
Missouri Public
Service Commission
ER-2016-0179; YE-2017-0173

PILOTS, VARIANCES, AND PROMOTIONAL PRACTICES

D. KEEPING CURRENT LOW-INCOME PILOT PROGRAM

PURPOSE

The purpose of the Keeping Current Low-Income Pilot Program (Program) is to provide electric bill payment assistance to customers meeting the eligibility requirements while assessing the delivery methods used in the Program and the impacts on revenues and costs. This Program is provided pursuant to the Stipulation and Agreement Regarding Ameren Missouri's Keeping Current Program approved by the Missouri Public Service Commission (MoPSC) in Case No. ER-2012-0166.

AVAILABILITY

Availability of this Program shall be limited to customers on the Residential Service Rate 1(M) who a) have an income level at or below 125% of the Federal Poverty Level (FPL) for the heating provisions or b) up to 135% of the FPL who use electricity for cooling and are either elderly, disabled, or with a chronic medical condition, or live in households with children five (5) years of age or younger. No customer with an arrearage that includes a theft of service charge shall be eligible to participate in the Program.

DEFINITIONS

Collaborative – Signatories to the Stipulation and Agreement Regarding Ameren Missouri's Keeping Current Program in Case No. ER-2012-0166 which include the Company, MoPSC Staff, Office of the Public Counsel (OPC), Missouri Industrial Energy Consumers (MIEC), AARP and Consumers Council of Missouri.

PROVISIONS

Pursuant to the Order issued by the MoPSC in Case No. ER-2012-0166, the Company will provide $500,000 annually, in twelve monthly installments each Program year, to finance the Program. An additional amount of approximately $581,000 will be collected through the Low-Income Pilot Program Charge in the Company's 1(M), 2(M), 3(M), 4(M), 11(M), and 12(M) tariffs and contributed to the Program. The Program will be implemented through the Company's existing Keeping Current Agencies in cooperation with the Collaborative.

Credits will be provided through Monthly Heating Bill Credits and/or Monthly Arrearage Bill Credits and/or Keeping Cool Bill Credits as listed below to customers meeting the income limits above and the general qualifications listed below as well as the qualifications for each provision:

1. Customer must be registered with a designated Keeping Current Agency.
2. Customer will apply for weatherization and LIHEAP assistance.

CANCELLED
April 1, 2017
Missouri Public
Service Commission
ER-2016-0179; YE-2017-0173

FILED
Missouri Public
Service Commission
ET-2013-0546; JE-2013-0582

PILOTS, VARIANCES, AND PROMOTIONAL PRACTICES
D. KEEPING CURRENT LOW-INCOME PILOT PROGRAM (Cont'd.)

DEFINITIONS (Cont'd.)

Federal Poverty Level (FPL) – The set minimum amount of gross income that a family needs for food, clothing, transportation, shelter and other necessities. This level is determined by the U.S. Department of Health and Human Services. FPL varies according to family size.

Keeping Current Agency – a community action agency either a local private or a non- profit organization designated by Company to enroll customer's in the Keeping Current Low-Income Pilot Program within their area. For a list of agencies go to ameren.com/missouri.

PROVISIONS

Pursuant to the Stipulation and Agreement in Case No. ER-2022-0337 the Company will provide $2,125,000 annually, in twelve monthly installments each Program year (calendar year), to finance the Program, with the 2023 contributions prorated for the six months remaining in the year. An additional amount of approximately $2,125,000 will be collected through the Low-Income Pilot Program Charge in the Company's 1(M), 2(M), 3(M), 4(M), and 11(M) tariffs and contributed to the Program. The Program will be implemented through the Company's existing Keeping Current Agencies in cooperation with the Collaborative.

Participants may choose a preferred due date or billing cycle at enrollment that matches the time that they receive income.

Credits will be provided through Monthly Heating Bill Credits and/or Monthly Arrearage Bill Credits and/or Keeping Cool Bill Credits as listed below to Participants meeting the income limits above and the general qualifications listed below as well as the qualifications for each provision:

1. Participant must be registered with a designated Keeping Current Agency.
2. Participant will apply for weatherization and LIHEAP assistance.
3. Participant may have up to two weeks of past due balance at time of enrollment.

* **MONTHLY HEATING BILL CREDITS**

Electric Heating Participant's Monthly Bill Credit (1)	
0-150% FPL	$90.00
151%-200% FPL	$60.00

Non-Electric Heating Participant's Monthly Bill Credit (1)	
0-150% FPL	$40.00
151%-200% FPL	$35.00

(1) Participants that were previously enrolled based on a 51-150% FPL will have their bill credit adjusted to the amount reflected in this tariff.

*Indicates Change.

CANCELLED - Missouri Public Service Commission - 06/01/2025 - ER-2024-0319 - JE-2025-0150

FILED - Missouri Public Service Commission - 08/30/2023 - JE-2024-0012

PILOTS, VARIANCES, AND PROMOTIONAL PRACTICES
D. KEEPING CURRENT LOW-INCOME PILOT PROGRAM (Cont'd.)

DEFINITIONS (Cont'd.)

Federal Poverty Level (FPL) – The set minimum amount of gross income that a family needs for food, clothing, transportation, shelter and other necessities. This level is determined by the U.S. Department of Health and Human Services. FPL varies according to family size.

Keeping Current Agency – a community action agency either a local private or a non- profit organization designated by Company to enroll customer's in the Keeping Current Low-Income Pilot Program within their area. For a list of agencies go to ameren.com/missouri.

* **PROVISIONS**

Pursuant to the Stipulation and Agreement in Case No. ER-2022-0337 the Company will provide $2,125,000 annually, in twelve monthly installments each Program year (calendar year), to finance the Program, with the 2023 contributions prorated for the six months remaining in the year. An additional amount of approximately $2,125,000 will be collected through the Low-Income Pilot Program Charge in the Company's 1(M), 2(M), 3(M), 4(M), and 11(M) tariffs and contributed to the Program. The Program will be implemented through the Company's existing Keeping Current Agencies in cooperation with the Collaborative.

Participants may choose a preferred due date or billing cycle at enrollment that matches the time that they receive income.

Credits will be provided through Monthly Heating Bill Credits and/or Monthly Arrearage Bill Credits and/or Keeping Cool Bill Credits as listed below to Participants meeting the income limits above and the general qualifications listed below as well as the qualifications for each provision:

1. Participant must be registered with a designated Keeping Current Agency.
2. Participant will apply for weatherization and LIHEAP assistance.
3. Participant may have up to two weeks of past due balance at time of enrollment.

* **MONTHLY HEATING BILL CREDITS**

Electric Heating Participant's Monthly Bill Credit	
0-50% FPL	$90.00
51%-150% FPL	$60.00

Non-Electric Heating Participant's Monthly Bill Credit	
0-50% FPL	$40.00
51%-150% FPL	$35.00

*Indicates Change

CANCELLED - Missouri Public Service Commission - 08/30/2023 - JE-2024-0012

FILED - Missouri Public Service Commission - 06/19/2023 - ER-2022-0337 - YE-2023-0222

CANCELLED - Missouri Public Service Commission - 07/09/2023 - ER-2022-0337 - YE-2023-0222

PILOTS, VARIANCES, AND PROMOTIONAL PRACTICES
D. KEEPING CURRENT LOW-INCOME PILOT PROGRAM (Cont'd.)

DEFINITIONS (Cont'd.)

* **Federal Poverty Level (FPL)** – The set minimum amount of gross income that a family needs for food, clothing, transportation, shelter and other necessities. This level is determined by the U.S. Department of Health and Human Services. FPL varies according to family size.

Keeping Current Agency – a community action agency either a local private or a non- profit organization designated by Company to enroll customer's in the Keeping Current Low-Income Pilot Program within their area. For a list of agencies go to ameren.com/missouri.

PROVISIONS

Pursuant to the Stipulation and Agreement in Case No. ER-2021-0240 the Company will provide $2,000,000 annually, in twelve monthly installments each Program year (calendar year), to finance the Program, with the 2022 contributions prorated for the ten months remaining in the year. An additional amount of approximately $2,000,000 will be collected through the Low-Income Pilot Program Charge in the Company's 1(M), 2(M), 3(M), 4(M), 11(M), and 12(M) tariffs and contributed to the Program. The Program will be implemented through the Company's existing Keeping Current Agencies in cooperation with the Collaborative.

Participants may choose a preferred due date or billing cycle at enrollment that matches the time that they receive income.

Credits will be provided through Monthly Heating Bill Credits and/or Monthly Arrearage Bill Credits and/or Keeping Cool Bill Credits as listed below to Participants meeting the income limits above and the general qualifications listed below as well as the qualifications for each provision:

1. Participant must be registered with a designated Keeping Current Agency.
2. Participant will apply for weatherization and LIHEAP assistance.

*MONTHLY HEATING BILL CREDITS

Electric Heating Participant's Monthly Bill Credit	
0-50% FPL	$90.00
51%-150% FPL (1)	$60.00

Non-Electric Heating Participant's Monthly Bill Credit	
0-50% FPL	$40.00
51%-150% FPL (1)	$35.00

(1) Through December 31, 2022, the percentage shall be 300% rather than 150%

*Indicates Change

FILED
Missouri Public
Service Commission
ER-2021-0240; YE-2022-0222

PILOTS, VARIANCES, AND PROMOTIONAL PRACTICES
D. KEEPING CURRENT LOW-INCOME PILOT PROGRAM (Cont'd.)

DEFINITIONS (Cont'd.)

* **Federal Poverty Level (FPL)** – The set minimum amount of gross income that a family needs for food, clothing, transportation, shelter and other necessities. This level is determined by the U.S. Department of Health and Human Services. FPL varies according to family size.

Keeping Current Agency – a community action agency either a local private or a non-profit organization designated by Company to enroll customer's in the Keeping Current Low-Income Pilot Program within their area. For a list of agencies go to ameren.com/missouri.

PROVISIONS

Pursuant to the Stipulation and Agreement Regarding Ameren Missouri's Keeping Current Program approved by the MoPSC in Case No. ER-2012-0166 and pursuant to the Unanimous Stipulation and Agreement approved by the MoPSC in Case No. ER-2016-0179, beginning in April 2017 the Company will provide $625,000 annually, in twelve monthly installments each Program year (calendar year), to finance the Program, with the 2017 contributions prorated for the nine months remaining in the year. An additional amount of approximately $706,000 will be collected through the Low-Income Pilot Program Charge in the Company's 1(M), 2(M), 3(M), 4(M), 11(M), and 12(M) tariffs and contributed to the Program. The Program will be implemented through the Company's existing Keeping Current Agencies in cooperation with the Collaborative.

Participants may choose a preferred due date or billing cycle at enrollment that matches the time that they receive income.

Credits will be provided through Monthly Heating Bill Credits and/or Monthly Arrearage Bill Credits and/or Keeping Cool Bill Credits as listed below to Participants meeting the income limits above and the general qualifications listed below as well as the qualifications for each provision:

1. Participant must be registered with a designated Keeping Current Agency.
2. Participant will apply for weatherization and LIHEAP assistance.

** **MONTHLY HEATING BILL CREDITS**

*Electric Heating Participant's Monthly Bill Credit	
0-50% FPL	$90.00
51%-150% FPL (1)	$60.00

*Non-Electric Heating Participant's Monthly Bill Credit	
0-50% FPL	$40.00
51%-150% FPL (1)	$35.00

(1) Through December 31, 2021, the percentage shall be 200% rather than 150%

CANCELLED
February 28, 2022
Missouri Public
Service Commission
ER-2021-0240; YE-2022-0222

*Indicates Reissue. **Indicates Change.

FILED
Missouri Public
Service Commission
ET-2021-0304; YE-2021-0172

PILOTS, VARIANCES, AND PROMOTIONAL PRACTICES
D. KEEPING CURRENT LOW-INCOME PILOT PROGRAM (Cont'd.)

*** DEFINITIONS (Cont'd.)**

Keeping Current Agency – a community action agency either a local private or a non-profit organization designated by Company to enroll customer's in the Keeping Current Low-Income Pilot Program within their area. For a list of agencies go to ameren.com/missouri.

PROVISIONS

* Pursuant to the Stipulation and Agreement Regarding Ameren Missouri's Keeping Current Program approved by the MoPSC in Case No. ER-2012-0166 and pursuant to the Unanimous Stipulation and Agreement approved by the MoPSC in Case No. ER-2016-0179, beginning in April 2017 the Company will provide $625,000 annually, in twelve monthly installments each Program Year (calendar year), to finance the Program, with the 2017 contributions prorated for the nine months remaining in the year. An additional amount of approximately $706,000 will be collected through the Low-Income Pilot Program Charge in the Company's 1(M), 2(M), 3(M), 4(M), 11(M), and 12(M) tariffs and contributed to the Program. The Program will be implemented through the Company's existing Keeping Current Agencies in cooperation with the Collaborative.

CANCELLED April 1, 2021 Missouri Public Service Commission ET-2021-0304; YE-2021-0172

** Participants may choose a preferred due date or billing cycle at enrollment that matches the time that they receive income.

Credits will be provided through Monthly Heating Bill Credits and/or Monthly Arrearage Bill Credits and/or Keeping Cool Bill Credits as listed below to Participants meeting the income limits above and the general qualifications listed below as well as the qualifications for each provision:

1. Participant must be registered with a designated Keeping Current Agency.
2. Participant will apply for weatherization and LIHEAP assistance.

MONTHLY HEATING BILL CREDITS

*Electric Heating Participant's Monthly Bill Credit	
0-50% FPL	$90.00
51%-150% FPL	$60.00

*Non-Electric Heating Participant's Monthly Bill Credit	
0-50% FPL	$40.00
51%-150% FPL	$35.00

*1. Participants must remain current within two (2) billing cycles to continue on Program. Participants that default on payments for two (2) consecutive months will be removed from the Program and not be allowed back into the Program for twelve (12) months except that a Keeping Current Agency may request a one-time re-enrollment for a defaulted Participant experiencing a short-term, unanticipated financial hardship.

CANCELLED April 1, 2021 Missouri Public Service Commission ET-2021-0304; YE-2021-0172

*Indicates Change. **Indicates Addition.

FILED Missouri Public Service Commission ER-2016-0179; YE-2017-0173

PILOTS, VARIANCES, AND PROMOTIONAL PRACTICES

D. KEEPING CURRENT LOW-INCOME PILOT PROGRAM (Cont'd.)

MONTHLY HEATING BILL CREDITS

Electric Heating Customers	Monthly Bill Credit
0-25% FPL	$90.00
26%-50% FPL	$90.00
51%-75% FPL	$60.00
76%-100% FPL	$60.00
101%-125% FPL	$60.00

Non-Electric Heating Customers	Monthly Bill Credit
0-25% FPL	$30.00
26%-50% FPL	$30.00
51%-75% FPL	$25.00
76%-100% FPL	$25.00
101%-125% FPL	$25.00

1. Customer must remain current within two (2) billing cycles to continue on Program. Customers that default on payments for two (2) consecutive months will be removed from the Program and not be allowed back into the Program for twelve (12) months except that a Keeping Current Agency may request a one-time re-enrollment for a defaulted customer experiencing a short-term, unanticipated financial hardship.
2. *Customer receiving Electric Heating Monthly Credits must be enrolled in Budget Billing with any under or over collection balance existing at the settlement month rolled over and spread equally across all monthly bills in the next Budget Billing Plan year. All Budget Billing options will be available to a Keeping Current customer that has satisfactorily completed two (2) years on the Keeping Current Program.
3. Monthly Heating Bill Credits will only be applied for those bills where customer makes an on-time (before the delinquent date) payment equal to the amount due less the pre-determined monthly credit, based on FPL. Bill statement will reflect the amount due, the credit, and the new payment required.
4. Monthly Heating Bill Credits will be adjusted accordingly so that customer pays a minimum of $10 (ten) per month if the difference between the budget billing amount and the associated credit results in an amount due which is less than $10 (ten). Credit will be calculated in these circumstances once the budget billing amount has been determined.

CANCELLED
April 1, 2017
Missouri Public
Service Commission
ER-2016-0179; YE-2017-0173

*Indicates Revision

FILED
Missouri Public
Service Commission
JE-2016-0357

PILOTS, VARIANCES, AND PROMOTIONAL PRACTICES

D. KEEPING CURRENT LOW-INCOME PILOT PROGRAM (Cont'd.)

MONTHLY HEATING BILL CREDITS

Electric Heating Customers Monthly Bill Credit	
0-25% FPL	$90.00
26%-50% FPL	$90.00
51%-75% FPL	$60.00
76%-100% FPL	$60.00
101%-125% FPL	$60.00

Non-Electric Heating Customers Monthly Bill Credit	
0-25% FPL	$30.00
26%-50% FPL	$30.00
51%-75% FPL	$25.00
76%-100% FPL	$25.00
101%-125% FPL	$25.00

1. Customer must remain current within two (2) billing cycles to continue on Program. Customers that default on payments for two (2) consecutive months will be removed from the Program and not be allowed back into the Program for twelve (12) months except that a Keeping Current Agency may request a one-time re-enrollment for a defaulted customer experiencing a short-term, unanticipated financial hardship.
2. Customer receiving Electric Heating Monthly Credits must be enrolled in Budget Billing.
3. Monthly Heating Bill Credits will only be applied for those bills where customer makes an on-time (before the delinquent date) payment equal to the amount due less the pre-determined monthly credit, based on FPL. Bill statement will reflect the amount due, the credit, and the new payment required.
4. Monthly Heating Bill Credits will be adjusted accordingly so that customer pays a minimum of $10 (ten) per month if the difference between the budget billing amount and the associated credit results in an amount due which is less than $10 (ten). Credit will be calculated in these circumstances once the budget billing amount has been determined.

MONTHLY ARREARAGE BILL CREDITS

Monthly Arrearage Bill Credit	
0-125% FPL (Applicable until Arrearage is paid in full)	1/12th of their original arrearage amount when entering the Program

FILED
Missouri Public
Service Commission
ET-2013-0546; JE-2013-0582

CANCELLED - Missouri Public Service Commission - 06/01/2025 - ER-2024-0319 - JE-2025-0150

PILOTS, VARIANCES, AND PROMOTIONAL PRACTICES
D. KEEPING CURRENT LOW-INCOME PILOT PROGRAM (Cont'd.)

MONTHLY HEATING BILL CREDITS (Cont'd.)

* 1. Participants must remain current within two (2) billing cycles to continue on Program. Participants that default on payments for two (2) consecutive months will be removed from the Program and not be allowed back into the Program for twelve (12) months except that a Keeping Current Agency may request a one-time re-enrollment for a defaulted Participant experiencing a short-term, unanticipated financial hardship. As a one-time exception during the twenty-four (24) month enrollment period, Participants with a missed, late or partial payment will be allowed to receive the monthly bill credit and still be considered current on the program.

2. Participants receiving Electric Heating Monthly Credits must be enrolled in Budget Billing with any under or over collection balance existing at the settlement month rolled over and spread equally across all monthly bills in the next Budget Billing Plan year. All Budget Billing options will be available to a Keeping Current Participant that has satisfactorily completed two (2) years on the Keeping Current Program.

3. Monthly Heating Bill Credits will only be applied for those bills where the Participant makes an on-time (before the delinquent date) payment equal to the amount due less the pre-determined monthly credit, based on FPL. Bill statement will reflect the amount due, the credit, and the new payment required.

4. Monthly Heating Bill Credits will be adjusted accordingly so that the Participant pays a minimum of $10 (ten) per month if the difference between the budget billing amount and the associated credit results in an amount due which is less than $10 (ten). Credit will be calculated in these circumstances once the budget billing amount has been determined.

MONTHLY ARREARAGE BILL CREDITS

Monthly arrearage bill credit is 1/12th of their original arrearage amount when entering the Program.

1. Participants must make a payment of at least 1/12th of any arrearage through pledge or personal funds. This arrearage reduction agreement will remain in effect as long as customer remains current.

2. Participants must remain current within two (2) billing cycles to continue on Program. Participants that default on payments for two (2) consecutive months will be removed from the Program and not be allowed back into the Program for twelve (12) months except that a Keeping Current Agency may request a one-time re-enrollment for a defaulted customer experiencing a short-term, unanticipated financial hardship.

* Indicates Reissue.

FILED
Missouri Public
Service Commission
ET-2021-0304; YE-2021-0172

PILOTS, VARIANCES, AND PROMOTIONAL PRACTICES
D. KEEPING CURRENT LOW-INCOME PILOT PROGRAM (Cont'd.)

MONTHLY HEATING BILL CREDITS (Cont'd.)

As a one-time exception during the twenty-four (24) month enrollment period, Participants with a missed, late or partial payment will be allowed to receive the monthly bill credit and still be considered current on the program.

2. Participants receiving Electric Heating Monthly Credits must be enrolled in Budget Billing with any under or over collection balance existing at the settlement month rolled over and spread equally across all monthly bills in the next Budget Billing Plan year. All Budget Billing options will be available to a Keeping Current Participant that has satisfactorily completed two (2) years on the Keeping Current Program.

3. Monthly Heating Bill Credits will only be applied for those bills where the Participant makes an on-time (before the delinquent date) payment equal to the amount due less the pre-determined monthly credit, based on FPL. Bill statement will reflect the amount due, the credit, and the new payment required.

4. Monthly Heating Bill Credits will be adjusted accordingly so that the Participant pays a minimum of $10 (ten) per month if the difference between the budget billing amount and the associated credit results in an amount due which is less than $10 (ten). Credit will be calculated in these circumstances once the budget billing amount has been determined.

MONTHLY ARREARAGE BILL CREDITS

Monthly arrearage bill credit is $1/12^{th}$ of their original arrearage amount when entering the Program.

1. Participants must make a payment of at least $1/12^{th}$ of any arrearage through pledge or personal funds. This arrearage reduction agreement will remain in effect as long as customer remains current.

2. Participants must remain current within two (2) billing cycles to continue on Program. Participants that default on payments for two (2) consecutive months will be removed from the Program and not be allowed back into the Program for twelve (12) months except that a Keeping Current Agency may request a one-time re-enrollment for a defaulted customer experiencing a short-term, unanticipated financial hardship.

3. Monthly Arrearage Bill Credits will only be applied for those bills where Participant makes an on-time (before the delinquent date) payment equal to the amount due less the pre-determined monthly credit, based on FPL. Bill statement will reflect the amount due, the credit, and the new payment required.

CANCELLED
April 1, 2021
Missouri Public
Service Commission
ET-2021-0304; YE-2021-0172

* Indicates Change.

FILED
Missouri Public
Service Commission
ER-2016-0179; YE-2017-0173

PILOTS, VARIANCES, AND PROMOTIONAL PRACTICES

D. KEEPING CURRENT LOW-INCOME PILOT PROGRAM (Cont'd.)

***MONTHLY ARREARAGE BILL CREDITS (Cont'd.)**

Monthly Arrearage Bill Credit	
0-125% FPL (Applicable until Arrearage is paid in full)	1/12th of their original arrearage amount when entering the Program

1. Customer must make a payment of at least 1/12th of any arrearage through pledge or personal funds. This arrearage reduction agreement will remain in effect as long as customer remains current.
2. Customer must remain current within two (2) billing cycles to continue on Program. Customers that default on payments for two (2) consecutive months will be removed from the Program and not be allowed back into the Program for twelve (12) months except that a Keeping Current Agency may request a one-time re-enrollment for a defaulted customer experiencing a short-term, unanticipated financial hardship.
3. Monthly Arrearage Bill Credits will only be applied for those bills where customer makes an on-time (before the delinquent date) payment equal to the amount due less the pre-determined monthly credit, based on FPL. Bill statement will reflect the amount due, the credit, and the new payment required.

KEEPING COOL BILL CREDITS

Monthly Cooling Bill Credit(June–August Billing Periods)	
0-100% FPL	$25.00
101%-135% FPL (Seniors, Disabled, Chronically Ill per Doctor's Letter, or Households with Children 5 years or younger)	$25.00

1. Customer may not receive Keeping Cool Bill Credits concurrently with Electric Heating Bill Credits, Non-Electric Heating Bill Credits, or Arrearage Bill Credits.

No credit refund checks will be issued by the Company to participants in this Program during their participation.

ADMINISTRATION, REPORTING AND EVALUATION

Program administration, reporting and evaluation will be conducted consistent with the terms of the Stipulation and Agreement Regarding Ameren Missouri's Keeping Current Program in Case No. ER-2012-0166 or as modified by the Collaborative and approved by the MoPSC.

CANCELLED
April 1, 2017
Missouri Public
Service Commission
ER-2016-0179; YE-2017-0173

FILED
Missouri Public
Service Commission
JE-2016-0357

*Indicates Reissue

PILOTS, VARIANCES, AND PROMOTIONAL PRACTICES

D. KEEPING CURRENT LOW-INCOME PILOT PROGRAM (Cont'd.)

MONTHLY ARREARAGE BILL CREDITS (Cont'd.)

1. Customer must make a payment of at least 1/12th of any arrearage through pledge or personal funds. This arrearage reduction agreement will remain in effect as long as customer remains current.
2. Customer must remain current within two (2) billing cycles to continue on Program. Customers that default on payments for two (2) consecutive months will be removed from the Program and not be allowed back into the Program for twelve (12) months except that a Keeping Current Agency may request a one-time re-enrollment for a defaulted customer experiencing a short-term, unanticipated financial hardship.
3. Monthly Arrearage Bill Credits will only be applied for those bills where customer makes an on-time (before the delinquent date) payment equal to the amount due less the pre-determined monthly credit, based on FPL. Bill statement will reflect the amount due, the credit, and the new payment required.

KEEPING COOL BILL CREDITS

Monthly Cooling Bill Credit(June-August Billing Periods)	
0-100% FPL	$25.00
101%-135% FPL (Seniors, Disabled, Chronically Ill per Doctor's Letter, or Households with Children 5 years or younger)	$25.00

1. Customer may not receive Keeping Cool Bill Credits concurrently with Electric Heating Bill Credits, Non-Electric Heating Bill Credits, or Arrearage Bill Credits.

No credit refund checks will be issued by the Company to participants in this Program during their participation.

ADMINISTRATION, REPORTING AND EVALUATION

Program administration, reporting and evaluation will be conducted consistent with the terms of the Stipulation and Agreement Regarding Ameren Missouri's Keeping Current Program in Case No. ER-2012-0166 or as modified by the Collaborative and approved by the MoPSC.

FILED
Missouri Public
Service Commission
ET-2013-0546; JE-2013-0582

PILOTS, VARIANCES, AND PROMOTIONAL PRACTICES
D. KEEPING CURRENT LOW-INCOME PILOT PROGRAM (Cont'd.)

MONTHLY ARREARAGE BILL CREDITS (Cont'd.)

3. Monthly Arrearage Bill Credits will only be applied for those bills where Participant makes an on-time (before the delinquent date) payment equal to the amount due less the pre-determined monthly credit, based on FPL. Bill statement will reflect the amount due, the credit, and the new payment required.

KEEPING COOL BILL CREDITS

Participant's Monthly Cooling Bill Credit(May-September)	
0-250% FPL	$50.00 (1)

Participants may not receive Keeping Cool Bill Credits concurrently with Electric Heating Bill Credits, Non-Electric Heating Bill Credits, or Arrearage Bill Credits.

ADMINISTRATION, REPORTING AND EVALUATION

Program administration, reporting and evaluation will be conducted consistent with the terms of the Stipulation and Agreement Regarding Ameren Missouri's Keeping Current Program in Case No. ER-2012-0166, the terms of the Unanimous Stipulation and Agreement in Case No. ER-2016-0179, the Unanimous Stipulation and Agreement in Case No. ER-2021-0240, and the Stipulation and Agreement in Case No. ER-2022-0337, or as modified by the Collaborative and approved by the MoPSC.

* Any unspent funding allocated for the Program in a given year may be applied to the marketing of the Program, Program staffing, other Ameren Missouri sponsored bill and arrearage assistance programs, and/or low-income weatherization programs based on input from the collaborative members.

*Indicates Addition.

CANCELLED - Missouri Public Service Commission - 06/01/2025 - ER-2024-0319 - JE-2025-0150

FILED - Missouri Public Service Commission - 01/27/2024 - JE-2024-0095

PILOTS, VARIANCES, AND PROMOTIONAL PRACTICES
D. KEEPING CURRENT LOW-INCOME PILOT PROGRAM (Cont'd.)

MONTHLY ARREARAGE BILL CREDITS (Cont'd.)

3. Monthly Arrearage Bill Credits will only be applied for those bills where Participant makes an on-time (before the delinquent date) payment equal to the amount due less the pre-determined monthly credit, based on FPL. Bill statement will reflect the amount due, the credit, and the new payment required.

* **KEEPING COOL BILL CREDITS**

Participant's Monthly Cooling Bill Credit(May-September)	
0-250% FPL	$50.00 (1)

Participants may not receive Keeping Cool Bill Credits concurrently with Electric Heating Bill Credits, Non-Electric Heating Bill Credits, or Arrearage Bill Credits.

ADMINISTRATION, REPORTING AND EVALUATION

Program administration, reporting and evaluation will be conducted consistent with the terms of the Stipulation and Agreement Regarding Ameren Missouri's Keeping Current Program in Case No. ER-2012-0166, the terms of the Unanimous Stipulation and Agreement in Case No. ER-2016-0179, the Unanimous Stipulation and Agreement in Case No. ER-2021-0240, and the Stipulation and Agreement in Case No. ER-2022-0337, or as modified by the Collaborative and approved by the MoPSC.

*Indicates Change.

CANCELLED - Missouri Public Service Commission - 01/27/2024 - JE-2024-0095

FILED - Missouri Public Service Commission - 08/30/2023 - JE-2024-0012

PILOTS, VARIANCES, AND PROMOTIONAL PRACTICES
D. KEEPING CURRENT LOW-INCOME PILOT PROGRAM (Cont'd.)

MONTHLY ARREARAGE BILL CREDITS (Cont'd.)

3. Monthly Arrearage Bill Credits will only be applied for those bills where Participant makes an on-time (before the delinquent date) payment equal to the amount due less the pre-determined monthly credit, based on FPL. Bill statement will reflect the amount due, the credit, and the new payment required.

* **KEEPING COOL BILL CREDITS**

Participant's Monthly Cooling Bill Credit (May-September)	
0-100% FPL	$25.00 (1)
101%-150% FPL	$25.00 (1)

(1) The bill credit shall be $50.00 for seniors.

Participants may not receive Keeping Cool Bill Credits concurrently with Electric Heating Bill Credits, Non-Electric Heating Bill Credits, or Arrearage Bill Credits.

* **ADMINISTRATION, REPORTING AND EVALUATION**

Program administration, reporting and evaluation will be conducted consistent with the terms of the Stipulation and Agreement Regarding Ameren Missouri's Keeping Current Program in Case No. ER-2012-0166, the terms of the Unanimous Stipulation and Agreement in Case No. ER-2016-0179, the Unanimous Stipulation and Agreement in Case No. ER-2021-0240, and the Stipulation and Agreement in Case No. ER-2022-0337, or as modified by the Collaborative and approved by the MoPSC.

*Indicates Change.

CANCELLED - Missouri Public Service Commission - 08/30/2023 - JE-2024-0012

FILED - Missouri Public Service Commission - 06/19/2023 - ER-2022-0337 - YE-2023-0222

PILOTS, VARIANCES, AND PROMOTIONAL PRACTICES
D. KEEPING CURRENT LOW-INCOME PILOT PROGRAM (Cont'd.)

MONTHLY ARREARAGE BILL CREDITS (Cont'd.)

3. Monthly Arrearage Bill Credits will only be applied for those bills where Participant makes an on-time (before the delinquent date) payment equal to the amount due less the pre-determined monthly credit, based on FPL. Bill statement will reflect the amount due, the credit, and the new payment required.

*KEEPING COOL BILL CREDITS

Participant's Monthly Cooling Bill Credit(May-September)	
0-100% FPL	$25.00
101%-150% FPL (1)	$25.00

(1) Through December 31, 2022, the percentage shall be 300% rather than 150%

Participants may not receive Keeping Cool Bill Credits concurrently with Electric Heating Bill Credits, Non-Electric Heating Bill Credits, or Arrearage Bill Credits.

ADMINISTRATION, REPORTING AND EVALUATION

Program administration, reporting and evaluation will be conducted consistent with the terms of the Stipulation and Agreement Regarding Ameren Missouri's Keeping Current Program in Case No. ER-2012-0166 and the terms of the Unanimous Stipulation and Agreement in Case No. ER-2016-0179 and the Unanimous Stipulation and Agreement in Case No. ER-2021-0240, or as modified by the Collaborative and approved by the MoPSC.

CANCELLED - Missouri Public Service Commission - 07/09/2023 - ER-2022-0337 - YE-2023-0222

FILED
Missouri Public
Service Commission
ER-2021-0240; YE-2022-0222

PILOTS, VARIANCES, AND PROMOTIONAL PRACTICES
D. KEEPING CURRENT LOW-INCOME PILOT PROGRAM (Cont'd.)

* **MONTHLY ARREARAGE BILL CREDITS (Cont'd.)**

3. Monthly Arrearage Bill Credits will only be applied for those bills where Participant makes an on-time (before the delinquent date) payment equal to the amount due less the pre-determined monthly credit, based on FPL. Bill statement will reflect the amount due, the credit, and the new payment required.

** **KEEPING COOL BILL CREDITS**

Participant's Monthly Cooling Bill Credit(June–August)	
0-100% FPL	$25.00
101%-150% FPL (1)	$25.00

(1) Through December 31, 2021, the percentage shall be 250% rather than 150%

Participants may not receive Keeping Cool Bill Credits concurrently with Electric Heating Bill Credits, Non-Electric Heating Bill Credits, or Arrearage Bill Credits.

ADMINISTRATION, REPORTING AND EVALUATION

Program administration, reporting and evaluation will be conducted consistent with the terms of the Stipulation and Agreement Regarding Ameren Missouri's Keeping Current Program in Case No. ER-2012-0166 and the terms of the Unanimous Stipulation and Agreement in Case No. ER-2016-0179 or as modified by the Collaborative and approved by the MoPSC.

CANCELLED
February 28, 2022
Missouri Public
Service Commission
ER-2021-0240; YE-2022-0222

*Indicates Reissue. **Indicates Change.

FILED
Missouri Public
Service Commission
ET-2021-0304; YE-2021-0172

PILOTS, VARIANCES, AND PROMOTIONAL PRACTICES
D. KEEPING CURRENT LOW-INCOME PILOT PROGRAM (Cont'd.)

* KEEPING COOL BILL CREDITS

Participant's Monthly Cooling Bill Credit(June–August)	
0-100% FPL	$25.00
101%-150% FPL	$25.00

Participants may not receive Keeping Cool Bill Credits concurrently with Electric Heating Bill Credits, Non-Electric Heating Bill Credits, or Arrearage Bill Credits.

* ADMINISTRATION, REPORTING AND EVALUATION

Program administration, reporting and evaluation will be conducted consistent with the terms of the Stipulation and Agreement Regarding Ameren Missouri's Keeping Current Program in Case No. ER-2012-0166 and the terms of the Unanimous Stipulation and Agreement in Case No. ER-2016-0179 or as modified by the Collaborative and approved by the MoPSC.

CANCELLED
April 1, 2021
Missouri Public
Service Commission
ET-2021-0304; YE-2021-0172

*Indicates Change.

FILED
Missouri Public
Service Commission
ER-2016-0179; YE-2017-0173

PILOTS, VARIANCES AND PROMOTIONAL PRACTICES

E. UNREGULATED COMPETITION WAIVERS AND OTHER VARIANCES (Cont'd.)

UNREGULATED COMPETITION WAIVERS (Cont'd.)

	Order Number	Area and/or Subdivision
	EAO 988	Westport Subdivision
	EO-93-16	Scarborough Estates and Westport Subdivisions in Cole County, MO
	EO-93-156	Bradford Court Subdivision
	EO-93-166	Highway T Corridor as defined by metes and bounds in the Territorial Agreement between Company and Cuivre River Electric Cooperative dated October 30, 1992
	EO-93-186	Royal Oaks Estates Subdivision
	EO-93-266	Mid American Bank/Ken Otke
	EO-95-27	SE Corner of Mo. Highways 92 and 33 in Kearney, Mo./Wayne Rickel
	EO-96-431	Cedar Park Place Subdivision
	EO-2002-1091	Competition Area as defined by metes and bounds in the Territorial Agreement between Company and Cuivre River Electric Cooperative dated May 23, 2002
	EE-2013-0511	Markway Meadows Subdivision in Cole County
*	EE-2019-0395	Grantham Estates in St. Charles County

OTHER VARIANCES

Order Number	Project of Customer
EO-89-7	Orchard House
EO-93-108	Council Apts. II (Delcrest)
EO-96-447	Laclede Groves Retirement Apts.
EO-97-58	Garden Villas South
EO-97-467	Garden Villas North
EO-98-6	Congregation of the Mission Midwest
EO-98-68	Pope John Paul II Apartments
EE-2000-465	Hylton Point II (NBA)
EE-2001-514	The Volunteers of America St. Louis Affordable Housing Corp. (14th Street and Chouteau)

CANCELLED
October 24, 2020
Missouri Public
Service Commission
EE-2021-0086; JE-2021-0083

FILED
Missouri Public
Service Commission
EE-2019-0395; YE-2019-0223

* Indicates Addition.

PILOTS, VARIANCES AND PROMOTIONAL PRACTICES

E. UNREGULATED COMPETITION WAIVERS AND OTHER VARIANCES (Cont'd.)

UNREGULATED COMPETITION WAIVERS (Cont'd.)

	Order Number	Area and/or Subdivision
	EAO 988	Westport Subdivision
	EO-93-16	Scarborough Estates and Westport Subdivisions in Cole County, MO
	EO-93-156	Bradford Court Subdivision
	EO-93-166	Highway T Corridor as defined by metes and bounds in the Territorial Agreement between Company and Cuivre River Electric Cooperative dated October 30, 1992
	EO-93-186	Royal Oaks Estates Subdivision
	EO-93-266	Mid American Bank/Ken Otke
	EO-95-27	SE Corner of Mo. Highways 92 and 33 in Kearney, Mo./Wayne Rickel
	EO-96-431	Cedar Park Place Subdivision
	EO-2002-1091	Competition Area as defined by metes and bounds in the Territorial Agreement between Company and Cuivre River Electric Cooperative dated May 23, 2002
*	EE-2013-0511	Markway Meadows Subdivision in Cole County

OTHER VARIANCES

Order Number	Project of Customer
EO-89-7	Orchard House
EO-93-108	Council Apts. II (Delcrest)
EO-96-447	Laclede Groves Retirement Apts.
EO-97-58	Garden Villas South
EO-97-467	Garden Villas North
EO-98-6	Congregation of the Mission Midwest
EO-98-68	Pope John Paul II Apartments
EE-2000-465	Hylton Point II (NBA)
EE-2001-514	The Volunteers of America St. Louis Affordable Housing Corp. (14th Street and Chouteau)

CANCELLED
July 14, 2019
Missouri Public
Service Commission
EE-2019-0395; YE-2019-0223

* Indicates Change

Filed
Missouri Public
Service Commission
EE-2013-0511; YE-2014-0003

PILOTS, VARIANCES AND PROMOTIONAL PRACTICES

E. UNREGULATED COMPETITION WAIVERS AND OTHER VARIANCES (Cont'd.)

UNREGULATED COMPETITION WAIVERS (Cont'd.)

Order Number	Area and/or Subdivision
EAO 988	Westport Subdivision
EO-93-16	Scarborough Estates and Westport Subdivisions in Cole County, MO
EO-93-156	Bradford Court Subdivision
EO-93-166	Highway T Corridor as defined by metes and bounds in the Territorial Agreement between Company and Cuivre River Electric Cooperative dated October 30, 1992
EO-93-186	Royal Oaks Estates Subdivision
EO-93-266	Mid American Bank/Ken Otke
EO-95-27	SE Corner of Mo. Highways 92 and 33 in Kearney, Mo./Wayne Rickel
EO-96-431	Cedar Park Place Subdivision
EO-2002-1091	Competition Area as defined by metes and bounds in the Territorial Agreement between Company and Cuivre River Electric Cooperative dated May 23, 2002

OTHER VARIANCES

Order Number	Project of Customer
EO-89-7	Orchard House
EO-93-108	Council Apts. II (Delcrest)
EO-96-447	Laclede Groves Retirement Apts.
EO-97-58	Garden Villas South
EO-97-467	Garden Villas North
EO-98-6	Congregation of the Mission Midwest
EO-98-68	Pope John Paul II Apartments
EE-2000-465	Hylton Point II (NBA)
EE-2001-514	The Volunteers of America St. Louis Affordable Housing Corp. (14th Street and Chouteau)

CANCELLED
July 5, 2013
Missouri Public
Service Commission
EE-2013-0511; YE-2014-0003

FILED
Missouri Public
Service Commission
ET-2013-0546; JE-2013-0582

PILOTS, VARIANCES AND PROMOTIONAL PRACTICES

F. VOLUNTARY ELECTRONIC BILL RENDERING AND PAYMENT PROGRAM

AVAILABILITY

This program will be made available on a voluntary basis to customers who are billed under Service Classifications No. 1(M) or No. 2(M) with postcard billing (i.e., not required to have demand metering) provided customer has access to a personal computer and the Internet.

GENERAL DESCRIPTION

This program will permit the Company to deliver to program participants, including participants in the Company's Budget Bill Plan, an electronic image of a bill through the use of the Internet, instead of mailing or hand delivery of a bill. As part of the enrollment process, the customer will choose a login identification number and a password as a means to prevent others from viewing the customer's bills. Customers participating in this program prior to May 4, 2008 will have to affirmatively elect the discontinuation of mailed or hand delivered bills.

Company will provide the customer's account data to CheckFree ("vendor"), which will in turn format this data into a bill layout. This electronic bill layout may not exactly resemble the customer's paper bill layout.

The Company or the designated vendor will present the bill to the customer via the Internet and, also, provide the customer a means to pay the bill via the Internet. However, customers may continue to pay the bill via all payment options available to those not participating in the program.

CUSTOMER COST

Neither the Company nor the vendor will require the customer to pay any fee for participation in this program.

TERM

Customers may terminate participation in this program at any time.

CANCELLED - Missouri Public Service Commission - 06/01/2025 - ER-2024-0319 - JE-2025-0150

FILED
Missouri Public
Service Commission
ET-2013-0546; JE-2013-0582