

THE EMPIRE DISTRICT ELECTRIC COMPANY

P.S.C. Mo. No. 5 Sec. 5 3rd Revised Sheet No. 17f

Canceling P.S.C. Mo. No. 5 Sec. 5 2nd Revised Sheet No. 17f

For ALL TERRITORY

RULES AND REGULATIONS

B. ELECTRIC DISTRIBUTION POLICY, (Continued)

3. In those situations where the Company determines that, due to economic or safety concerns it would be in the Company's interest to install underground facilities, such facilities may be installed without additional cost to the customer. When it appears that underground construction may be in the Company's economic interest, the Company shall prepare a detailed estimate of the cost to install an overhead system, including indirect costs of construction. The Company shall also perform a detailed estimate to determine the cost to install an underground system of the same scope as the overhead system, including indirect costs of construction.

4. Requested Relocation of Company Facilities:

A cost estimate of the relocation will be performed including removal, installation and indirect cost of construction. In those situations where the Company determines that due to reliability, economic, or safety concerns it would be in the best interest of the Company to relocate the facilities, there could be no additional charge for the re-location. Any estimated expense not determined to be in the best interest of the Company would be the responsibility of the entity making the request.

5. Unregulated competition:

Where the Company competes for business with unregulated competition, the Company may waive all or part of any charges associated with extensions of service and/or construction deposits, provided for in the Empire Distribution Policy, Chapter III B, Empire District Electric Company Rules and Regulations, and any additional non-rate schedule charges, required in order to effectively compete with offers made to developers and/or customers by unregulated competition after notifying the Missouri Public Service Commission and receiving an Order granting the waiver for good cause shown.

C. METERING

1. Meters:

Meters necessary to measure the power and energy purchased and delivered hereunder will be installed, owned and maintained by the Company at its expense. Tests of the accuracy of the metering equipment will be made by the Company according to approved modern practices. No adjustment in charges for service hereunder will be made unless an average error of more than two (2) percent, plus or minus, in the accuracy of such metering is found. Should an error in excess of an average of 2% be found, proper adjustment for the full amount of such error will be made as stated in Chapter V, Section B.1. The Company shall have such meters promptly adjusted as close as practical to 100% or exchanged in the case of meter failure. Upon the request of the Customer, a representative of the Customer may witness such tests. The Customer will have the right to request that a special meter test be made at any time. If the test made at the customer's request discloses that the meter tested is within an average error of not more than 2% and the meter has been tested in the last 12 months, the Customer will bear the full expense of such test. The expense of all other tests will be borne by the Company.

The readings of the Company's meter measuring service to customer (subject to determination of accuracy of the meter, as provided above) will be taken as prima facie evidence of the customer's use of service.

CANCELLED
September 16, 2020
Missouri Public
Service Commission
ER-2019-0374; EN-2021-0038; YE-2021-0041

FILED
Missouri Public
Service Commission
ER-2014-0351; YE-2016-0008

DATE OF ISSUE July 7, 2015
ISSUED BY Kelly S. Walters, Vice President, Joplin, MO

DATE EFFECTIVE ~~August 6, 2015~~ July 26, 2015

THE EMPIRE DISTRICT ELECTRIC COMPANY

P.S.C. Mo. No. 5 Sec. 5 2nd Revised Sheet No. 17f

Canceling P.S.C. Mo. No. 5 Sec. 5 1st Revised Sheet No. 17f

For ALL TERRITORY

RULES AND REGULATIONS

B. ELECTRIC DISTRIBUTION POLICY, 2. Underground and Overhead (Continued)

- g. In those situations where the Company determines that, due to economic or safety concerns it would be in the Company's interest to install underground facilities, such facilities may be installed without additional cost to the customer. When it appears that underground construction may be in the Company's economic interest, the Company shall prepare a detailed estimate of the cost to install an overhead system, including indirect costs of construction. The Company shall also perform a detailed estimate to determine the cost to install an underground system of the same scope as the overhead system, including indirect costs of construction.
- h. Requested Relocation of Company Facilities:
A cost estimate of the relocation will be performed including removal, installation and indirect cost of construction. In those situations where the Company determines that due to reliability, economic, or safety concerns it would be in the best interest of the Company to relocate the facilities, there could be no additional charge for the re-location. Any estimated expense not determined to be in the best interest of the Company would be the responsibility of the entity making the request.

3. Unregulated competition:

Where the Company competes for business with unregulated competition, the Company may waive all or part of any charges associated with extensions of service and/or construction deposits, provided for in the Empire Distribution Policy, Chapter III B, Empire District Electric Company Rules and Regulations, and any additional non-rate schedule charges, required in order to effectively compete with offers made to developers and/or customers by unregulated competition after notifying the Missouri Public Service Commission and receiving an Order granting the waiver for good cause shown.

C. METERING

1. Meters:

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The readings of the Company's meter measuring service to customer (subject to determination of accuracy of the meter, as provided above) will be taken as prima facie evidence of the customer's use of service.

DATE OF ISSUE June 3, 2011
ISSUED BY Kelly S. Walters, Vice President, Joplin, MO

DATE EFFECTIVE June 15, 2011 **FILED**

Missouri Public
Service Commission
ER-2011-0004; YE-2011-0615

THE EMPIRE DISTRICT ELECTRIC COMPANY

P.S.C. Mo. No. 5 Sec. 5 1st Revised Sheet No. 17f

Canceling P.S.C. Mo. No. 5 Sec. 5 Original Sheet No. 17f

For ALL TERRITORY

RULES AND REGULATIONS

g. In those situations where the Company determines that, due to economic or safety concerns it would be in the Company's interest to install underground facilities, such facilities may be installed without additional cost to the customer. When it appears that underground construction may be in the Company's economic interest, the Company shall prepare a detailed estimate of the cost to install an overhead system, including indirect costs of construction. The Company shall also perform a detailed estimate to determine the cost to install an underground system of the same scope as the overhead system, including indirect costs of construction.

If the Company determines that either employee or public safety will be affected in the case of reverse feed construction, airport runways, commercial traffic, or state and local codes, the Company will install underground facilities without additional cost to the customer.

3. Unregulated competition:

Where the Company competes for business with unregulated competition, the Company may waive all or part of any charges associated with extensions of service and/or construction deposits, provided for in the Empire Distribution Policy, Chapter III B, Empire District Electric Company Rules and Regulations, and any additional non-rate schedule charges, required in order to effectively compete with offers made to developers and/or customers by unregulated competition after notifying the Missouri Public Service Commission and receiving an Order granting the waiver for good cause shown.

C. METERING

1. Meters:

Meters necessary to measure the power and energy purchased and delivered hereunder will be installed, owned and maintained by the Company at its expense. Periodic tests of the accuracy of the metering equipment will be made by the Company according to approved modern practice. No adjustment in charges for service hereunder will be made unless an average error of more than two (2) percent, plus or minus, in the accuracy of such metering is found. Should an error in excess of an average of 2% be found, proper adjustment for the full amount of such error will be made as stated in Chapter V, Section B.1. The Company shall have such meters promptly corrected. Upon the request of the customer, a representative of the customer may witness such periodic tests. The customer will have the right to request that a special meter test be made at any time. If the test made at the customer's request discloses that the meter tested is registering correctly or with an average error of not more than 2% and the meter has been tested in the last 12 months, the customer will bear the expense of such test. The expense of all other tests will be borne by the Company.

The readings of the Company's meter measuring service to customer (subject to determination of accuracy of the meter, as provided above) will be taken as prima facie evidence of the customer's use of service.

CANCELLED
June 15, 2011
Missouri Public
Service Commission
ER-2011-0004; YE-2011-0615

DATE OF ISSUE December 28, 2006
ISSUED BY Kelly S. Walters, Vice President, Joplin, MO

DATE EFFECTIVE ~~January 27, 2007~~
December 14, 2007

ER-2006-0315

Filed
Missouri Public
Service Commission

For ALL TERRITORY

No supplement to this rate schedule will be issued except for the purpose of cancelling this rate schedule.

RULES AND REGULATIONS

g. In those situations where the Company determines that, due to economic or safety concerns it would be in the Company's interest to install underground facilities, such facilities may be installed without additional cost to the customer. When it appears that underground construction may be in the Company's economic interest, the Company shall prepare a detailed estimate of the cost to install an overhead system, including indirect costs of construction. The Company shall also perform a detailed estimate to determine the cost to install an underground system of the same scope as the overhead system, including indirect costs of construction.

If the Company determines that either employee or public safety will be affected in the case of reverse feed construction, airport runways, commercial traffic, or state and local codes, the Company will install underground facilities without additional cost to the customer.

3. Unregulated competition:

Where the Company competes for business with unregulated competition, the Company may waive all or part of any charges associated with extensions of service and/or construction deposits, provided for in the Empire Distribution Policy, Chapter III B, Empire District Electric Company Rules and Regulations, and any additional non-rate schedule charges, required in order to effectively compete with offers made to developers and/or customers by unregulated competition after notifying the Missouri Public Service Commission and receiving an Order granting the waiver for good cause shown.

C. METERING

1. Meters:

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The readings of the Company's meter measuring service to customer (subject to determination of accuracy of the meter, as provided above) will be taken as prima facie evidence of the customer's use of service.

CANCELLED
1/1/2007 & 12/14/07
ER-2006-0315
Missouri Public
Service Commission

Filed
MO PSC

THE EMPIRE DISTRICT ELECTRIC COMPANY

P.S.C. Mo. No. 5 Sec. 5 7th Revised Sheet No. 18

Canceling P.S.C. Mo. No. 5 Sec. 5 6th Revised Sheet No. 18

For ALL TERRITORY

RULES AND REGULATIONS

2. Meter Installation:

In general, self-contained meters will be used on installations supplied at 120 volts to ground, and requiring 200 amperes and less for polyphase service, and for installations requiring 320 ampere single phase service or less. Self-contained meters will be placed in the service entrance ahead of the main disconnect. Current transformers in conjunction with the meter will be used where the installation requires: 1) more than 200 amperes, 120/208 volts with polyphase service, 2) 277/480 volts with polyphase service, or 3) more than 320 amperes with single phase service. The current transformers, likewise, shall be placed in the service entrance ahead of the main disconnect, and shall be enclosed in a metal cabinet (with indoor metering or underground service) or mounted on a metal frame (with outdoor metering). Outdoor frames will be supplied by the Company and installed by the Customer's electrician. The metal cabinets will be provided by the customer and installed by the Customer's electrician. For the outdoor frames, the current transformers will be provided by the Company and installed by the Customer's electrician. For the metal cabinets, the current transformers will be provided and installed by the Company.

Meters which require both current and potential transformers, commonly called instrument transformers, will be used on installations supplied at voltages in excess of 277 volts to ground. It is necessary that the customer consult with a representative of the Company concerning location and mounting of the instrument transformers and meter before proceeding with plans for the service entrance. On indoor locations of this type, a disconnecting switch must be connected ahead of Company's metering equipment.

Meters shall be placed in a location which is readily accessible to the Company's inspectors and meter readers without inconvenience to the customer or Company's personnel. For self-contained meters, normally this will be on the exterior of an outer wall of customer's house or other building, on a central service pole, or other outdoor support. An exception would be in business or factory districts where the buildings extend out to the alleys or thoroughfares, thus exposing the meter to damage by trucks or other traffic. In these cases, an interior location accessible to Company personnel shall be provided. In any case, the meter support must be located in an environment free from excessive vibration, dust, corrosive gases, and magnetic interference or any other harmful conditions.

Self-contained polyphase meters will, in general, be socket type and will be installed outdoors.

Meter mountings must be arranged so that the center of the meter is not more than six (6) feet or less than four (4) feet above ground or floor level. A level unobstructed work space of seventy-five (75) inches in height and eighteen (18) inches on either side of the metering equipment or enclosure, and four (4) feet in front of the meter cover face is required to allow for accessing the metering equipment

CANCELLED
September 16, 2020
Missouri Public
Service Commission
ER-2019-0374; EN-2021-0038; YE-2021-0041

DATE OF ISSUE February 5, 2020 DATE EFFECTIVE April 2, 2020
ISSUED BY Sheri Richard, Director Rates and Regulatory Affairs, Joplin, MO

FILED
Missouri Public
Service Commission
AO-2020-0237; YE-2020-0133

THE EMPIRE DISTRICT ELECTRIC COMPANY

P.S.C. Mo. No. 5 Sec. 5 6th Revised Sheet No. 18

Canceling P.S.C. Mo. No. 5 Sec. 5 5th Revised Sheet No. 18

For ALL TERRITORY

RULES AND REGULATIONS

2. Meter Installation:

In general, self-contained meters will be used on installations supplied at 277 volts to ground and less, and requiring 200 amperes and less for polyphase service, and for installations requiring 400 ampere single phase service or less. Self-contained meters will be placed in the service entrance ahead of the main disconnect. Installations involving more than six meters on a single building require a full rated main disconnect installed ahead of the meter sockets. Current transformers in conjunction with the meter will be used where the installation requires more than 200 amperes with polyphase phase and more than 400 amperes with single phase service. The current transformers, likewise, shall be placed in the service entrance ahead of the main disconnect, and shall be enclosed in a metal cabinet (with indoor metering or underground service) or mounted on a metal frame (with outdoor metering). Outdoor frames will be supplied by the Company and installed by the Customer's electrician. The metal cabinets will be provided by the customer and installed by the Customer's electrician. In all cases, the current transformers will be provided by the Company and mounted by the Customer's electrician.

Meters which require both current and potential transformers, commonly called instrument transformers, will be used on installations supplied at voltages in excess of 277 volts to ground. It is necessary that the customer consult with a representative of the Company concerning location and mounting of the instrument transformers and meter before proceeding with plans for the service entrance. On indoor locations of this type, a disconnecting switch must be connected ahead of Company's metering equipment.

Meters shall be placed in a location which is readily accessible to the Company's inspectors and meter readers without inconvenience to the customer or Company's personnel. For self-contained meters, normally this will be on the exterior of an outer wall of customer's house or other building, on a central service pole, or other outdoor support. An exception would be in business or factory districts where the buildings extend out to the alleys or thoroughfares, thus exposing the meter to damage by trucks or other traffic. In these cases, an interior location accessible to Company personnel shall be provided. In any case, the meter support must be located in an environment free from excessive vibration, dust, corrosive gases, and magnetic interference or any other harmful conditions.

Self-contained polyphase meters will, in general, be socket type and will be installed outdoors.

Meter mountings must be arranged so that the center of the meter is not more than six (6) feet or less than four (4) feet above ground or floor level. A level unobstructed work space of seventy-five (75) inches in height and eighteen (18) inches on either side of the metering equipment or enclosure, and four (4) feet in front of the meter cover face is required to allow for accessing the metering equipment

THE EMPIRE DISTRICT ELECTRIC COMPANY

P.S.C. Mo. No. 5 Sec. 5 5th Revised Sheet No. 18

Canceling P.S.C. Mo. No. 5 Sec. 5 4th Revised Sheet No. 18

For ALL TERRITORY

RULES AND REGULATIONS

2. Meter Installation:

In general, self-contained meters will be used on installations supplied at 277 volts to ground and less, and requiring 200 amperes and less for polyphase service, and for installations requiring 400 ampere single phase service or less. Self-contained meters will be placed in the service entrance ahead of the entrance switch and fuses or the circuit breaker. Installations involving more than six meters on a single building require a full rated main disconnect installed ahead of the meter sockets. Current transformers in conjunction with the meter will be used where the installation requires more than 200 amperes with polyphase phase and more than 400 amperes with single phase service. The current transformers, likewise, shall be placed in the service entrance ahead of the entrance switch and fuses or circuit breaker, and shall be enclosed in a metal cabinet (with indoor metering or underground service) or mounted on a metal frame (with outdoor metering). Outdoor frames will be supplied by the Company and installed by the customer's wireman. The metal cabinets will be provided by the customer and installed by the customer's wireman. In all cases, the current transformers will be provided by the Company and installed by the customer's wireman.

Meters which require both current and potential transformers, commonly called instrument transformers, will be used on installations supplied at voltages in excess of 277 volts to ground. It is necessary that the customer consult with a representative of the Company concerning location and mounting of the instrument transformers and meter before proceeding with plans for the service entrance. On indoor locations of this type, a disconnecting switch must be connected ahead of Company's metering equipment.

Meters shall be placed in a location which is readily accessible to the Company's inspectors and meter readers without inconvenience to the customer or Company's personnel. For self-contained meters, normally this will be on the exterior of an outer wall of customer's house or other building, on a central service pole, or other outdoor support. An exception would be in business or factory districts where the buildings extend out to the alleys or thoroughfares, thus exposing the meter to damage by trucks or other traffic. In these cases, an interior location accessible to Company personnel shall be provided. In any case, the meter support must be located in an environment free from excessive vibration, dust, corrosive gases, and magnetic interference or any other harmful conditions.

Self-contained polyphase meters will, in general, be socket type and will be installed outdoors.

Meter mountings must be arranged so that the top of the meter is not more than six (6) feet nor less than four (4) feet above ground or floor level. A level unobstructed work space of seventy-five (75) inches in height and eighteen (18) inches on either side of the metering equipment or enclosure, and four (4) feet in front of the meter is required to allow for accessing the metering equipment.

CANCELLED
June 15, 2011
Missouri Public
Service Commission
ER-2011-0004; YE-2011-0615

DATE OF ISSUE December 28, 2006
ISSUED BY Kelly S. Walters, Vice President, Joplin, MO

DATE EFFECTIVE ~~January 27, 2007~~
December 14, 2007

ER-2006-0315

Filed
Missouri Public
Service Commission

THE EMPIRE DISTRICT ELECTRIC COMPANY

Sec. 5 4th Revised Sheet No. 18
Cancelling P.S.C. Mo. No. 5

For ALL TERRITORY
No supplement to this rate schedule will be issued except
for the purpose of cancelling this rate schedule.

Sec. 5 3rd Revised Sheet No. 18
Which was issued 07-14-98

RULES AND REGULATIONS

2. Meter Installation:

In general, self-contained meters will be used on installations supplied at 277 volts to ground and less, and requiring 200 amperes and less for polyphase service, and for installations requiring 400 ampere single phase service or less. Self-contained meters will be placed in the service entrance ahead of the entrance switch and fuses or the circuit breaker. Installations involving more than six meters on a single building require a full rated main disconnect installed ahead of the meter sockets. Current transformers in conjunction with the meter will be used where the installation requires more than 200 amperes with polyphase phase and more than 400 amperes with single phase service. The current transformers, likewise, shall be placed in the service entrance ahead of the entrance switch and fuses or circuit breaker, and shall be enclosed in a metal cabinet (with indoor metering or underground service) or mounted on a metal frame (with outdoor metering). Outdoor frames will be supplied by the Company and installed by the customer's wireman. The metal cabinets will be provided by the customer and installed by the customer's wireman. In all cases, the current transformers will be provided by the Company and installed by the customer's wireman.

Meters which require both current and potential transformers, commonly called instrument transformers, will be used on installations supplied at voltages in excess of 277 volts to ground. It is necessary that the customer consult with a representative of the Company concerning location and mounting of the instrument transformers and meter before proceeding with plans for the service entrance. On indoor locations of this type, a disconnecting switch must be connected ahead of Company's metering equipment.

Meters shall be placed in a location which is readily accessible to the Company's inspectors and meter readers without inconvenience to the customer or Company's personnel. For self-contained meters, normally this will be on the exterior of an outer wall of customer's house or other building, on a central service pole, or other outdoor support. An exception would be in business or factory districts where the buildings extend out to the alleys or thoroughfares, thus exposing the meter to damage by trucks or other traffic. In these cases, an interior location accessible to Company personnel shall be provided. In any case, the meter support must be located in an environment free from excessive vibration, dust, corrosive gases, and magnetic interference or any other harmful conditions.

Self-contained polyphase meters will, in general, be socket type and will be installed outdoors.

Meter mountings must be arranged so that the top of the meter is not more than six (6) feet nor less than four (4) feet above ground or floor level. A level unobstructed work space of seventy-five (75) inches in height and eighteen (18) inches on either side of the metering equipment or enclosure, and four (4) feet in front of the meter is required to allow for accessing the metering equipment.

CANCELLED
1/1/2007 & 12/14/07
ER-2006-0315
Missouri Public
Service Commission

ER-2004-0570
March 27, 2005

DATE OF ISSUE March 17, 2005
ISSUED BY D.W. Gibson, Vice President, Joplin, MO

DATE EFFECTIVE April 16, 2005

FILED
MO PSC

THE EMPIRE DISTRICT ELECTRIC COMPANY

Sec. 5 3rd Revised Sheet No. 18
Cancelling P.S.C. Mo. No. 5

For ALL TERRITORY

No supplement to this rate schedule will be issued except for the purpose of cancelling this rate schedule.

Sec. 5 2nd Revised Sheet No. 18
Which was issued 10-07-94

RECEIVED

RULES AND REGULATIONS **JUL 13 1998**

MO. PUBLIC SERVICE COMM

2. Meter Installation:

In general, self-contained meters will be used on installations supplied at 277 volts to ground and less, and requiring 200 amperes and less for either single phase or polyphase service, and for installations requiring 400 ampere single phase service. Self-contained meters will be placed in the service entrance ahead of the entrance switch and fuses or the circuit breaker. Installations involving more than six meters on a single building require a full rated main disconnect installed ahead of the meter sockets. Current transformers in conjunction with the meter will be used where the installation requires more than 200 amperes with polyphase phase and more than 400 amperes with single phase service. The current transformers, likewise, shall be placed in the service entrance ahead of the entrance switch and fuses or circuit breaker, and shall be enclosed in a metal cabinet (with indoor metering) or mounted on a metal frame (with outdoor metering), either of which will be supplied by the Company and installed by the customer's wireman.

Meters which require both current and potential transformers, commonly called instrument transformers, will be used on installations supplied at potentials in excess of 277 volts to ground. It is necessary that the customer consult with a representative of the Company concerning location and mounting of the instrument transformers and meter before proceeding with plans for the service entrance. On indoor locations of this type, a disconnecting switch must be connected ahead of Company's metering equipment.

Meters shall be placed in a location which is readily accessible to the Company's inspectors and meter readers without inconvenience to the customer or Company's personnel. For self-contained meters, normally this will be on the exterior of an outer wall of customer's house or other building, or on a central service pole, or other outdoor support. An exception would be in business or factory districts where the buildings extend out to the alleys or thoroughfares, thus exposing the meter to damage by trucks or other traffic. In these cases, an interior location accessible to Company personnel shall be provided. In any case, the meter support must be located in an environment free from excessive vibration, dust, corrosive gases, and magnetic interference or any other harmful conditions.

Self-contained polyphase meters will, in general, be bottom-connected and may be mounted either indoors above test and connection box furnished by the Company, or outdoors in a weatherproof box, also furnished by the Company.

Meter mountings must be arranged so that the top of the meter is not more than six and one-half (6.5) feet nor less than five (5) feet above ground or floor level. A level unobstructed work space of seventy-five (75) inches in height and eighteen (18) inches on either side of the metering equipment or enclosure, and four (4) feet in front of the meter is required to allow for testing of metering equipment.

CANCELLED

MAR 27 2005
By *AKK RS 18*
Public Service Commission
MISSOURI

FILED

AUG 13 1998

MISSOURI
Public Service Commission

THE EMPIRE DISTRICT ELECTRIC COMPANY

Sec. 5 2nd Revised Sheet No. 18
Cancelling P.S.C. Mo. No. 5

For ALL TERRITORY

No supplement to this rate schedule will be issued except for the purpose of cancelling this rate schedule.

Sec. 5 1st Revised Sheet No. 18
Which was issued 12-16-88

RULES AND REGULATIONS

OCT - 7 1994

the request of the Customer, a representative of the Customer may witness such periodic tests. The Customer will have the right to request that a special meter test be made at any time. If the test made at the Customer's request discloses that the meter tested is registering correctly or with an average error of not more than 2% and the meter has been tested in the last 12 months, the Customer will bear the expense of such test. The expense of all other tests will be borne by the Company.

The readings of the Company's meter measuring service to Customer (subject to determination of accuracy of the meter, as provided above) will be taken as prima facie evidence of the Customer's use of service.

2. Meter Installation:

In general, self-contained meters will be used on installations supplied at 277 volts to ground and less, and requiring 200 amperes and less for either single phase or polyphase service, and for installations requiring 400 ampere single phase service. Self-contained meters will be placed in the service entrance ahead of the entrance switch and fuses or the circuit breaker. Installations involving more than six meters on a single building require a full rated main disconnect installed ahead of the meter sockets. Current transformers in conjunction with the meter will be used where the installation requires more than 200 amperes with polyphase phase and more than 400 amperes with single phase service. The current transformers, likewise, shall be placed in the service entrance ahead of the entrance switch and fuses or circuit breaker, and shall be enclosed in a metal cabinet (with indoor metering) or mounted on a metal frame (with outdoor metering), either of which will be supplied by the Company and installed by the Customer's wireman.

Meters which require both current and potential transformers, commonly called instrument transformers, will be used on installations supplied at potentials in excess of 277 volts to ground. It is necessary that the Customer consult with a representative of the Company concerning location and mounting of the instrument transformers and meter before proceeding with plans for the service entrance. On indoor locations of this type, a disconnecting switch must be connected ahead of Company's metering equipment.

Meters shall be placed in a location which is readily accessible to the Company's inspectors and meter readers without inconvenience to the Customer or Company's personnel. For self-contained meters, normally this will be on the exterior of an outer wall of Customer's house or other building, or on a central service pole, or other outdoor support. An exception would be in business or factory districts where the buildings extend out to the alleys or thoroughfares, thus exposing the meter to damage by trucks or other traffic. In these cases, an interior location accessible to Company personnel shall be provided. In any case, the meter support must be located in an environment free from excessive vibration, dust, corrosive gases, and magnetic interference or any other harmful conditions.

Self-contained polyphase meters will, in general, be bottom-connected and may be mounted either indoors above test and connection box furnished by the Company, or outdoors in a weatherproof box, also furnished by the Company.

Meter mountings must be arranged so that the top of the meter is not more than six and one-half (6.5) feet nor less than five (5) feet above ground or floor level. A level unobstructed work space of seventy five (75) inches in height and eighteen (18) inches on either side of the metering equipment or enclosure and four (4) feet in front of the meter is required to allow for testing of metering equipment.

CANCELLED

FEB - 9 1995

AUG 13 1998
By 3rd RS#18
Public Service Commission
MISSOURI

MISSOURI
Public Service Commission

The Empire District Electric Company

~~Original~~
 Sec. 5 1st Revised Sheet No. 18
 Cancelling P.S.C.Mo.No. 5
 Original
 Sec. ~~Revised~~ Sheet No. 18
 Which was issued 6-22-83

For ALL TERRITORY

RULES AND REGULATIONS

RECEIVED

DEC 14 1988

E. Other

1. Aerials:

Radio or television receiving or transmitting aerials shall not be attached to Company's poles, nor be installed in such a manner that they cross over or under Company's lines, nor be placed within six (6) feet thereof.

2. House Moving:

Whenever a house, derrick, building or other obstruction is to be moved over a route traversed or crossed by the Company's overhead wires or guys, advance written notification must be given at the Company's district office and arrangements made for the proper handling of any wires or guys which must be raised or moved. In no case shall anyone except the Company's employees attempt to cut, raise, lift or move any of the Company's wires, guys, poles or other facilities.

CANCELLED

FEB 9 - 1995
 BY 2nd R.S. #18
 Public Service Commission
 MISSOURI

FILED

JAN 15 1989

Public Service Commission

DATE OF ISSUE DECEMBER 16, 1988

DATE EFFECTIVE JANUARY 15, 1989

ISSUED BY R. L. LAMB, President, Joplin, MO.

The Empire District Electric Company

Sec. 5 Original Sheet No. 18
Revised

Cancelling P.S.C. Mo. No.

For ALL TERRITORY

Sec. Original Sheet No.
Revised

Which was issued

RECEIVED
JUN 22 1933
MISSOURI
Public Service Commission

RULES AND REGULATIONS

CHAPTER IV

EMERGENCY ENERGY CONSERVATION PLAN

A. General

The purpose of this plan is to define actions that will be taken when an imminent fuel shortage threatens the ability of the Company to continue services which are essential to the health and well being of the Company's customers.

The Plan will be a two phase plan, with the second phase being implemented in the event Phase I fails to provide adequate reduction in energy consumption. The Plan will be implemented as necessary and in the order shown. Should conditions deteriorate rapidly, Phase II may be implemented before any or all steps in Phase I have been completed.

B. Phase I

1. Elimination of all non-essential Company consumption.
2. Voluntary elimination of all non-essential lighting, including but not limited to:

- Homes
- Stores
- Educational Institutions
- Industries
- Commercial Buildings
- Street Lighting
- Outdoor Advertising
- Parking Lot Lighting

3. A voluntary 20% reduction in consumption for educational institutions, museums, art galleries and historic buildings.
4. Voluntary elimination of all night-time sporting events and other recreational uses.
5. Interruption of service to all customers served on interruptible rates as provided in the respective rate or contract.
6. Voluntary reduction by industrial customers which will result in a 20% reduction in energy consumption.
7. Voluntary reduction in the use of home heating equipment and appliances to the lowest use necessary to maintain life support systems.

In the event the steps implemented in Phase I do not provide adequate reduction in consumption to mitigate the imminent fuel shortage, State and Federal regulatory commissions or other appropriate authority will be requested to authorize The Empire District Electric Company to implement Phase II procedures as they become necessary to preserve the Company's fuel inventory and maintain essential services.

C. Phase II

1. Mandatory elimination and reduction as outlined in Phase I.
2. Mandatory elimination of consumption by all educational institutions, museums, art galleries and historic buildings.
3. Voltage reduction of 5% for all customers.

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ISSUED BY R. L. LAMB, President, Joplin, Mo.

DATE EFFECTIVE AUGUST 1, 1983

THE EMPIRE DISTRICT ELECTRIC COMPANY

P.S.C. Mo. No. 5 Sec. 5 5th Revised Sheet No. 19

Canceling P.S.C. Mo. No. 5 Sec. 5 4th Revised Sheet No. 19

For ALL TERRITORY

RULES AND REGULATIONS

It is the Company's regular practice to seal its meters and enclosures of metering equipment. Only Company employees or agents are authorized to remove any such seal. When a seal is repeatedly missing or broken, Company shall have the right to initiate a meter-tampering investigation and when tampering is documented may bill the Customer for resealing or special locking devices necessary to secure the meter and/or meter enclosure.

D. POWER SUPPLY

In all cases and at all locations, supply specifications shall be approved by the Company.

1. Voltages:

The following nominal voltages are available for supply to Customers, depending upon size, application and location on the Company's distribution system: Other voltages may be available in certain areas but will require consultation with a Company representative.

Standard Secondary Voltages:

- 120/240 volts single phase
- 120/208 volts three phase grounded wye
- 120/240 volts three phase four wire delta
- 277/480 volts grounded wye

Standard Primary Voltage:

- 7,200/12,470 volts three phase grounded wye
- 14,400/25,000 volts three phase grounded wye

Capacity:

The Customer must contact the Company to verify the available power supply capacity at any particular location on Company's electrical system.

Phase:

Standard phasing for residential or rural areas shall be single phase. Customers or applicants for service in such areas should arrange to utilize single phase service. When three phase is requested in residential or rural areas, feasibility of extending three phase facilities shall be determined by Company, considering such factors as prospective annual revenue, location, topography, Customer load characteristics, etc.

Frequency:

The standard frequency in all locations shall be 60 hertz.

2. Fluctuating Loads:

Any single phase equipment rated over 20 kW or any three phase equipment rated over 45 kW must be approved by Company. Three phase fluctuating loads drawing a peak instantaneous demand in excess of 15 kVA and cycling at a rate of once every five minutes or less shall be reported to the Company so the effects of the Customer's load on the Customer's and/or adjacent Customers' electrical service quality can be determined.

For any poly-phase services, the Customer is responsible for protecting motors and other equipment from damage in case of a single phasing condition on the Company's distribution and/or transmission systems.

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THE EMPIRE DISTRICT ELECTRIC COMPANY

P.S.C. Mo. No. 5 Sec. 5 4th Revised Sheet No. 19

Canceling P.S.C. Mo. No. 5 Sec. 5 3rd Revised Sheet No. 19

For ALL TERRITORY

RULES AND REGULATIONS

It is the Company's regular practice to seal its meters and enclosures of metering equipment. Only Company employees or agents are authorized to remove any such seal. When a seal is repeatedly missing or broken, Company shall have the right to initiate a meter-tampering investigation and when tampering is documented may bill the Customer for resealing or special locking devices necessary to secure the meter and/or meter enclosure.

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The following nominal voltages are available for supply to Customers, depending upon size, application and location on the Company's distribution system: Other voltages may be available in certain areas but will require consultation with a Company representative.

Standard Secondary Voltages:

- 120/240 volts single phase
- 120/208 volts three phase grounded wye
- 120/240 volts three phase delta
- 277/480 volts grounded wye

Standard Primary Voltage:

12,470 volts three phase grounded wye

Capacity:

The Customer must contact the Company to verify the available power supply capacity at any particular location on Company's electrical system.

Phase:

Standard phasing for residential or rural areas shall be single phase. Customers or applicants for service in such areas should arrange to utilize single phase service. When three phase is requested in residential or rural areas, feasibility of extending three phase facilities shall be determined by Company, considering such factors as prospective annual revenue, location, topography, Customer load characteristics, etc.

Frequency:

The standard frequency in all locations shall be 60 hertz or cycles per second.

2. Fluctuating Loads:

Any single phase equipment rated over 20 kW or any three phase equipment rated over 45 kW must be approved by Company. Three phase fluctuating loads drawing a peak instantaneous demand in excess of 15 kVA and cycling at a rate of once every five minutes or less shall be reported to the Company so the effects of the Customer's load on the Customer's and/or adjacent Customers' electrical service quality can be determined.

3. For any poly-phase services, the Customer is responsible for protecting motors and other equipment from damage in case of a single phasing condition on the Company's distribution and/or transmission systems. This removes Empire from any liability associated with "loss of phase" on the Company's distribution and/or transmission systems caused by weather, accidents, or other factors beyond the Company's control.

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THE EMPIRE DISTRICT ELECTRIC COMPANY

P.S.C. Mo. No. 5 Sec. 5 3rd Revised Sheet No. 19

Canceling P.S.C. Mo. No. 5 Sec. 5 2nd Revised Sheet No. 19

For ALL TERRITORY

**RULES AND
REGULATIONS**

It is the Company's regular practice to seal its meters and enclosures of metering equipment. Only Company employees or agents are authorized to remove any such seal. When a seal is repeatedly missing or broken, Company shall have the right to initiate a meter-tampering investigation and when tampering is documented may bill the Customer for resealing or special locking devices necessary to secure the meter and/or meter enclosure.

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The Customer must contact the Company to verify the available power supply capacity at any particular location on Company's electrical system.

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Standard phasing for residential or rural areas shall be single phase. Customers or applicants for service in such areas should arrange to utilize single phase service. When three phase is requested in residential or rural areas, feasibility of extending three phase facilities shall be determined by Company, considering such factors as prospective annual revenue, location, topography, Customer load characteristics, etc.

Frequency:

The standard frequency in all locations shall be 60 hertz or cycles per second.

2. Fluctuating Loads:

Any single phase equipment rated over 20 KW or any three phase equipment rated over 45 KW must be approved by Company. Three phase fluctuating loads drawing a peak instantaneous demand in excess of 15 KVA and cycling at a rate of once every five minutes or less shall be reported to the Company so the effects of the Customer's load on the Customer's and/or adjacent Customers' electrical service quality can be determined.

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August 23, 2008
Missouri Public
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DATE EFFECTIVE January 27, 2007
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THE EMPIRE DISTRICT ELECTRIC COMPANY

Sec. 5 2nd Revised Sheet No. 19
Cancelling P.S.C. Mo. No. 5

For ALL TERRITORY

No supplement to this rate schedule will be issued except for the purpose of cancelling this rate schedule.

Sec. 5 1st Revised Sheet No. 19
Which was issued 12-16-88

RULES AND REGULATIONS
OCT 7 1994

It is the Company's regular practice to seal its meters and enclosures of metering equipment. Only Company employees or agents are authorized to remove any such seal. When a seal is repeatedly missing or broken, Company shall have the right to initiate a meter-tampering investigation and when tampering is documented may bill the Customer for resealing or special locking devices necessary to secure the meter and/or meter enclosure.

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**MISSOURI
Public Service Commission**

The Empire District Electric Company

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Cancelling P.S.C.No. 5
Original
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For ALL TERRITORY

RULES AND REGULATIONS

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CHAPTER IV

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EMERGENCY ENERGY CONSERVATION PLAN

MISSOURI
Public Service Commission

A. General

The purpose of this plan is to define actions that will be taken when an imminent fuel shortage threatens the ability of the Company to continue services which are essential to the health and well being of the Company's customers.

The Plan will be a two phase plan, with the second phase being implemented in the event Phase I fails to provide adequate reduction in energy consumption. The Plan will be implemented as necessary and in the order shown. Should conditions deteriorate rapidly, Phase II may be implemented before any or all steps in Phase I have been completed.

B. Phase I

1. Elimination of all non-essential Company consumption.

2. Voluntary elimination of all non-essential lighting, including but not limited to:

- Homes
- Stores
- Educational Institutions
- Industries
- Commercial Buildings
- Street Lighting
- Outdoor Advertising
- Parking Lot Lighting

CANCELLED

FEB 9 1995
BY 2 and R.S. # 19
Public Service Commission
MISSOURI

3. A voluntary 20% reduction in consumption for educational institutions, museums, art galleries and historic buildings.

4. Voluntary elimination of all night-time sporting events and other recreational uses.

5. Interruption of service to all customers served on interruptible rates as provided in the respective rate or contract.

6. Voluntary reduction by industrial customers which will result in a 20% reduction in energy consumption.

7. Voluntary reduction in the use of home heating equipment and appliances to the lowest use necessary to maintain life support systems.

In the event the steps implemented in Phase I do not provide adequate reduction in consumption to mitigate the imminent fuel shortage, State and Federal regulatory commissions or other appropriate authority will be requested to authorize The Empire District Electric Company to implement Phase II procedures as they become necessary to preserve the Company's fuel inventory and maintain essential services.

C. Phase II

1. Mandatory elimination and reduction as outlined in Phase I.

2. Mandatory elimination of consumption by all educational institutions, museums, art galleries and historic buildings.

3. Voltage reduction of 5% for all customers.

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Public Service Commission

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ISSUED BY R. L. LAMB, President, Joplin, MO.

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Original Sheet No. 19

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For ALL TERRITORY

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Original Sheet No.

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Which was issued

RECEIVED

RULES AND REGULATIONS

JUN 22 1983

MISSOURI Public Service Commission

4. Rotating two-hour service interruption on selected feeder lines. The System Operator will be responsible for implementing and controlling the interruptions, and, where possible, will avoid interruptions, and, where possible, will avoid interruption of circuits which serve critical needs of the community.

The Company Energy Curtailment Plan will be reviewed on an annual basis by those responsible for its implementation so as to make any changes which may be either necessary or desirable, and in order to maintain the desired degree of familiarity with the plan.

D. Essential Services:

The following customers will be exempt from full compliance with the plan as outlined in Phase II due to the essential nature of the service they provide. Although exempted from the mandatory provisions of this plan, such customers would be expected to cooperate to the fullest extent possible consistent with the continued operation of the essential service for which the customer is responsible.

1. Any facility whose function is known to the Company to be necessary to the support of life.

- a. Certain hospital services and nursing homes.
- b. Non-hospital facilities which may have iron lung or kidney machines.

2. Any facility whose function is necessary for National, State or local security.

- a. Civil Defense facilities
- b. Other Governmental activities essential to national defense

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

- a. Police and fire control facilities
- b. Public utilities - water, telephone, gas, sewage disposal facilities
- c. Transportation facilities
- d. Communications media - newspapers, radio and television stations
- e. Coal mining and related functions
- f. Petroleum refining and pipeline facilities
- g. Food processing, storage and distribution facilities
- h. Medical supply facilities

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THE EMPIRE DISTRICT ELECTRIC COMPANY

P.S.C. Mo. No. 5 Sec. 5 4th Revised Sheet No. 20

Canceling P.S.C. Mo. No. 5 Sec. 5 3rd Revised Sheet No. 20

For ALL TERRITORY

RULES AND REGULATIONS

- 3. Motors:
 - a. Supply to Motors:
All single phase motors over 6.5 h.p. and all three phase motors over 15 h.p. must be approved in writing by Company. If an adjustable speed drive or DC drive is used, the Customer shall notify Company so that characteristics particular to solid state motor controlling can be taken into account in all studies.
- 4. Electric Welders:
Any electric welder rated over 5 KVA must be approved in writing by Company.
- 5. Load Balance:
Customer's wiring shall have a sufficient number of branch circuits and be so connected as to allow load on each phase or side of the supply neutral to be as nearly balanced as possible, thus minimizing unbalance or neutral current.
- 6. Grounding:
Customer's wiring installation shall be effectively grounded as required by the NEC, NESC and local code or building authority. In particular, this includes grounding of the service entrance neutral conductor, metallic metering enclosures, the meter socket, metallic service entrance enclosures, main disconnect, and metallic service entrance conduit.
- 7. Application for Electrical Supply With Special Considerations:
In cases or locations where the Customer's or applicant's equipment installation and usage applications do not meet the requirements stated above in Section D, the Customer shall contact the Company to request a feasibility study of the Customer's proposed requirements. If problems are found to exist with the application as proposed, Company shall suggest mitigative measures. When applying for special consideration, the Customer shall supply all data relevant to his/her electrical power needs which shall include but not be limited to the following:
- 8. Equipment Nameplate Information:
 - Voltage
 - Frequency
 - Efficiency
 - Power Factor
 - NEMA equipment data (specifically locked rotor current code for motors)
 - Type of equipment
 - Location of equipment
 - Equipment operation schedules (i.e., how many times started per hour, etc.)
 - Adjacent and/or auxiliary equipment types and schedules
 - Equipment test data (if available)

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THE EMPIRE DISTRICT ELECTRIC COMPANY

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For ALL TERRITORY

RULES AND REGULATIONS

3. Motors:

a. Supply to Motors:

All single phase motors over 6.5 h.p. and all three phase motors over 15 h.p. must be approved by Company. If an adjustable speed drive or DC drive is used, the Customer shall notify Company so that characteristics particular to solid state motor controlling can be taken into account in all studies.

4. Electric Welders:

Any electric welder rated over 5 KVA must be approved by Company.

5. Load Balance:

Customer's wiring shall have a sufficient number of branch circuits and be so connected as to allow load on each phase or side of the supply neutral to be as nearly balanced as possible, thus minimizing unbalance or neutral current.

6. Grounding:

Customer's wiring installation shall be effectively grounded as required by the NEC (NFPA 70), NESC and local code or building authority. In particular, this includes grounding of the service entrance neutral conductor, metallic metering enclosures, the meter base, metallic service entrance enclosures, main disconnect or switch enclosures, and metallic service entrance conduit.

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In cases or locations where the Customer's or applicant's equipment installation and usage applications do not meet the requirements stated above in Section D, the Customer shall contact the Company to request a feasibility study of the Customer's proposed requirements. If problems are found to exist with the application as proposed, Company shall suggest mitigative measures. When applying for special consideration, the Customer shall supply all data relevant to his/her electrical power needs which shall include but not be limited to the following:

Equipment Nameplate Information:

- Voltage
- Frequency
- Efficiency
- Power Factor
- NEMA equipment data (specifically locked rotor current code for motors)

Type of equipment

Location of equipment

Equipment operation schedules (i.e., how many times started per hour, etc.)

Adjacent and/or auxiliary equipment types and schedules

Equipment test data (if available)

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June 15, 2011
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Filed
Missouri Public
Service Commission

For ALL TERRITORY

No supplement to this rate schedule will be issued except for the purpose of cancelling this rate schedule.

RULES AND REGULATIONS OCT - 7 1994

3. Motors:

MO. PUBLIC SERVICE COMM.

a. Supply to Motors:

All single phase motors over 6.5 h.p. and all three phase motors over 15 h.p. must be approved by Company. If an adjustable speed drive or DC drive is used, the Customer shall notify Company so that characteristics particular to solid state motor controlling can be taken into account in all studies.

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Any electric welder rated over 5 KVA must be approved by Company.

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Customer's wiring shall have a sufficient number of branch circuits and be so connected as to allow load on each phase or side of the supply neutral to be as nearly balanced as possible, thus minimizing unbalance or neutral current.

6. Grounding:

Customer's wiring installation shall be effectively grounded as required by the NEC (NFPA 70), NESC and local code or building authority. In particular, this includes grounding of the service entrance neutral conductor, metallic metering enclosures, the meter base, metallic service entrance enclosures, main disconnect or switch enclosures, and metallic service entrance conduit.

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Equipment Nameplate Information:

- Voltage
- Frequency
- Efficiency
- Power Factor
- NEMA equipment data (specifically locked rotor current code for motors)

Type of equipment

Location of equipment

Equipment operation schedules (i.e., how many times started per hour, etc.)

Adjacent and/or auxiliary equipment types and schedules

Equipment test data (if available)

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MISSOURI
Public Service Commission

The Empire District Electric Company

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 Original
 Sec. ~~Revised~~ Sheet No. 20
 Which was issued 6-22-83

For ALL TERRITORY

RULES AND REGULATIONS

DEC 14 1988

4. Rotating two-hour service interruption on selected feeder lines. ~~The System Operator will be responsible for implementing and controlling the interruptions, and, where possible, will avoid interruptions, and, where possible, will avoid interruption of circuits which serve critical needs of the community.~~

The Company Energy Curtailment Plan will be reviewed on an annual basis by those responsible for its implementation so as to make any changes which may be either necessary or desirable, and in order to maintain the desired degree of familiarity with the plan.

D. Essential Services:

The following customers will be exempt from full compliance with the plan as outlined in Phase II due to the essential nature of the service they provide. Although exempted from the mandatory provision of this plan, such customers would be expected to cooperate to the fullest extent possible consistent with the continued operation of the essential service for which the customer is responsible.

1. Any facility whose function is known to the Company to be necessary to the support of life.
 - a. Certain hospital services and nursing homes.
 - b. Non-hospital facilities which may have iron lung or kidney machines.
2. Any facility whose function is necessary for National, State or local security.
 - a. Civil Defense facilities.
 - b. Other Governmental activities essential to national defense.
3. Any facility whose function is known to be necessary to provide essential public services.
 - a. Police and fire control facilities.
 - b. Public utilities - water, telephone, gas, sewage disposal facilities.
 - c. Transportation facilities.
 - d. Communications media - newspapers, radio and television stations.
 - e. Coal mining and related functions.
 - f. Petroleum refining and pipeline facilities.
 - g. Food processing, storage and distribution facilities.
 - h. Medical supply facilities.

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Public Service Commission

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ISSUED BY R. L. LAMB, President, Joplin, MO.

The Empire District Electric Company

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Sec. Original Sheet No.

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Which was issued

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RULES AND REGULATIONS

JUN 22 1983

CHAPTER V

BILLING PRACTICES

MISSOURI Public Service Commission

A. Billing and Payment Standards

1. Company will normally render a bill for each billing period to every customer in accordance with its applicable rate schedule. Failure of a customer to receive a bill shall not relieve him of his obligation for payment thereof.
2. Each billing statement rendered by the Company will be computed on actual usage during the billing period except as follows:
 - a. Company may render a bill based on estimated usage:
 - (1) To seasonally billed customers, provided an appropriate tariff is on file with the Commission and an actual reading is obtained before each change in the seasonal cycle.
 - (2) When extreme weather conditions, emergencies, labor agreements, or work stoppages prevent actual meter readings.
 - (3) When Company is unable to obtain access to the customer's premises for the purpose of reading the meter, or in situations where the customer makes reading the meter unnecessarily difficult. If the Company is unable to obtain an actual meter reading for these reasons, where practicable, it will undertake reasonable alternatives to obtain a customer reading of the meter, such as mailing or leaving postpaid, preaddressed postcards upon which the customer may note the reading, unless the customer requests otherwise.
 - b. Company will not render a bill based on estimated usage for more than three consecutive billing periods, except under conditions described in Paragraph A2a(1) and A2a(2) of this rule.
 - c. Under no circumstances will Company render a bill based on estimated usage:
 - (1) Unless the estimating procedures employed by the Company and any substantive changes in those procedures have been approved by the Commission.
 - (2) As a customer's initial or final bill for service unless conditions beyond the control of the Company prevent an actual meter reading.
 - d. When Company renders an estimated bill in accordance with these rules, it will
 - (1) Maintain accurate records of the reasons therefor and efforts made to secure an actual reading.
 - (2) Clearly and conspicuously note on the bill that it is based on estimated usage.
 - (3) Use customer supplied readings, whenever possible, to determine usage.
 - e. When Company underestimates a customer's usage, the customer will be given the opportunity requested, to make payment in installments.
3. If Company is unable to obtain an actual meter reading for three consecutive billing periods, the Company will advise the customer by first class mail or personal delivery that the bills being rendered are estimated, that the estimation may not reflect the actual usage and that the customer may read and report electric usage to the Company on a regular basis. The procedure by which such reading and reporting may be initiated will be explained. Company will attempt to secure an actual meter reading from customers reporting their own usage at least annually. Such attempts shall include personal contact with the customer to advise the customer of the regular meter reading

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Public Service Commission

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ISSUED BY R. L. LAMB, President, Joplin, Mo.

THE EMPIRE DISTRICT ELECTRIC COMPANY

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Canceling P.S.C. Mo. No. 5 Sec. 5 3rd Revised Sheet No. 21

For ALL TERRITORY

RULES AND REGULATIONS

E. OTHER

1. Antennas:
Radio or television receiving or transmitting antennas shall not be attached to Company's poles, nor be installed in a manner that violates current NESC regulations. Any person(s) installing such antennas shall comply with OSHA standards, any applicable Missouri statutes, and local ordinances while performing installation of such structures.

2. House Moving:
Whenever a house, derrick, building or other obstruction is to be moved over a route traversed or crossed by the Company's overhead wires or guys, advance notification must be given at the Company's Call Center and arrangements made for the proper handling of any wires or guys which must be raised or moved. In no case shall anyone except the Company's employees attempt to cut, raise, lift or move any of the Company's wires, guys, poles or other facilities. The Customer shall pay in advance of the moving date by cash, cashier's check or money order for the direct and indirect costs of construction for any adjustments made to our facilities as required under Missouri statutes 229.230 through 229.290

CANCELLED
September 16, 2020
Missouri Public
Service Commission
ER-2019-0374; EN-2021-0038; YE-2021-0041

DATE OF ISSUE June 3, 2011
ISSUED BY Kelly S. Walters, Vice President, Joplin, MO

DATE EFFECTIVE June 15, 2011 **FILED**

Missouri Public
Service Commission
ER-2011-0004; YE-2011-0615

THE EMPIRE DISTRICT ELECTRIC COMPANY

P.S.C. Mo. No. 5 Sec. 5 3rd Revised Sheet No. 21

Canceling P.S.C. Mo. No. 5 Sec. 5 2nd Revised Sheet No. 21

For ALL TERRITORY

RULES AND REGULATIONS

E. OTHER

1. Aerials:
Radio or television receiving or transmitting aerials shall not be attached to Company's poles, nor be installed in a manner that violates current NESC regulations. Any person(s) installing such aerials shall comply with OSHA standards while performing installation of such structures.
2. House Moving:
Whenever a house, derrick, building or other obstruction is to be moved over a route traversed or crossed by the Company's overhead wires or guys, advance written notification must be given at the Company's district office and arrangements made for the proper handling of any wires or guys which must be raised or moved. In no case shall anyone except the Company's employees attempt to cut, raise, lift or move any of the Company's wires, guys, poles or other facilities. The Customer shall pay for the direct and indirect costs of construction for any adjustments made to our facilities as required under Missouri statutes 229.230 through 229.290

CANCELLED
June 15, 2011
Missouri Public
Service Commission
ER-2011-0004; YE-2011-0615

DATE OF ISSUE December 28, 2006
ISSUED BY Kelly S. Walters, Vice President, Joplin, MO

DATE EFFECTIVE ~~January 27, 2007~~
December 14, 2007

ER-2006-0315

Filed
Missouri Public
Service Commission

THE EMPIRE DISTRICT ELECTRIC COMPANY

Sec. 5 2nd Revised Sheet No. 21
Cancelling P.S.C. Mo. No. 5

For ALL TERRITORY

No supplement to this rate schedule will be issued except for the purpose of cancelling this rate schedule.

Sec. 5 1st Revised Sheet No. 21
Which was issued 12-16-88

RULES AND REGULATIONS
OCT - 7 1994

E. OTHER

MO. PUBLIC SERVICE COMM.

1. Aerials:

Radio or television receiving or transmitting aerials shall not be attached to Company's poles, nor be installed in a manner that violates current NESC regulations. Any person(s) installing such aerials shall comply with OSHA standards while performing installation of such structures.

2. House Moving:

Whenever a house, derrick, building or other obstruction is to be moved over a route traversed or crossed by the Company's overhead wires or guys, advance written notification must be given at the Company's district office and arrangements made for the proper handling of any wires or guys which must be raised or moved. In no case shall anyone except the Company's employees attempt to cut, raise, lift or move any of the Company's wires, guys, poles or other facilities. The Customer shall pay for the direct and indirect costs of construction for any adjustments made to our facilities as required under Missouri statutes 229.230 through 229.290

CANCELLED
1/1/2007 & 12/14/07
ER-2006-0315
Missouri Public
Service Commission

FILED

FEB - 9 1995

**MISSOURI
Public Service Commission**

DATE OF ISSUE October 7, 1994
ISSUED BY M. W. MCKINNEY, Vice President, Joplin, MO

DATE EFFECTIVE February 9, 1995

The Empire District Electric Company

Sec. 5 ~~Original~~ 1st Revised Sheet No. 21
Cancelling P.S.C. Mo. No. 5

For ALL TERRITORY

Sec. ~~Original~~ ~~Revised~~ Sheet No. 21
Which was issued 6-22-83

RULES AND REGULATIONS

CHAPTER V

BILLING PRACTICES

RECEIVED

DEC 14 1988

MISSOURI

Public Service Commission

A. Billing and Payment Standards

1. Company will normally render a bill for each billing period to every customer in accordance with its applicable rate schedule. Failure of a customer to receive a bill shall not relieve him of his obligation for payment thereof.
2. Each billing statement rendered by the Company will be computed on actual usage during the billing period except as follows:
 - a. Company may render a bill based on estimated usage:
 - (1) To seasonally billed customers, provided an appropriate tariff is on file with the Commission and an actual reading is obtained before each change in the seasonal cycle.
 - (2) When extreme weather conditions, emergencies, labor agreements, or work stoppages prevent actual meter readings.
 - (3) When Company is unable to obtain access to the customer's premises for the purpose of reading the meter, or in situations where the customer makes reading the meter unnecessarily difficult. If the Company is unable to obtain an actual meter reading for these reasons, where practicable, it will undertake reasonable alternatives to obtain a customer reading of the meter, such as mailing or leaving postpaid, preaddressed postcards upon which the customer may note the reading, unless the customer requests otherwise.
 - b. Company will not render a bill based on estimated usage for more than three consecutive billing periods, except under conditions described in Paragraph A2a(1) and A2a(2) of this rule.
 - c. Under no circumstances will Company render a bill based on estimated usage:
 - (1) Unless the estimating procedures employed by the Company and any substantive changes in those procedures have been approved by the Commission.
 - (2) As a customer's initial or final bill for service unless conditions beyond the control of the Company prevent an actual meter reading.
 - d. When Company renders an estimated bill in accordance with these rules, it will:
 - (1) Maintain accurate records of the reasons therefore and efforts made to secure an actual reading.
 - (2) Clearly and conspicuously note on the bill that it is based on estimated usage.
 - (3) Use customer supplied readings, whenever possible, to determine usage.
 - e. When Company underestimates a customer's usage, the customer will be given the opportunity, if requested, to make payment in installments.
3. If Company is unable to obtain an actual meter reading for three consecutive billing periods, the Company will advise the customer by first class mail or personal delivery that the bills being rendered are estimated, that the estimation may not reflect the actual usage and that the customer may read and report electric usage to the Company on a regular basis. The procedure by which such reading and reporting may be initiated will be explained. Company will attempt to secure an actual meter reading from customers reporting their own usage at least annually. Such attempts shall include personal contact with the customer to advise the customer of the regular meter reading

CANCELLED

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FEB 9 - 1995

JAN 15 1989

BY 2nd R.S. #21
Public Service Commission
MISSOURI

Public Service Commission

DATE OF ISSUE DECEMBER 16, 1988

DATE EFFECTIVE JANUARY 15, 1989

ISSUED BY R. L. LAMB, President, Joplin, MO.

STATE OF MISSOURI, PUBLIC SERVICE COMMISSION

P.S.C. Mo. No. . . . 5

The Empire District Electric Company

Sec. 5 Original Sheet No. . . . 21
Revised

Cancelling P.S.C. Mo. No.

For ALL TERRITORY

Sec. Original Sheet No.
Revised
Which was issued.

RECEIVED

RULES AND REGULATIONS

JUN 22 1983

MISSOURI
Public Service Commission

day. Company will offer appointments for meter readings on Saturday or prior to 9:00 p.m. on weekdays. The charge for this special reading will be Five Dollars (\$5.00) during normal business hours and Ten Dollars (\$10.00) outside normal business hours. Discontinuance of the service of a customer who is reading and reporting usage on a regular basis because of inability to secure an actual meter reading shall not be required.

- 4. If a customer fails to report usage to the Company, the Company shall obtain a meter reading at least annually. The Company will notify the customer that if usage is not reported regularly by the customer and if the customer fails, after written request, to grant access to the meter, then service may be discontinued pursuant to Section C following.
- 5. Notwithstanding section A2 of this rule, Company may bill its customers in accordance with an Average Billing Plan at the election of the customer.
- 6. Company will bill its customers on a cyclical basis so each individual customer receives each billing on or about the same day of each billing period. If Company changes a meter reading route or schedule which results in a significant alteration of a billing cycle, notice will be given to the affected customer.
- 7. Company will permit each residential customer at least twenty-one (21) calendar days from the date of rendition of each bill for payment in full. All other customers will be permitted the number of calendar days specified on the applicable rate schedule. If the last calendar day for remittance falls upon a Sunday, legal holiday, or any other day when the offices of the Company regularly used for the payment of customer bills are not open to the general public, the final payment date will be extended through the next business day. The date of payment for remittance by mail is the date on which the Company receives the remittance. All bills not paid by the last calendar day for remittance are delinquent.
- 8. Every bill for utility service will clearly state:
 - a. The beginning and ending meter readings of the billing period and the dates thereof.
 - b. The date when the bill will be due and the date when it will be considered delinquent.
 - c. Any previous balance.
 - d. The amount due for electric usage.
 - e. The amount due for other authorized charges.
 - f. The total amount due.
 - g. The address of the Company designating where the customer may initiate an inquiry or complaint regarding the bill as rendered or the service provided.
 - h. License, occupation, gross receipts, franchise, and sales taxes.
 - i. The fuel adjustment cost as a cents per unit basis.
- 9. Company will render a separate billing for service provided at each address unless otherwise requested by the customer and agreed to by the Company.
- 10. Company may include charges for special services together with utility charges on the same bill if the charges for special services are designated clearly and separately from utility charges. If partial payment is made, the Company will first credit all payments to the balance outstanding for utility charges.

CANCELLED
JAN 15 1989
BY PARS.#21
Public Service Commission
MISSOURI

AUG 1 - 1983
82 - 40
Public Service Commission
AUGUST 1 1983

DATE OF ISSUE JUNE 22, 1983

DATE EFFECTIVE

ISSUED BY R. L. LAMB, President, Joplin, Mo.

THE EMPIRE DISTRICT ELECTRIC COMPANY

P.S.C. Mo. No. 5 Sec. 5 6th Revised Sheet No. 22

Canceling P.S.C. Mo. No. 5 Sec. 5 5th Revised Sheet No. 22

For ALL TERRITORY

RULES AND REGULATIONS

CHAPTER IV

EMERGENCY ENERGY CONSERVATION PLAN

A. GENERAL

The purpose of this plan is to define actions that will be taken when an imminent fuel shortage threatens the ability of the Company to continue services which are essential to the health and well being of the Company's Customers.

The Plan will be a two phase plan, with the second phase being implemented in the event Phase I fails to provide adequate reduction in energy consumption. The Plan will be implemented as necessary and in the order shown. Should conditions deteriorate rapidly, Phase II may be implemented before any or all steps in Phase I have been completed.

B. PHASE I

1. Elimination of all non-essential Company consumption.
2. Voluntary elimination of all non-essential lighting, including but not limited to:
 - Homes
 - Stores
 - Educational Institutions
 - Industries
 - Commercial Buildings
 - Street Lighting
 - Outdoor Advertising
 - Parking Lot Lighting
3. A voluntary 20% reduction in consumption for educational institutions, museums, art galleries and historic buildings.
4. Voluntary elimination of all night-time sporting events and other recreational uses.
5. Interruption of service to all Customers served on interruptible rates as provided in the respective rate or contract.
6. Voluntary reduction by industrial Customers which will result in a 20% reduction in energy consumption.
7. Voluntary reduction in the use of home heating equipment and appliances to the lowest use necessary to maintain life support systems.

In the event the steps implemented in Phase I do not provide adequate reduction in consumption to mitigate the imminent fuel shortage, State and Federal regulatory commissions or other appropriate authority will be requested to authorize The Empire District Electric Company to implement Phase II procedures as they become necessary to preserve the Company's fuel inventory and maintain essential services.

C. PHASE II

1. Mandatory elimination and reduction as outlined in Phase I.

CANCELLED
September 16, 2020
Missouri Public
Service Commission
ER-2019-0374; EN-2021-0038; YE-2021-0041

DATE OF ISSUE June 3, 2011
ISSUED BY Kelly S. Walters, Vice President, Joplin, MO

DATE EFFECTIVE June 15, 2011 **FILED**

Missouri Public
Service Commission
ER-2011-0004; YE-2011-0615

THE EMPIRE DISTRICT ELECTRIC COMPANY

P.S.C. Mo. No. 5 Sec. 5 5th Revised Sheet No. 22

Canceling P.S.C. Mo. No. 5 Sec. 5 4th Revised Sheet No. 22

For ALL TERRITORY

RULES AND REGULATIONS

CHAPTER IV

EMERGENCY ENERGY CONSERVATION PLAN

A. GENERAL

The purpose of this plan is to define actions that will be taken when an imminent fuel shortage threatens the ability of the Company to continue services which are essential to the health and well being of the Company's Customers.

The Plan will be a two phase plan, with the second phase being implemented in the event Phase I fails to provide adequate reduction in energy consumption. The Plan will be implemented as necessary and in the order shown. Should conditions deteriorate rapidly, Phase II may be implemented before any or all steps in Phase I have been completed.

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C. PHASE II

1. Mandatory elimination and reduction as outlined in Phase I.

CANCELLED
June 15, 2011
Missouri Public
Service Commission
ER-2011-0004; YE-2011-0615

DATE OF ISSUE December 28, 2006
ISSUED BY Kelly S. Walters, Vice President, Joplin, MO

DATE EFFECTIVE January 27, 2007
December 14, 2007

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Filed
Missouri Public
Service Commission

For ALL TERRITORY

No supplement to this rate schedule will be issued except for the purpose of cancelling this rate schedule.

RULES AND REGULATIONS

RECEIVED

CHAPTER IV

OCT - 7 1994

EMERGENCY ENERGY CONSERVATION PLAN

MO. PUBLIC SERVICE COMM.

A. GENERAL

The purpose of this plan is to define actions that will be taken when an imminent fuel shortage threatens the ability of the Company to continue services which are essential to the health and well being of the Company's Customers.

The Plan will be a two phase plan, with the second phase being implemented in the event Phase I fails to provide adequate reduction in energy consumption. The Plan will be implemented as necessary and in the order shown. Should conditions deteriorate rapidly, Phase II may be implemented before any or all steps in Phase I have been completed.

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FILED

FEB - 9 1995

MISSOURI
Public Service Commission

CANCELLED PHASE II
1/1/2007 & 12/14/07
ER-2006-0315
Missouri Public
Service Commission

1. Mandatory elimination and reduction as outlined in Phase I.

The Empire District Electric Company

Sec. 5 ~~Original~~ 3rd Revised Sheet No. 22
Cancelling P.S.C.Mo.No. 5

For ALL TERRITORY

Sec. 5 ~~Original~~ 2nd Revised Sheet No. 22
Which was issued 5-31-85

RULES AND REGULATIONS

RECEIVED

DEC 14 1988

day. Company will offer appointments for meter readings on Saturday or prior to 9:00 p.m. on week-days. The charge for this special reading will be Five Dollars (\$5.00) during normal business hours and Ten Dollars (\$10.00) outside normal business hours. Discontinuance of the service of a customer who is reading and reporting usage on a regular basis because of inability to secure an actual meter reading shall not be required.

- 4. If a customer fails to report usage to the Company, the Company shall obtain a meter reading at least annually. The Company will notify the customer that if usage is not reported regularly by the customer and if the customer fails, after written request, to grant access to the meter, then service may be discontinued pursuant to Section C following.
- 5. Notwithstanding Section A2 of this rule, Company may bill its customers in accordance with an Average Billing Plan at the election of the customer.
- 6. Company will bill its customers on a cyclical basis so each individual customer receives each billing on or about the same day of each billing period. If Company changes a meter reading route or schedule which results in a significant alteration of a billing cycle, notice will be given to the affected customer.
- 7. Company will permit each residential customer at least twenty-one (21) calendar days from the date of rendition of each bill for payment in full. All other customers will be permitted the number of calendar days specified on the applicable rate schedule. If the last calendar day for remittance falls upon a Sunday, legal holiday, or any other day when the offices of the Company regularly used for the payment of customer bills are not open to the general public, the final payment date will be extended through the next business day. The date of payment for remittance by mail is the date on which the Company receives the remittance. All bills not paid by the last calendar day for remittance are delinquent.
- 8. Every bill for utility service will clearly state:
 - a. The beginning and ending meter readings of the billing period and the dates thereof.
 - b. The date when the bill will be due and the date when it will be considered delinquent.
 - c. Any previous balance.
 - d. The amount due for electric usage.
 - e. The amount due for other authorized charges.
 - f. The total amount due.
 - g. The address of the Company designating where the customer may initiate an inquiry or complaint regarding the bill as rendered or the service provided.
 - h. License, occupation, gross receipts, franchise, and sales taxes.
 - i. The fuel adjustment cost as a cents per unit basis.
- 9. Company will render a separate billing for service provided at each address unless otherwise requested by the customer and agreed to by the Company.
- 10. Company may include charges for special services together with utility charges on the same bill if the charges for special services are designated clearly and separately from utility charges. If partial payment is made, the Company will first credit all payments to the balance outstanding for utility charges.

CANCELLED

FEB 9 - 1995

BY H. R. S. # 52
Public Service Commission
MISSOURI

FILED

JAN 15 1989

Public Service Commission

DATE OF ISSUE DECEMBER 16, 1988

DATE EFFECTIVE JANUARY 15, 1989

ISSUED BY R. L. LAMB, President, Joplin, MO.

The Empire District Electric Company

Original
Sec. 5 2nd Revised Sheet No. 22
Cancelling P.S.C.No. 5

For ALL TERRITORY

Original
Sec. 5 1st Revised Sheet No. 22
Which was issued 7-20-85

RULES AND REGULATIONS

RECEIVED

MAY 30 1985

11. At locations where, as provided under Chapter II, Section C4 hereof, service is not to be discontinued upon vacation of premises, a customer desiring to terminate service shall notify the nearest Company office, and receive, either in person at the office or by mail, a regular card form for final meter reading by customer. Upon return of the final meter reading to the Company office either by mail or in person, settlement of the customer's account may be completed, either in person or by mail.

B. Guarantee of Payment

1. Company may require a security deposit or other guarantee as a condition of new service due to any of the following:

a. The customer has outstanding with a 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, remains unpaid and not in dispute.

b. The customer has in an unauthorized manner interfered with or diverted the service of a utility providing the same service situated on or about or delivered to the customer's premises within the last five years.

c. If the customer is unable to establish an acceptable credit rating.

(1) To establish an acceptable credit rating, a residential customer must meet one of the following criteria:

- (a) Owns or is purchasing a home.
- (b) Is and has been regularly employed on a full-time basis for at least one year.
- (c) Has an adequate regular source of income.
- (d) Can provide adequate credit references from a commercial credit source.

(2) Customers other than residential may provide, but are not limited to, the following credit information:

- (a) References from previous utility.
- (b) Banking references.
- (c) Financial statements.
- (d) Reports from commercial credit sources.

2. Company may require a security deposit or other guarantee as a condition of continued service due to any of the following:

a. The service of the customer has been discontinued by the Company for nonpayment of a delinquent account not in dispute.

b. In an unauthorized manner, the customer interfered with or diverted the service of the Company on or about or delivered to the customer's premises.

* c. A residential customer has failed to pay an undisputed bill before the delinquency date for five billing periods out of twelve consecutive billing periods. During the period defined in the Cold Weather Rule, deposits for electric service assessed because of discontinuance for non-payment or for excessive late payments may 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 during the cold weather period to those customers who enter into a settlement agreement and make timely payments in accordance with the Cold Weather Rule.

d. A customer other than residential has failed to pay an undisputed bill before the delinquency date for two billing periods out of six consecutive billing periods.

3. No deposit shall be required by the Company because of a customer's race, sex, creed, national origin, marital status, age, number of dependents, source of income, or geographical area of residence.

CANCELLED

JAN 15 1989

BY R.S.#22
Public Service Commission
MISSOURI

FILED

JUN 30 1985

Public Service Commission

DATE OF ISSUE MAY 31, 1985

DATE EFFECTIVE JUNE 30, 1985

ISSUED BY R. L. LAMB, President, Joplin, Mo.

STATE OF MISSOURI, PUBLIC SERVICE COMMISSION

P.S.C. Mo. No. 5

The Empire District Electric Company

Sec. 5 1st Original Revised Sheet No. 22

Cancelling P.S.C.-Mo. No. 5

For ALL TERRITORY

Sec. 5 Original Revised Sheet No. 22

Which was issued 6-22-83

RECEIVED

RULES AND REGULATIONS

SEP 23 1983

MISSOURI

Public Service Commission

11. At locations where, as provided under Chapter II, Section C4 hereof, service is not to be discontinued upon vacation of premises, a customer desiring to terminate service shall notify the nearest Company office, and receive either in person at the office or by mail, a regular card form for final meter reading by customer. Upon return of the final meter reading to the Company office either by mail or in person, settlement of the customer's account may be completed, either directly or by mail.

B. Guarantee of Payment

1. Company may require a security deposit or other guarantee as a condition of new service due to any of the following:

- a. The customer has outstanding with a 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, remains unpaid and not in dispute.
- b. The customer has in an unauthorized manner interfered with or diverted the service of a utility providing the same service situated on or about or delivered to the customer's premises within the last five years.
- c. If the customer is unable to establish an acceptable credit rating.
 - (1) To establish an acceptable credit rating, a residential customer must meet one of the following criteria:
 - (a) Owns or is purchasing a home.
 - (b) Is and has been regularly employed on a full-time basis for at least one year.
 - (c) Has an adequate regular source of income.
 - (d) Can provide adequate credit references from a commercial credit source.
 - * (2) Customers other than residential may provide, but are not limited to, the following credit information:
 - (a) References from previous utility.
 - (b) Banking references.
 - (c) Financial statements.
 - (d) Reports from commercial credit sources.

CANCELLED

JUN 30 1985

BY 2nd P.S. # 22

PUBLIC SERVICE COMMISSION OF MISSOURI

2. Company may require a security deposit or other guarantee as a condition of continued service due to any of the following:

- a. The service of the customer has been discontinued by the Company for nonpayment of a delinquent account not in dispute.
- b. In an unauthorized manner, the customer interfered with or diverted the service of the Company on or about or delivered to the customer's premises.
- c. A residential customer has failed to pay an undisputed bill before the delinquency date for five billing periods out of twelve consecutive billing periods. Deposits for electric service assessed under the provisions of subsection a or c of this section during the months of November, December and January 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.
- d. A customer other than residential has failed to pay an undisputed bill before the delinquency date for two billing periods out of six consecutive billing periods.

FILED

OCT 23 1983

Public Service Commission

DATE OF ISSUE SEPTEMBER 20, 1983

DATE EFFECTIVE

ISSUED BY R. L. LAMB, President, Joplin, Mo.

OCT 23 1983

The Empire District Electric Company

Sec. 5 Original Sheet No. 22 Revised

Cancelling P.S.C. Mo. No.

For ALL TERRITORY

Sec. Original Sheet No. Revised

Which was issued

RECEIVED

RULES AND REGULATIONS

JUN 22 1983

11. At locations where, as provided under Chapter II, Section C4 hereof, service is not to be disconnected upon vacation of premises, a customer desiring to terminate service shall notify the nearest Company office and receive, either in person at the office, or by mail, a regular card form for final meter reading by customer. Upon return of the final meter reading to the Company office either by mail or in person, settlement of the customer's account may be completed, either directly or by mail.

B. Guarantee of Payment

- 1. Company may require a security deposit or other guarantee as a condition of new service due to any of the following:
 - a. The customer has outstanding with a 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, remains unpaid and not in dispute.
 - b. The customer has in an unauthorized manner interfered with or diverted the service of a utility providing the same service situated on or about or delivered to the customer's premises within the last five years.
 - c. If the customer is unable to establish an acceptable credit rating. To establish an acceptable credit rating a residential customer must meet one of the following criteria:
 - (1) Owns or is purchasing a home.
 - (2) Is and has been regularly employed on a full-time basis for at least one year.
 - (3) Has an adequate regular source of income.
 - (4) Can provide adequate credit references from a commercial credit source.
- 2. Company may require a security deposit or other guarantee as a condition of continued service due to any of the following:
 - a. The service of the customer has been discontinued by the Company for nonpayment of a delinquent account not in dispute.
 - b. In an unauthorized manner, the customer interfered with or diverted the service of the Company on or about or delivered to the customer's premises.
 - c. A residential customer has failed to pay an undisputed bill before the delinquency date for five billing periods out of twelve consecutive billing periods. Deposits for electric service assessed under the provisions of subsection a or C of this section during the months of November, December, and January 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.
 - d. A customer other than residential has failed to pay an undisputed bill before the delinquency date for two billing periods out of six consecutive billing periods.
- 3. No deposit shall be required by the Company because of a customer's race, sex, creed, national origin, marital status, age, number of dependents, source of income, or geographical area of residence.
- 4. A security deposit required pursuant to these rules is subject to the following terms and conditions:
 - a. A deposit will not exceed the utility charges applicable to one billing period plus thirty days and shall be computed on the basis of the estimated annual billing for service, unless the security deposit is required under the

CANCELLED
OCT 23 1983
BY JRS 22
PUBLIC SERVICE COMMISSION OF MISSOURI

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AUG 1 1983
82-40
Public Service Commission

DATE OF ISSUE JUNE 22, 1983

DATE EFFECTIVE AUGUST 1, 1983

ISSUED BY R. L. LAMB, President, Joplin, Mo.

THE EMPIRE DISTRICT ELECTRIC COMPANY

P.S.C. Mo. No. 5 Sec. 5 6th Revised Sheet No. 23

Canceling P.S.C. Mo. No. 5 Sec. 5 5th Revised Sheet No. 23

For ALL TERRITORY

RULES AND REGULATIONS

2. Mandatory elimination of consumption by all educational institutions, museums, art galleries and historic buildings.
3. Voltage reduction of 5% for all Customers.
4. Rotating two-hour service interruption on selected feeder lines. The System Operator will be responsible for implementing and controlling the interruptions, and, where possible, will avoid interruption of circuits which serve critical needs of the community.

The Company Energy Curtailment Plan will be reviewed on an annual basis by those responsible for its implementation so as to make any changes which may be either necessary or desirable, and in order to maintain the desired degree of familiarity with the plan.

D. ESSENTIAL SERVICES

The following Customers will be exempt from full compliance with the plan as outlined in Phase II due to the essential nature of the service they provide. Although exempted from the mandatory provision of this plan, such Customers would be expected to cooperate to the fullest extent possible consistent with the continued operation of the essential service for which the Customer is responsible.

1. Any facility whose function is known to the Company to be necessary to the support of life.
 - a. Certain hospital services and nursing homes.
 - b. Non-hospital facilities which may have iron lung or kidney machines.
2. Any facility whose function is necessary for National, State or local security.
 - a. Civil Defense facilities.
 - b. Other Governmental activities essential to national defense.
3. Any facility whose function is known to be necessary to provide essential public services.
 - a. Police and fire control facilities.
 - b. Public utilities - water, telephone, cellular communication, gas, sewage disposal facilities.
 - c. Transportation facilities.
 - d. Communications media - newspapers, radio and television stations.
 - 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 16, 2020
Missouri Public
Service Commission

ER-2019-0374; EN-2021-0038; YE-2021-0041

DATE OF ISSUE June 3, 2011
ISSUED BY Kelly S. Walters, Vice President, Joplin, MO

DATE EFFECTIVE June 15, 2011 **FILED**

Missouri Public
Service Commission
ER-2011-0004; YE-2011-0615

THE EMPIRE DISTRICT ELECTRIC COMPANY

P.S.C. Mo. No. 5 Sec. 5 5th Revised Sheet No. 23

Canceling P.S.C. Mo. No. 5 Sec. 5 4th Revised Sheet No. 23

For ALL TERRITORY

**RULES AND
REGULATIONS**

2. Mandatory elimination of consumption by all educational institutions, museums, art galleries and historic buildings.
3. Voltage reduction of 5% for all Customers.
4. Rotating two-hour service interruption on selected feeder lines. The System Operator will be responsible for implementing and controlling the interruptions, and, where possible, will avoid interruptions, and, where possible, will avoid interruption of circuits which serve critical needs of the community.

The Company Energy Curtailment Plan will be reviewed on an annual basis by those responsible for its implementation so as to make any changes which may be either necessary or desirable, and in order to maintain the desired degree of familiarity with the plan.

D. ESSENTIAL SERVICES

The following Customers will be exempt from full compliance with the plan as outlined in Phase II due to the essential nature of the service they provide. Although exempted from the mandatory provision of this plan, such Customers would be expected to cooperate to the fullest extent possible consistent with the continued operation of the essential service for which the Customer is responsible.

1. Any facility whose function is known to the Company to be necessary to the support of life.
 - a. Certain hospital services and nursing homes.
 - b. Non-hospital facilities which may have iron lung or kidney machines.
2. Any facility whose function is necessary for National, State or local security.
 - a. Civil Defense facilities.
 - b. Other Governmental activities essential to national defense.
3. Any facility whose function is known to be necessary to provide essential public services.
 - a. Police and fire control facilities.
 - b. Public utilities - water, telephone, gas, sewage disposal facilities.
 - c. Transportation facilities.
 - d. Communications media - newspapers, radio and television stations.
 - e. Coal mining and related functions.
 - f. Petroleum refining and pipeline facilities.
 - g. Food processing, storage and distribution facilities.
 - h. Medical supply facilities.

CANCELLED
June 15, 2011
Missouri Public
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Missouri Public
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THE EMPIRE DISTRICT ELECTRIC COMPANY

Sec. 5 4th Revised Sheet No. 23
Cancelling P.S.C. Mo. No. 5For ALL TERRITORY

No supplement to this rate schedule will be issued except for the purpose of cancelling this rate schedule.

Sec. 5 3rd Revised Sheet No. 23
Which was issued 12-16-88RULES AND
REGULATIONS

OCT - 7 1994

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 - e. Coal mining and related functions.
 - f. Petroleum refining and pipeline facilities.
 - g. Food processing, storage and distribution facilities.
 - h. Medical supply facilities.

FILED

FEB - 9 1995

MISSOURI
Public Service CommissionCANCELLED
1/1/2007 & 12/14/07
ER-2006-0315
Missouri Public
Service CommissionDATE OF ISSUE October 7, 1994
ISSUED BY M. W. MCKINNEY, Vice President, Joplin, MODATE EFFECTIVE February 9, 1995

THE EMPIRE DISTRICT ELECTRIC COMPANY

Sec. 5 3rd Revised Sheet No. 23

Cancelling P.S.C. Mo. No. 5

For ALL TERRITORY

No supplement to this tariff will be issued except for the purpose of cancelling this tariff.

Sec. 5 2nd Revised Sheet No. 23

Which was issued 12-16-88

RECEIVED

RULES AND REGULATIONS AUG 3 1994

11. At locations where, as provided under Chapter II, Section D4 hereof, service is not to be disconnected upon vacation of premises, a customer desiring to terminate service shall notify the nearest Company office, and receive, either in person at the office or by mail, a regular card form for final meter reading by customer. Upon return of the final meter reading to the Company office either by mail or in person, settlement of the customer's account may be completed, either directly or by mail.

12. The customer will be charged Eight Dollars (\$8.00) for each bad check rendered to the Company in payment of a bill.

B. Guarantee of Payment

1. Company may require a security deposit or other guarantee as a condition of new service due to any of the following:

a. The customer has outstanding with a 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, remains unpaid and not in dispute.

*b. Within the customer's last twelve consecutive months of service with the Company, or a utility furnishing similar service, the customer has been disconnected for non-payment, paid late more than five times, or rendered more than one bad check.

*c. The customer has in an unauthorized manner interfered with or diverted the service of a utility providing similar service situated on or about or delivered to the customer's premises within the last five years.

d. If the customer is unable to establish an acceptable credit rating.

(1) To establish an acceptable credit rating, a residential customer must meet one of the following criteria:

- (a) Owns or is purchasing a home.
- (b) Is and has been regularly employed on a full-time basis for at least one year.
- (c) Has an adequate regular source of income.
- (d) Can provide adequate credit references from a commercial credit source.

(2) Customers other than residential may provide, but are not limited to, the following credit information:

- (a) References from previous utility.
- (b) Banking references.
- (c) Financial statements.
- (d) Reports from commercial credit sources.

2. Company may require a security deposit or other guarantee as a condition of continued service due to any of the following:

a. The service of the customer has been discontinued by the Company for nonpayment of a delinquent account not in dispute.

b. In an unauthorized manner, the customer interfered with or diverted the service of the Company on or about or delivered to the customer's premises.

CANCELLED

FILED

FEB 9 1995

BY 4th R.S. #23
Public Service Commission
MISSOURI

AUG 15 1994

94-176

MISSOURI

Public Service Commission

The Empire District Electric Company

~~Original~~
 Sec. 5 2nd Revised Sheet No. 23
 Cancelling P.S.C.No. 5

For ALL TERRITORY

~~Original~~
 Sec. 5 1st Revised Sheet No. 23
 Which was issued 9-20-83

RULES AND REGULATIONS

DEC 14 1988

11. At locations where, as provided under Chapter II, Section D4 hereof, service is not to be disconnected upon vacation of premises, a customer desiring to terminate service shall notify the nearest Company office, and receive, either in person at the office or by mail, a regular card form (for final meter reading by customer. Upon return of the final meter reading to the Company office either by mail or in person, settlement of the customer's account may be completed, either directly or by mail.

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*b. Within the customer's last twelve consecutive months of service with the Company, or a utility furnishing similar service, the customer has been disconnected for non-payment, paid late more than five times, or rendered more than one bad check.

*c. The customer has in an unauthorized manner interfered with or diverted the service of a utility providing similar service situated on or about or delivered to the customer's premises within the last five years.

d. If the customer is unable to establish an acceptable credit rating.

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(b) Is and has been regularly employed on a full-time basis for at least one year.

(c) Has an adequate regular source of income.

(d) Can provide adequate credit references from a commercial credit source.

(2) Customers other than residential may provide, but are not limited to, the following credit information:

(a) References from previous utility.

(b) Banking references.

(c) Financial statements.

(d) Reports from commercial credit sources.

2. Company may require a security deposit or other guarantee as a condition of continued service due to any of the following:

a. The service of the customer has been discontinued by the Company for nonpayment of a delinquent account not in dispute.

b. In an unauthorized manner, the customer interfered with or diverted the service of the Company on or about or delivered to the customer's premises.

c. A residential customer has failed to pay an undisputed bill before the delinquency date for five billing periods out of twelve consecutive billing periods. During the period defined in the Cold Weather Rule, deposits for electric service assessed because of discontinuance for non-payment or for excessive late payments may 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 during the cold weather period to those customers who enter into a settlement agreement and make timely payments in accordance with the Cold Weather Rule.

d. A customer other than residential has failed to pay an undisputed bill before the delinquency date for two billing periods out of six consecutive billing periods.

3. No deposit shall be required by the Company because of a customer's race, sex, creed, national origin, marital status, age, number of dependents, source of income, or geographical area of residence.

CANCELLED
 AUG 15 1994
 BY 2nd R.S. #23
 Public Service Commission
 MISSOURI

FILED
 JAN 15 1989

Public Service Commission

DATE OF ISSUE DECEMBER 16, 1988

DATE EFFECTIVE JANUARY 15, 1989

ISSUED BY R. L. LAMB, President, Joplin, MO.

The Empire District Electric Company

Sec. 5 1st Original Revised Sheet No. 23

Cancelling P.S.C. Mo. No. 5

For ALL TERRITORY

Sec. 5 Original Revised Sheet No. 23

Which was issued RECEIVED SEP 23 1983

RULES AND REGULATIONS

SEP 23 1983

4. A security deposit required pursuant to these rules is subject to the following terms and conditions:
- a. A deposit will not exceed the utility charges applicable to one billing period plus thirty days and shall be computed on the basis of the estimated annual billing for service, unless the security deposit is required under the terms of Section 2 of this rule, in which case the deposit will not exceed two times the highest bill of that customer during the preceding twelve months.
 - b. Interest at the rate of six percent per annum compounded annually will be payable on all deposits. Interest will be either credited to the service account of the customer on an annual basis or paid upon the return of the deposit. Interest shall not accrue on any cash deposit after the date the Company has made a reasonable effort to return such deposit to the customer. The Company will keep in its records evidence of its efforts to return such deposit. This rule shall not preclude the Company from crediting interest upon each service account during one complete billing cycle annually.
 - c. Upon termination of service, the deposit with accrued interest will be credited to the final bill, and the balance, if any, will be returned promptly to the customer.
 - d. The credit of a residential customer shall be established and the deposit and accrued interest shall be refunded promptly by the Company upon satisfactory payment by the customer of all proper charges for utility service for a period not to exceed twelve successive months. For purposes of this rule, payment is satisfactory if made prior to the date upon which the bill becomes delinquent. The Company may withhold refund of the deposit funds pending the resolution of a matter in dispute involving discontinuance for non-payment or unauthorized interference by the customer.
 - e. Deposits from customers other than residential may be retained by the Company as a guarantee of payment of final bills.
 - f. Company will maintain a record of all deposits received from customers showing the name of each customer, the location of the premises occupied by the customer at the time the deposit was required and each successive location while the deposit is retained, the date and amount of deposit, and the date and amount of interest paid.
 - g. Each customer posting a security deposit shall receive in writing at the time of tender of deposit or with the first bill, a receipt as evidence thereof, unless the Company shows the existence or non-existence of a deposit on the customer's bill, in which event the receipt shall not be required unless requested by the customer. The receipt shall contain the following minimum information:
 - (1) Name of customer.
 - (2) Date of payment.
 - (3) Amount of payment.
 - (4) Identifiable name, signature and title of the Company employee receiving payment.
 - (5) Statement of the terms and conditions governing the payment retention and return of deposits.
 - h. Company will provide means whereby a person entitled to a return of a deposit is not deprived of the deposit refund even though he may be unable to produce the original receipt for the deposit, provided he can produce adequate identification to insure that he is the customer entitled to refund of the deposit.
 - i. Company will apply deposit standards uniformly as a condition of utility service to all residential customers.
 - j. Company will provide means whereby a residential customer required to make a deposit may pay such a deposit in installments, unless the Company can not have a reasonable belief that the customer does not intend to pay for such service.

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JAN 15 1989
BY JMS
RS#23
Public Service Commission
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OCT 23 1983

DATE OF ISSUE SEPTEMBER 20, 1983

DATE EFFECTIVE SEPTEMBER 20, 1983

ISSUED BY R. L. LAMB, President, Joplin, Mo.

OCT 23 1983

STATE OF MISSOURI, PUBLIC SERVICE COMMISSION

The Empire District Electric Company

P.S.C. Mo. No. 5

Sec. 5 Original Sheet No. 23
Revised

Cancelling P.S.C. Mo. No.

For ALL TERRITORY

Sec. Original Sheet No.
Revised
Which was issued

RECEIVED
JUN 22 1983
MISSOURI
Public Service Commission

RULES AND REGULATIONS

terms of section 2 of this rule, in which case the deposit will not exceed two times the highest bill of that customer during the preceding twelve months.

- b. Interest at the rate of six percent per annum compounded annually will be payable on all deposits. Interest will be either credited to the service account of the customer on an annual basis or paid upon the return of the deposit. Interest shall not accrue on any cash deposit after the date the Company has made a reasonable effort to return such deposit to the customer. The Company will keep in its records evidence of its efforts to return such deposit. This rule shall not preclude the Company from crediting interest upon each service account during one complete billing cycle annually.
 - c. Upon termination of service, the deposit, with accrued interest, will be credited to the final bill and the balance, if any, will be returned promptly to the customer.
 - d. The credit of a customer shall be established and the deposit and accrued interest shall be refunded promptly by the Company upon satisfactory payment by the customer of all proper charges for utility service for a period not to exceed twelve successive months. For purposes of this rule, payment is satisfactory if made prior to the date upon which the bill becomes delinquent. The Company may withhold refund of the deposit funds pending the resolution of a matter in dispute involving discontinuance for non-payment or unauthorized interference by the customer.
 - e. Company will maintain a record of all deposits, received from customers, showing the name of each customer, the location of the premises occupied by the customer at the time the deposit was required and each successive location while the deposit is retained, the date and amount of deposit, and the date and amount of interest paid.
 - f. Each customer posting a security deposit shall receive in writing at the time of tender of deposit or with the first bill, a receipt as evidence thereof, unless the Company shows the existence or non-existence of a deposit on the customer's bill, in which event the receipt shall not be required unless requested by the customer. The receipt shall contain the following minimum information:
 - (1) Name of customer.
 - (2) Date of payment.
 - (3) Amount of payment.
 - (4) Identifiable name, signature, and title of the Company employee receiving payment.
 - (5) Statement of the terms and conditions governing the payment retention and return of the deposit.
 - g. Company will provide means whereby a person entitled to a return of a deposit is not deprived of the deposit refund even though he may be unable to produce the original receipt for the deposit, provided he can produce adequate identification to insure that he is the customer entitled to refund of the deposit.
 - h. Company will apply deposit standards uniformly as a condition of utility service to all residential customers.
 - i. Company will provide means whereby a residential customer, required to make a deposit, may pay such a deposit in installments unless the Company can show a likelihood that the customer does not intend to pay for such service.
5. In lieu of a security deposit required by these rules, Company may accept the written guarantee of a responsible party as surety for a customer service account.

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OCT 23 1983
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PUBLIC SERVICE COMMISSION
MISSOURI

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AUG 1 1983
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Public Service Commission

DATE OF ISSUE JUNE 22, 1983

DATE EFFECTIVE AUGUST 1, 1983

ISSUED BY R. L. LAMB, President, Joplin, Mo.

THE EMPIRE DISTRICT ELECTRIC COMPANY

P.S.C. Mo. No. 5 Sec. 5 3rd Revised Sheet No. 23a

Canceling P.S.C. Mo. No. 5 Sec. 5 2nd Revised Sheet No. 23a

For ALL TERRITORY

RULES AND REGULATIONS

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September 16, 2020
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ER-2011-0004; YE-2011-0615

THE EMPIRE DISTRICT ELECTRIC COMPANY

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RULES AND REGULATIONS

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June 15, 2011
Missouri Public
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ISSUED BY Kelly S. Walters, Vice President, Joplin, MO

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December 14, 2007

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Filed
Missouri Public
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STATE OF MISSOURI, PUBLIC SERVICE COMMISSION
THE EMPIRE DISTRICT ELECTRIC COMPANY

P.S.C. Mo. No. 5

Sec. 5 1st Revised Sheet No. 23a
Cancelling P.S.C. Mo. No. 5

For ALL TERRITORY
No supplement to this rate schedule will be issued except
for the purpose of cancelling this rate schedule.

Sec. 5 Original Sheet No. 23a
Which was issued 08-02-94

RULES AND REGULATIONS

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MO. PUBLIC SERVICE COMM.

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MISSOURI
Public Service Commission

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ISSUED BY M. W. MCKINNEY, Vice President, Joplin, MO

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Cancelling P.S.C. No.

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For ALL TERRITORY

No supplement to this tariff will be issued except
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Sec. Revised Sheet No.
Which was issued AUG - 3 1994

RULES AND REGULATIONS
MO PUBLIC SERVICE COMM.

- c. A residential customer has failed to pay an undisputed bill before the delinquency date for five billing periods out of twelve consecutive billing periods. During the period defined in the Cold Weather Rule, deposits for electric service assessed because of discontinuance for non-payment or for excessive late payments may 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 during the cold weather period to those customers who enter into a settlement agreement and make timely payments in accordance with the Cold Weather Rule.
 - d. A customer other than residential has failed to pay an undisputed bill before the delinquency date for two billing periods out of six consecutive billing periods.
3. No deposit shall be required by the Company because of a customer's race, sex, creed, national origin, marital status, age, number of dependents, source of income, or geographical area of residence.

CANCELLED

FEB 9 1995
BY 1st R.S. # 23a
Public Service Commission
MISSOURI

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AUG 15 1994
94 - 174
MISSOURI

Public Service Commission

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ISSUED BY M. W. MCKINNEY, Vice President, Joplin, MO

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THE EMPIRE DISTRICT ELECTRIC COMPANY

P.S.C. Mo. No. 5 Sec. 5 7th Revised Sheet No. 24

Canceling P.S.C. Mo. No. 5 Sec. 5 6th Revised Sheet No. 24

For ALL TERRITORY

RULES AND REGULATIONS

CHAPTER V

BILLING PRACTICES

This chapter applies to all residential utility service provided by Company and subject to the jurisdiction of the Public Service Commission under the laws of the State of Missouri. This chapter also applies to non-residential utility service unless an exception to the residential standards is noted.

Company will not discriminate against any Customer or prospective Customer for exercising any right granted by this chapter.

The rules set forth in this chapter governing the Company's relations with its Customers and prospective Customers shall be an integral part of the Company's rate schedules.

A. BILLING AND PAYMENT STANDARDS 4 CSR 240-13.020

1. Company shall normally render a bill for each billing period to every Customer in accordance with its rate schedule. Failure of a Customer to receive a bill shall not relieve that Customer of the obligation for payment thereof.
2. Each billing statement rendered by the Company shall be computed on the actual usage during the billing period except as follows:
 - a. Company may render a bill based on estimated usage --
 - (1) When extreme weather conditions, emergencies, labor agreements, or work stoppages prevent actual meter readings.
 - (2) When Company is unable to obtain access to the Customer's premises for the purpose of reading the meter or when the Customer makes reading the meter unnecessarily difficult. If Company is unable to obtain an actual meter reading for these reasons, where practicable it shall undertake reasonable alternatives to obtain a Customer reading of the meter, such as mailing or leaving postpaid, pre addressed postcards upon which the Customer may note the reading unless the Customer requests otherwise;
 - (3) When the Company does not obtain an accurate or correct meter reading due to equipment or mechanical failure, when the Company could not reasonably detect such failure given variability in usage at that customer location;
 - (4) When the Company is unable to accurately obtain a meter reading due to human or billing system error, including a remote meter reading device's failure to transmit a reliable reading
 - b. Company shall not render a bill based on estimated usage for more than three (3) consecutive billing periods except under conditions described in subsection 2.a of this rule.
 - c. Under no circumstances shall Company render a bill based on estimated usage:
 - (1) Unless the estimating procedures employed by the Company and any substantive changes to those procedures have been approved by the Commission; and
 - (2) As a Customer's initial or final bill for service unless conditions beyond the control of the Company prevent an actual meter reading;

CANCELLED
September 16, 2020
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THE EMPIRE DISTRICT ELECTRIC COMPANY

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For ALL TERRITORY

RULES AND REGULATIONS

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ER-2011-0004; YE-2011-0615

THE EMPIRE DISTRICT ELECTRIC COMPANY

P.S.C. Mo. No. 5 Sec. 5 5th Revised Sheet No. 24

Canceling P.S.C. Mo. No. 5 Sec. 5 4th Revised Sheet No. 24

For ALL TERRITORY

RULES AND REGULATIONS

CHAPTER V

BILLING PRACTICES

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 - c. Under no circumstances shall Company render a bill based on estimated usage:
 - (1) Unless the estimating procedures employed by the Company and any substantive changes to those procedures have been approved by the Commission; and
 - (2) As a Customer's initial or final bill for service unless conditions beyond the control of the Company prevent an actual meter reading;

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June 15, 2011
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Missouri Public
Service Commission

For ALL TERRITORY

No supplement to this rate schedule will be issued except for the purpose of cancelling this rate schedule.

RULES AND REGULATIONS

OCT - 7 1994

CHAPTER V

BILLING PRACTICES

MO. PUBLIC SERVICE COMM.

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Company will not discriminate against any Customer or prospective Customer for exercising any right granted by this chapter.

The rules set forth in this chapter governing the Company's relations with its Customers and prospective Customers shall be an integral part of the Company's rate schedules.

A. BILLING AND PAYMENT STANDARDS 4 CSR 240-13.020

1. Company shall normally render a bill for each billing period to every Customer in accordance with its rate schedule. Failure of a Customer to receive a bill shall not relieve that Customer of the obligation for payment thereof.
2. Each billing statement rendered by the Company shall be computed on the actual usage during the billing period except as follows:
 - a. Company may render a bill based on estimated usage --
 - (1) When extreme weather conditions, emergencies, labor agreements, or work stoppages prevent actual meter readings.
 - (2) When Company is unable to obtain access to the Customer's premises for the purpose of reading the meter or when the Customer makes reading the meter unnecessarily difficult. If Company is unable to obtain an actual meter reading for these reasons, where practicable it shall undertake reasonable alternatives to obtain a Customer reading of the meter, such as mailing or leaving postpaid, pre addressed postcards upon which the Customer may note the reading unless the Customer requests otherwise;
 - b. Company shall not render a bill based on estimated usage for more than three (3) consecutive billing periods except under conditions described in subsection 2.a of this rule.
 - c. Under no circumstances shall Company render a bill based on estimated usage:
 - (1) Unless the estimating procedures employed by the Company and any substantive changes to those procedures have been approved by the Commission; and
 - (2) As a Customer's initial or final bill for service unless conditions beyond the control of the Company prevent an actual meter reading;

CANCELLED
1/1/2007 & 12/14/07
ER-2006-0315
Missouri Public
Service Commission

FILED

FEB - 9 1995

**MISSOURI
Public Service Commission**

The Empire District Electric Company

Original
 Sec. 5 3rd Revised Sheet No. 24
 Cancelling P.S.C.No. 5

For ALL TERRITORY

Original
 Sec. 5 2nd Revised Sheet No. 24
 which was issued 12-16-88

RULES AND REGULATIONS

AUG 31 1990

4. A security deposit required pursuant to these rules is subject to the following terms and conditions:

- a. A deposit will not exceed the utility charges applicable to one billing period plus thirty days and shall be computed on the basis of the estimated annual billing for service, unless the security deposit is required under the terms of Section 2 of this rule, in which case the deposit will not exceed two times the highest bill of that customer during the preceding twelve months.
- * b. Interest at the rate of nine percent per annum compounded annually will be payable on all deposits. Interest will be either credited to the service account of the customer on an annual basis or paid upon the return of the deposit. Interest shall not accrue on any cash deposit after the date the Company has made a reasonable effort to return such deposit to the customer. The Company will keep in its records evidence of its effort to return such deposit. This rule shall not preclude the Company from crediting interest upon each service account during one complete billing cycle annually.
- c. Upon termination of service, the deposit with accrued interest will be credited to the final bill, and the balance, if any, will be returned promptly to the customer.
- d. The credit of a residential customer shall be established and the deposit and accrued interest shall be refunded promptly by the Company upon satisfactory payment by the customer of all proper charges for utility service for a period not to exceed twelve successive months. For purposes of this rule, payment is satisfactory if made prior to the date upon which the bill becomes delinquent. The Company may withhold refund of the deposit funds pending the resolution of a matter in dispute involving discontinuance for non-payment or unauthorized interference by the customer.
- e. Deposits from customers other than residential may be retained by the Company as a guarantee of payment of final bills.
- f. Company will maintain a record of all deposits received from customers showing the name of each customer, the location of the premises occupied by the customer at the time the deposit was required and each successive location while the deposit is retained, the date and amount of deposit, and the date and amount of interest paid.
- g. Each customer posting a security deposit shall receive in writing at the time of tender of deposit or with the first bill, a receipt as evidence thereof, unless the Company shows the existence or non-existence of a deposit on the customer's bill, in which event the receipt shall not be required unless requested by the customer. The receipt shall contain the following minimum information:
- (1) Name of customer.
 - (2) Date of payment.
 - (3) Amount of payment.
 - (4) Identifiable name, signature and title of the Company employee receiving payment.
 - (5) Statement of the terms and conditions governing the payment retention and return of deposits.
- h. Company will provide means whereby a person entitled to a return of a deposit is not deprived of the deposit refund even though he may be unable to produce the original receipt for the deposit, provided he can produce adequate identification to insure that he is the customer entitled to refund of the deposit.
- i. Company will apply deposit standards uniformly as a condition of utility service to all residential customers.
- j. Company will provide means whereby a residential customer required to make a deposit may pay such a deposit in installments, unless the Company can show a likelihood that the customer does not intend to pay for such service.

FEB 9 - 1995

SEP 10 1990

BY 4th R.S.#24

90-138

Public Service Commission
MISSOURI

Public Service Commissioner

DATE OF ISSUE AUGUST 20, 1990DATE EFFECTIVE SEPTEMBER 10, 1990

ISSUED BY R. L. LAMB, President, Joplin, MO.

The Empire District Electric Company

~~Original~~
 Sec. 5 2nd Revised Sheet No. 24
 Cancelling P.S.C.Mo.No. 5
~~Original~~
 Sec. 5 1st Revised Sheet No. 24
 Which was issued 9-20-83

For ALL TERRITORY

RULES AND REGULATIONS

DEC 14 1988

4. A security deposit required pursuant to these rules is subject to the following terms and conditions:
- a. A deposit will not exceed the utility charges applicable to one billing period plus thirty days and shall be computed on the basis of the estimated annual billing for service, unless the security deposit is required under the terms of Section 2 of this rule, in which case the deposit will not exceed two times the highest bill of that customer during the preceding twelve months.
 - b. Interest at the rate of six percent per annum compounded annually will be payable on all deposits. Interest will be either credited to the service account of the customer on an annual basis or paid upon the return of the deposit. Interest shall not accrue on any cash deposit after the date the Company has made a reasonable effort to return such deposit to the customer. The Company will keep in its records evidence of its effort to return such deposit. This rule shall not preclude the Company from crediting interest upon each service account during one complete billing cycle annually.
 - c. Upon termination of service, the deposit with accrued interest will be credited to the final bill, and the balance, if any, will be returned promptly to the customer.
 - d. The credit of a residential customer shall be established and the deposit and accrued interest shall be refunded promptly by the Company upon satisfactory payment by the customer of all proper charges for utility service for a period not to exceed twelve successive months. For purposes of this rule, payment is satisfactory if made prior to the date upon which the bill becomes delinquent. The Company may withhold refund of the deposit funds pending the resolution of a matter in dispute involving discontinuance for non-payment or unauthorized interference by the customer.
 - e. Deposits from customers other than residential may be retained by the Company as a guarantee of payment of final bills.
 - f. Company will maintain a record of all deposits received from customers showing the name of each customer, the location of the premises occupied by the customer at the time the deposit was required and each successive location while the deposit is retained, the date and amount of deposit, and the date and amount of interest paid.
 - g. Each customer posting a security deposit shall receive in writing at the time of tender of deposit or with the first bill, a receipt as evidence thereof, unless the Company shows the existence or non-existence of a deposit on the customer's bill, in which event the receipt shall not be required unless requested by the customer. The receipt shall contain the following minimum information:
 - (1) Name of customer.
 - (2) Date of payment.
 - (3) Amount of payment.
 - (4) Identifiable name, signature and title of the Company employee receiving payment.
 - (5) Statement of the terms and conditions governing the payment retention and return of deposits.
 - h. Company will provide means whereby a person entitled to a return of a deposit is not deprived of the deposit refund even though he may be unable to produce the original receipt for the deposit, provided he can produce adequate identification to insure that he is the customer entitled to refund of the deposit.
 - i. Company will apply deposit standards uniformly as a condition of utility service to all residential customers.
 - j. Company will provide means whereby a residential customer required to make a deposit may pay such a deposit in installments, unless the company can show a likelihood that the customer does not intend to pay for such service.

CANCELLED

FILED

SEP 10 1990

JAN 15 1989

BV 2nd P.S.C. #24
Public Service Commission

Public Service Commission

DATE OF ISSUE DECEMBER 16, 1988

DATE EFFECTIVE JANUARY 15, 1989

ISSUED BY R. L. LAMB, President, Joplin, MO. MISSOURI

STATE OF MISSOURI, PUBLIC SERVICE COMMISSION

P.S.C. Mo. No. 5

The Empire District Electric Company

Sec. 5 1st Original Sheet No. 24 Revised

Cancelling P.S.C. Mo. No. 5

For ALL TERRITORY

Sec. 5 Original Sheet No. 24 Revised

Which was issued. 6-22-83

RECEIVED

RULES AND REGULATIONS

SEP 23 1983

5. In lieu of a security deposit required by these rules, Company may accept the written guarantee of a responsible party as surety for a customer service account.

MISSOURI Public Service Commission

6. A guarantee accepted by the Company is subject to the following terms and conditions:

- a. It will be in writing and shall state the terms of guarantee and the maximum amount guaranteed. The Company will not hold the guarantor liable for sums in excess of the maximum amount of the required cash deposit unless the guarantor consents thereto in a separate written instrument.
b. Credit will be established for the residential customer and the guarantor shall be released upon satisfactory payment by the customer of all proper charges for utility service for a period of twelve successive months.

7. Company may apply all deposits subject to refund against existing undisputed utility charges, provided the amount of the refund is identified and disclosed on the bill. Deposits otherwise subject to refund may be withheld pending the outcome of any dispute.

CANCELLED

C. Discontinuance of Service

1. Sufficient Reasons:

Company may discontinue service to any customer for one or more of the following reasons:

- a. Nonpayment of a delinquent account.
b. Failure to post a security deposit or guarantee acceptable to the Company.
c. Unauthorized interference, diversion or use of the utility service situated or delivered on or about the customer's premises.
(1) If connections or any device are found on the premises of a customer of the Company which would prevent the meter from registering the total energy used or to be used; or
(2) If customer or anyone connected with him has tampered with, or shall by any manner or means prevent the total energy used on his premises from being registered by the meter installed on said premises for such purposes; or
(3) If Company installs a check meter in series with the meter provided for customer and the check indicated that a greater amount of energy is being used by such customer, and upon such showing, both the check meter and the meter provided for customer be tested and found to be commercially correct.
d. Failure to comply with the terms and conditions of a settlement agreement.
e. Refusal to grant access at reasonable times to equipment installed upon the premises of the customer for the purpose of inspection, meter reading, maintenance or replacement.
f. Misrepresentation of identity for the purpose of obtaining utility service.
g. Violation of any other rules of the Company on file with and approved by the Commission which adversely affects the safety of the customer or other persons, or the integrity of the Company's delivery system.

JAN 15 1989 BY [Signature] #24 Public Service Commission MISSOURI

2. Insufficient Reasons:

None of the following shall constitute sufficient cause for Company to discontinue service:

- a. The failure of a customer to pay for merchandise, appliance or services not subject to Commission jurisdiction as an integral part of the utility service provided by the Company.

FILED OCT 23 1983

DATE OF ISSUE SEPTEMBER 20, 1983

DATE EFFECTIVE

ISSUED BY R. L. LAMB, President, Joplin, Mo.

OCT 23 1983

Public Service Commission

STATE OF MISSOURI, PUBLIC SERVICE COMMISSION

P.S.C. Mo. No. 5

The Empire District Electric Company

Sec. 5 Original Sheet No. 24 Revised

For ALL TERRITORY

Sec. Original Sheet No. Revised Which was issued.

RECEIVED

RULES AND REGULATIONS

JUN 22 1983

6. A guarantee accepted by the Company is subject to the following terms and conditions:

a. It will be in writing and shall state the terms of guarantee and the maximum amount guaranteed. The guarantor will not hold the guarantor liable for sums in excess of the maximum amount of the required cash deposit unless the guarantor consents thereto in a separate written instrument.

b. Credit will be established for the customer and the guarantor shall be released upon satisfactory payment by the customer of all proper charges for utility service for a period of twelve successive months. For purposes of this rule, payment is satisfactory if, as to undisputed bills, it is made prior to the date upon which the bill becomes delinquent. Payment of a disputed bill will be satisfactory if made within ten days of resolution or withdrawal of dispute. The Company may withhold the release of the guarantor pending the resolution of a matter in dispute involving discontinuance for nonpayment of unauthorized interference by the customer.

7. Company may apply all deposits subject to refund against existing undisputed utility charges, provided the amount of the refund is identified and disclosed on the bill. Deposits otherwise subject to refund may be withheld pending the outcome of any dispute.

C. Discontinuance of Service

1. Sufficient Reasons:

Company may discontinue service to any customer for one or more of the following reasons:

- a. Nonpayment of a delinquent account.
b. Failure to post a security deposit or guarantee acceptable to the Company.
c. Unauthorized interference, diversion or use of the utility service situated or delivered on or about the customer's premises. The above includes the following:
(1) If connections or any device are found on the premises of a customer of the Company which would prevent the meter from registering the total energy used or to be used; or
(2) If customer or anyone connected with him has tampered with, or shall by any manner or means prevent the total energy used on his premises from being registered by the meter installed on said premises for such purposes; or
(3) If Company installs a check meter in series with the meter provided for customer and the check indicated that a greater amount of energy is being used by such customer, and upon such showing, both the check meter and the meter provided for customer be tested and found to be commercially correct.
d. Failure to comply with the terms and conditions of a settlement agreement.
e. Refusal to grant access at reasonable times to equipment installed upon the premises of the customer for the purpose of inspection, meter reading, maintenance or replacement.
f. Misrepresentation of identity for the purpose of obtaining utility service.
g. Violation of any other rules of the Company on file with and approved by the Commission which adversely affects the safety of the customer or other persons, or the integrity of the Company's delivery system.

2. Insufficient Reasons:

None of the following shall constitute sufficient cause for Company to discontinue service:

- a. The failure of a customer to pay for merchandise, appliance or services not subject to Commission jurisdiction as an integral part of the utility service provided by the Company.

CANCELLED BY OCT 23 1983 1st BS 24 PUBLIC SERVICE COMMISSION OF MISSOURI

FILED AUG 1 - 1983 82-40 Public Service Commission

DATE OF ISSUE JUNE 22, 1983

DATE EFFECTIVE AUGUST 1, 1983

ISSUED BY R. L. LAMB, President, Joplin, Mo.

THE EMPIRE DISTRICT ELECTRIC COMPANY

P.S.C. Mo. No. 5 Sec. 5 6th Revised Sheet No. 25

Canceling P.S.C. Mo. No. 5 Sec. 5 5th Revised Sheet No. 25

For ALL TERRITORY

RULES AND REGULATIONS

- d. When Company renders an estimated bill in accordance with these rules, it shall:
 - (1) Maintain accurate records of the reasons therefor and the effort made to secure an actual reading; and
 - (2) Clearly and conspicuously note on the bill that it is based on estimated usage; and
 - (3) Use Customer supplied readings, whenever possible, to determine usage
- e. When Company underestimates a Customer's usage, the Customer shall be given the opportunity, if requested, to make payment in installments.
- f. In estimating readings, the Company will use the following procedure:
 - (1) Determine the customer's Actual Metered Usage for the same month of the preceding year, if available. Otherwise, determine the Actual Metered Usage for the month closest to that month.
 - (2) Determine the customer's Base Usage as the usage that is the lowest actual monthly usage in the prior thirty-six months with outliers removed.
 - (3) Determine the customer's Weather Sensitive Usage as the difference between Actual Metered Usage and Base Usage.
 - (4) Determine the customer's Weather Multiplier by dividing Weather Sensitive Usage by the Degree Days corresponding to the customer's Actual Metered Usage. In the event there are no degree days corresponding to the customer's Actual Metered Usage the base will be used as the estimate.
 - (5) Determine the customer's Estimated Usage as the customer's Base Usage plus the product of customer's Weather Multiplier and the current month's Degree Days (Current Degree Days).
 - (6) For lighting accounts, the estimate will be based on the prior year's usage per day for the same month of the year multiplied by the number of days to be estimated for the current month.
 - (7) For accounts with a limited history, the estimate will be based on a prior month's use per day multiplied by days in current billing cycle.
- 3. If Company is unable to obtain an actual meter reading for three (3) consecutive billing periods, Company shall advise the Customer by phone, first-class mail or personal delivery that the bills being rendered are estimated, that the estimation may not reflect the actual usage, and that the Customer may read and report electric usage to the Company on a regular basis. The procedure by which such reading and reporting may be initiated shall be explained. Company shall attempt to secure an actual reading from Customers reporting their own usage at least annually. These attempts shall include personal contact with the Customer to advise the Customer of the regular meter reading day. Company shall offer appointments for meter readings on Saturday or prior to 9:00 p.m. on weekdays. The charges for this special reading during normal business hours and outside normal business hours are shown on Schedule CA, Credit Action Fees. Discontinuance of the service of a Customer who is reading and reporting usage on a regular basis because of Company's inability to secure an actual meter reading shall not be required.
- 4. If a Customer fails to report usage to the Company, the Company shall obtain a meter reading at least annually. The Company shall notify the Customer that if usage is not reported regularly by the Customer and if the Customer fails, after written request, to grant access to the meter, then service may be discontinued pursuant to Section F (4 CSR 240-13.050).
- 5. Notwithstanding section A2 of this rule, the Company may bill its Customers in accordance with equal payment billing programs at the election of the Customer, provided the equal payment billing program has been previously approved by the Commission.
- 6. Company may bill its Customers on a cyclical basis if each individual Customer receives each billing on or about the same day of each billing period. If Company changes a meter reading route or schedule which results in a change of nine (9) days or more to the billing cycle, notice shall be given to the affected Customer at least fifteen (15) days prior to the date the Customer receives a bill based on the new cycle.
- 7. A monthly-billed residential Customer shall have at least twenty-one (21) days from the rendition of the bill to pay the utility charges. If the delinquent date falls upon a Sunday, legal holiday, or any other day when the offices of the Company regularly used for the payment of Customer bills are not open to the general public, the delinquent date shall be extended through the next business day. The date of payment for remittance by mail is the date on which Company receives the remittance. Company shall not base an assessment of a deposit or late payment charge, or a discontinuance of service, on a payment that was made to a payment agent on or before the delinquent date.
 - a. Non-residential Customers shall have the number of days specified in the applicable rate schedule from the rendition of each bill to pay the utility charges.

CANCELLED
September 16, 2020
Missouri Public
Service Commission
ER-2019-0374; EN-2021-0038;
YE-2021-0041

DATE OF ISSUE June 3, 2011
ISSUED BY Kelly S. Walters, Vice President, Joplin, MO

DATE EFFECTIVE June 15, 2011 **FILED**

Missouri Public
Service Commission
ER-2011-0004; YE-2011-0615

THE EMPIRE DISTRICT ELECTRIC COMPANY

P.S.C. Mo. No. 5 Sec. 5 5th Revised Sheet No. 25

Canceling P.S.C. Mo. No. 5 Sec. 5 4th Revised Sheet No. 25

For ALL TERRITORY

RULES AND REGULATIONS

- d. When Company renders an estimated bill in accordance with these rules, it shall:
 - (1) Maintain accurate records of the reasons therefor and the effort made to secure an actual reading; and
 - (2) Clearly and conspicuously note on the bill that it is based on estimated usage; and
 - (3) Use Customer supplied readings, whenever possible, to determine usage
- e. When Company underestimates a Customer's usage, the Customer shall be given the opportunity, if requested, to make payment in installments.
- f. In estimating readings, the Company will use the following procedure:
 - (1) Determine the customer's **Actual Metered Usage** for the same month of the preceding year, if available. Otherwise, determine the **Actual Metered Usage** for the month closest to that month.
 - (2) Determine the customer's **Base Usage** as the usage that is the lowest actual monthly usage in the prior thirty-six months with outliers removed.
 - (3) Determine the customer's **Weather Sensitive Usage** as the difference between **Actual Metered Usage** and **Base Usage**.
 - (4) Determine the customer's **Weather Multiplier** by dividing **Weather Sensitive Usage** by the **Degree Days** corresponding to the customer's **Actual Metered Usage**. In the event there are no degree days corresponding to the customer's **Actual Metered Usage**, the **Weather Multiplier** will be zero.
 - (5) Determine the customer's **Estimated Usage** as the customer's **Base Usage** plus the product of customer's **Weather Multiplier** and the current month's **Degree Days (Current Degree Days)**.
 - (6) For lighting accounts, the estimate will be based on the prior year's usage per day for the same month of the year multiplied by the number of days to be estimated for the current month.
 - (7) For accounts with a limited history, the estimate will be based on a prior month's use per day multiplied by days in current billing cycle.
- 3. If Company is unable to obtain an actual meter reading for three (3) consecutive billing periods, Company shall advise the Customer by first-class mail or personal delivery that the bills being rendered are estimated, that the estimation may not reflect the actual usage, and that the Customer may read and report electric usage to the Company on a regular basis. The procedure by which such reading and reporting may be initiated shall be explained. Company shall attempt to secure an actual reading from Customers reporting their own usage at least annually. These attempts shall include personal contact with the Customer to advise the Customer of the regular meter reading day. Company shall offer appointments for meter readings on Saturday or prior to 9:00 p.m. on weekdays. The charges for this special reading during normal business hours and outside normal business hours are shown on Schedule CA, Credit Action Fees. Discontinuance of the service of a Customer who is reading and reporting usage on a regular basis because of Company's inability to secure an actual meter reading shall not be required.
- 4. If a Customer fails to report usage to the Company, the Company shall obtain a meter reading at least annually. The Company shall notify the Customer that if usage is not reported regularly by the Customer and if the Customer fails, after written request, to grant access to the meter, then service may be discontinued pursuant to Section F (4 CSR 240-13.050).
- 5. Notwithstanding section A2 of this rule, the Company may bill its Customers in accordance with equal payment billing programs at the election of the Customer, provided the equal payment billing program has been previously approved by the Commission.
- 6. Company may bill its Customers on a cyclical basis if each individual Customer receives each billing on or about the same day of each billing period. If Company changes a meter reading route or schedule which results in a change of nine (9) days or more to the billing cycle, notice shall be given to the affected Customer at least fifteen (15) days prior to the date the Customer receives a bill based on the new cycle.
- 7. A monthly-billed residential Customer shall have at least twenty-one (21) days from the rendition of the bill to pay the utility charges, unless a Customer has selected a preferred payment date in accordance with Company's preferred payment date plan. If the delinquent date falls upon a Sunday, legal holiday, or any other day when the offices of the Company regularly used for the payment of Customer bills are not open to the general public, the delinquent date shall be extended through the next business day. The date of payment for remittance by mail is the date on which Company receives the remittance. Company shall not base an assessment of a deposit or late payment charge, or a discontinuance of service, on a payment that was made to a payment agent on or before the delinquent date.
 - a. Non-residential Customers shall have the number of days specified in the applicable rate schedule from the rendition of each bill to pay the utility charges.

CANCELLED
June 15, 2011
Missouri Public
Service Commission
ER-2011-0004; YE-2011-0615

DATE OF ISSUE September 28, 2009
ISSUED BY Kelly S. Walters, Vice President, Joplin, MO

DATE EFFECTIVE October 28, 2009

FILED
Missouri Public
Service Commission
JE-2010-0231

THE EMPIRE DISTRICT ELECTRIC COMPANY

P.S.C. Mo. No. 5 Sec. 5 4th Revised Sheet No. 25

Canceling P.S.C. Mo. No. 5 Sec. 5 3rd Revised Sheet No. 25

For ALL TERRITORY

RULES AND REGULATIONS

- d. When Company renders an estimated bill in accordance with these rules, it shall:
 - (1) Maintain accurate records of the reasons therefor and the effort made to secure an actual reading; and
 - (2) Clearly and conspicuously note on the bill that it is based on estimated usage; and
 - (3) Use Customer supplied readings, whenever possible, to determine usage
- e. When Company underestimates a Customer's usage, the Customer shall be given the opportunity, if requested, to make payment in installments.
- 3. If Company is unable to obtain an actual meter reading for three (3) consecutive billing periods, Company shall advise the Customer by first-class mail or personal delivery that the bills being rendered are estimated, that the estimation may not reflect the actual usage, and that the Customer may read and report electric usage to the Company on a regular basis. The procedure by which such reading and reporting may be initiated shall be explained. Company shall attempt to secure an actual reading from Customers reporting their own usage at least annually. These attempts shall include personal contact with the Customer to advise the Customer of the regular meter reading day. Company shall offer appointments for meter readings on Saturday or prior to 9:00 p.m. on weekdays. The charges for this special reading during normal business hours and outside normal business hours are shown on Schedule CA, Credit Action Fees. Discontinuance of the service of a Customer who is reading and reporting usage on a regular basis because of Company's inability to secure an actual meter reading shall not be required.
- 4. If a Customer fails to report usage to the Company, the Company shall obtain a meter reading at least annually. The Company shall notify the Customer that if usage is not reported regularly by the Customer and if the Customer fails, after written request, to grant access to the meter, then service may be discontinued pursuant to Section F (4 CSR 240-13.050).
- 5. Notwithstanding section A2 of this rule, the Company may bill its Customers in accordance with equal payment billing programs at the election of the Customer, provided the equal payment billing program has been previously approved by the Commission.
- 6. Company may bill its Customers on a cyclical basis if each individual Customer receives each billing on or about the same day of each billing period. If Company changes a meter reading route or schedule which results in a change of nine (9) days or more to the billing cycle, notice shall be given to the affected Customer at least fifteen (15) days prior to the date the Customer receives a bill based on the new cycle.
- 7. A monthly-billed residential Customer shall have at least twenty-one (21) days from the rendition of the bill to pay the utility charges, unless a Customer has selected a preferred payment date in accordance with Company's preferred payment date plan. If the delinquent date falls upon a Sunday, legal holiday, or any other day when the offices of the Company regularly used for the payment of Customer bills are not open to the general public, the delinquent date shall be extended through the next business day. The date of payment for remittance by mail is the date on which Company receives the remittance. Company shall not base an assessment of a deposit or late payment charge, or a discontinuance of service, on a payment that was made to a payment agent on or before the delinquent date.
 - a. Non-residential Customers shall have the number of days specified in the applicable rate schedule from the rendition of each bill to pay the utility charges.

CANCELLED
October 28, 2009
Missouri Public
Service Commission
JE-2010-0231

DATE OF ISSUE December 28, 2006
ISSUED BY Kelly S. Walters, Vice President, Joplin, MO

DATE EFFECTIVE January 27, 2007
December 14, 2007

ER-2006-0315

Filed
Missouri Public
Service Commission

THE EMPIRE DISTRICT ELECTRIC COMPANY

Sec. 5 3rd Revised Sheet No. 25
Cancelling P.S.C. Mo. No. 5

For ALL TERRITORY

No supplement to this rate schedule will be issued except for the purpose of cancelling this rate schedule.

Sec. 5 2nd Revised Sheet No. 25
Which was issued 11/12/16-88

RULES AND REGULATIONS

OCT 7 1994

- d. When Company renders an estimated bill in accordance with these rules, it shall:
 - (1) Maintain accurate records of the reasons therefor and the effort made to secure an actual reading; and
 - (2) Clearly and conspicuously note on the bill that it is based on estimated usage; and
 - (3) Use Customer supplied readings, whenever possible, to determine usage
- e. When Company underestimates a Customer's usage, the Customer shall be given the opportunity, if requested, to make payment in installments.

MISSOURI PUBLIC SERVICE COMMISSION

- 3. If Company is unable to obtain an actual meter reading for three (3) consecutive-billing periods, Company shall advise the Customer by first-class mail or personal delivery that the bills being rendered are estimated, that the estimation may not reflect the actual usage, and that the Customer may read and report electric usage to the Company on a regular basis. The procedure by which such reading and reporting may be initiated shall be explained. Company shall attempt to secure an actual reading from Customers reporting their own usage at least annually. These attempts shall include personal contact with the Customer to advise the Customer of the regular meter reading day. Company shall offer appointments for meter readings on Saturday or prior to 9:00 p.m. on weekdays. The charges for this special reading during normal business hours and outside normal business hours are shown on Schedule CA, Credit Action Fees. Discontinuance of the service of a Customer who is reading and reporting usage on a regular basis because of Company's inability to secure an actual meter reading shall not be required.
- 4. If a Customer fails to report usage to the Company, the Company shall obtain a meter reading at least annually. The Company shall notify the Customer that if usage is not reported regularly by the Customer and if the Customer fails, after written request, to grant access to the meter, then service may be discontinued pursuant to Section F (4 CSR 240-13.050).
- 5. Notwithstanding section A2 of this rule, the Company may bill its Customers in accordance with equal payment billing programs at the election of the Customer, provided the equal payment billing program has been previously approved by the Commission.
- 6. Company may bill its Customers on a cyclical basis if each individual Customer receives each billing on or about the same day of each billing period. If Company changes a meter reading route or schedule which results in a change of nine (9) days or more to the billing cycle, notice shall be given to the affected Customer at least fifteen (15) days prior to the date the Customer receives a bill based on the new cycle.
- 7. A monthly-billed residential Customer shall have at least twenty-one (21) days from the rendition of the bill to pay the utility charges, unless a Customer has selected a preferred payment date in accordance with Company's preferred payment date plan. If the delinquent date falls upon a Sunday, legal holiday, or any other day when the offices of the Company regularly used for the payment of Customer bills are not open to the general public, the delinquent date shall be extended through the next business day. The date of payment for remittance by mail is the date on which Company receives the remittance. Company shall not base an assessment of a deposit or late payment charge, or a discontinuance of service, on a payment that was made to a payment agent on or before the delinquent date.

CANCELLED
1/1/2007 & 12/14/07
ER-2006-0315
Missouri Public
Service Commission

- a. Non-residential Customers shall have the number of days specified in the applicable rate schedule from the rendition of each bill to pay the utility charges.

FILED

FEB - 9 1995

MISSOURI
Public Service Commission

The Empire District Electric Company

~~Original~~
 Sec. 5 2nd Revised Sheet No. 25
 Cancelling P.S.C.Mo.No. 5
~~Original~~
 Sec. 5 1st Revised Sheet No. 25
 Which was issued 12-15-85

For ALL TERRITORY

RULES AND REGULATIONS

DEC 14 1988

- 5. In lieu of a security deposit required by these rules, Company may accept ~~(the written guarantee)~~ of a responsible party as surety for a customer service account.
- 6. A guarantee accepted by the Company is subject to the following terms and conditions:
 - a. It will be in writing and shall state the terms of guarantee and the maximum amount guaranteed. The Company will not hold the guarantor liable for sums in excess of the maximum amount of the required cash deposit unless the guarantor consents thereto in a separate written instrument.
 - b. Credit will be established for the residential customer and the guarantor shall be released upon satisfactory payment by the customer of all proper charges for utility service for a period of twelve successive months. For purposes of this rule, payment is satisfactory if, as to undisputed bills, it is made prior to the date upon which the bill becomes delinquent. Payment of a disputed bill will be satisfactory if made within ten days of resolution or withdrawal of dispute. The Company may withhold the release of the guarantor pending the resolution of a matter in dispute involving discontinuance for nonpayment of unauthorized interference by the customer.
- 7. Company may apply all deposits subject to refund against existing undisputed utility charges, provided the amount of the refund is identified and disclosed on the bill. Deposits otherwise subject to refund may be withheld pending the outcome of any dispute.

C. Discontinuance of Service

1. Sufficient Reasons:

Company may discontinue service to any customer for one or more of the following reasons:

- a. Nonpayment of a delinquent account.
- b. Failure to post a security deposit or guarantee acceptable to the Company.
- c. Unauthorized interference, diversion or use of the utility service situated or delivered on or about the customer's premises. The above includes the following:
 - (1) If connections or any device are found on the premises of a customer of the Company which would prevent the meter from registering the total energy used or to be used; or
 - (2) If customer or anyone connected with him has tampered with, or shall by any manner or means prevent the total energy used on his premises from being registered by the meter installed on said premises for such purposes; or
 - (3) If Company installs a check meter in series with the meter provided for customer and the check indicated that a greater amount of energy is being used by such customer, and upon such showing, both the check meter and the meter provided for customer be tested and found to be commercially correct.
- d. Failure to comply with the terms and conditions of a settlement agreement.
- e. Refusal to grant access at reasonable times to equipment installed upon the premises of the customer for the purpose of inspection, meter reading, maintenance or replacement.
- f. Misrepresentation of identity for the purpose of obtaining utility service.
- g. Violation of any other rules of the Company on file with and approved by the Commission which adversely affects the safety of the customer or other persons, or the integrity of the Company's delivery system.

2. Insufficient Reasons:

None of the following shall constitute sufficient cause for Company to discontinue service:

- a. The failure of a customer to pay for merchandise, appliance or services not subject to Commission jurisdiction as an integral part of the utility service provided by the Company.

CANCELLED

FEB 9 - 1995

BY 3rd RS # 25
Public Service Commission
MISSOURI

FILED

JAN 15 1989

Public Service Commission

DATE OF ISSUE DECEMBER 16, 1988

DATE EFFECTIVE JANUARY 15, 1989

ISSUED BY R. L. LAMB, President, Joplin, MO.

The Empire District Electric Company

Original
 Sec. 5 1st Revised Sheet No. 25
 Cancelling P.S.C.No. 5
 Original
 Sec. 5 Revised Sheet No. 25
 Which was issued 6-22-83

For ALL TERRITORY

RULES AND REGULATIONS

RECEIVED

b. The failure of a residential customer to pay for concurrent service received at a separate metering point, residence or location. In the event of a discontinuance or termination of service at a separate residential metering point, residence or location in accordance with these rules, Company may transfer any unpaid balance to any other residential service account of the customer.

c. The failure of the customer to pay for a different class of service received at the same or different location. The placing of more than one meter at the same location for the purpose of billing the usage of specific devices under optional rate schedules or provisions is not construed as a different class of service for the purpose of this rule.

3. Notice

a. Service shall not be discontinued for nonpayment of a delinquent account within five (5) days after an account becomes delinquent except where written notice is delivered to a customer in which case discontinuance may be effected not less than forty-eight (48) hours after delivery of the notice.

* b. Company will not discontinue service until at least six (6) days after written notice is mailed to the customer or at least 48 hours after written notice is hand-delivered to the customer. Notice by mail is complete upon mailing by first class mail. The Company will maintain an accurate record of the date of mailing.

Notice of discontinuance shall not be issued for a bill or portion of a bill currently the subject of a dispute pending with the Company or the Commission, nor shall such a notice be issued for any bill or portion of a bill which is the subject of a settlement agreement, except after breach of a settlement agreement, unless the Company inadvertently issues such notice, in which case the Company will take necessary steps to withdraw or cancel such notice.

c. At least five (5) days prior to discontinuance of service for non-payment 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 discontinuance will be conspicuously posted in public areas of the building, provided, however, that such notices will not be required if the Company is not aware that said structure is a single metered multi-dwelling unit residential building. Such notices shall include the date on or after which discontinuance may occur. The Company will not be required to provide notice in individual situations where safety of employees is a consideration.

At least five (5) days prior to discontinuance of service for non-payment of a bill or deposit at a multi-dwelling unit residential building where each unit is individually metered at which a single customer is responsible for payment for service in all units in the building or at a residence in which the occupant using electric service is not the Company's customer, the occupant(s) shall be given written notice of the Company's intent to discontinue service, provided, however, that such notice shall not be required unless the occupant has advised the Company or the Company is otherwise aware that he is not the customer. In the case of a multi-dwelling unit residential building where each unit is individually metered or in the case of a single family residence, the notice provided to the occupant of the unit about to be discontinued shall outline the procedure by which the occupant thereof may apply in his or her name for service of the same character presently received through that meter.

* d. At least twenty-four (24) hours preceding discontinuance of service, Company will make reasonable efforts to contact the customer by telephone to advise of the pending action and what steps must be taken to avoid discontinuance.

* e. Form and Contents of Notice:

The disconnect notice shall be titled: "SHUT-OFF NOTICE" in type at least one-half inch (1/2") in height and shall contain the following:

- (1) The name and address of the customer and the address of service, if different.
- (2) A clear and concise statement of the reasons for proposed discontinuance of service.
- (3) The date on or after which service will be discontinued unless the customer takes appropriate action.
- (4) Total amount owed by the customer for past service and/or deposit.

FILED
 JUN 30 1985
 Public Service Commission

CANCELLED

JAN 15 1989

BY 202 R.S.#25
 Public Service Commission
 MISSOURI

DATE OF ISSUE MAY 31, 1985

DATE EFFECTIVE JUNE 30, 1985

ISSUED BY R. L. LAMB, President, Joplin, MO.

STATE OF MISSOURI, PUBLIC SERVICE COMMISSION

P.S.C. Mo. No. 5

The Empire District Electric Company

Sec. 5 Original Sheet No. 25
Revised

Cancelling P.S.C. Mo. No.

For ALL TERRITORY

Sec. Original Sheet No.
Revised
Which was issued

CANCELLED

RULES AND REGULATIONS

JUN 22 1983

JUN 30 1985
BY 1st R S #25
PUBLIC SERVICE COMMISSION
OF MISSOURI

RECEIVED
MISSOURI
Public Service Commission

b. The failure of a residential customer to pay for concurrent service received at a separate metering point, residence or location. In the event of a discontinuance or termination of service at a separate residential metering point, residence or location in accordance with these rules, Company may transfer any unpaid balance to any other residential service account of the customer.

c. The failure of the customer to pay for a different class of service received at the same or different location. The placing of more than one meter at the same location for the purpose of billing the usage of specific devices under optional rate schedules or provisions is not construed as a different class of service for the purpose of this rule.

3. Notice

a. Service shall not be discontinued for nonpayment of a delinquent account within five (5) days after an account becomes delinquent except where written notice is delivered to a customer in which case discontinuance may be effected not less than forty-eight (48) hours after delivery of the notice.

b. Company will not discontinue service pursuant to section C1 unless written notice by first class mail is sent to the customer at least six (6) days prior to the date of the proposed discontinuance. If written notice is delivered to the customer, it shall be done at least 48 hours prior to discontinuance. Service of notice by mail is complete upon mailing. Company will maintain an accurate record of the date of mailing. A notice of discontinuance of service shall not be issued as to a bill or portion of a bill currently the subject of a dispute pending with the Company or the Commission nor shall such a notice be issued as to any bill or portion of a bill which is the subject of a settlement agreement except after breach of a settlement agreement, unless the Company inadvertently issues such notice, in which case the Company will take necessary steps to withdraw or cancel such notice.

c. At least five (5) days prior to discontinuance of service for non-payment 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 discontinuance will be conspicuously posted in public areas of the building, provided, however, that such notices will not be required if the Company is not aware that said structure is a single metered multi-dwelling unit residential building. Such notices shall include the date on or after which discontinuance may occur. The Company will not be required to provide notice in individual situations where safety of employees is a consideration.

At least five (5) days prior to discontinuance of service for non-payment of a bill or deposit at a multi-dwelling unit residential building where each unit is individually metered at which a single customer is responsible for payment for service in all units in the building or at a residence in which the occupant using utility service is not the Company's customer, the occupant(s) shall be given written notice of the Company's intent to discontinue service, provided, however, that such notice shall not be required unless the occupant has advised the Company or the Company is otherwise aware that he is not the customer. In the case of a multi-dwelling unit residential building where each unit is individually metered or in the case of a single family residence, the notice provided to the occupant of the unit about to be discontinued shall outline the procedure by which the occupant thereof may apply in his or her name for service of the same character presently received through that meter.

d. At least twenty-four (24) hours preceding discontinuance of service, Company will make reasonable efforts to contact the customer to advise of the pending action and what steps must be taken to avoid discontinuance.

4. Time of Discontinuance:

Subject to the requirements of these rules, Company may discontinue service to a customer between the hours of 8:00 a.m. and 4:00 p.m. on the date specified on the notice of discontinuance or within a reasonable time thereafter. Service shall not be discontinued on a day when Company personnel are not available to reconnect the customer's service, or on a day immediately preceding such day.

RECEIVED
AUG 1 - 1983
82 - 40
Public Service Commission

DATE OF ISSUE JUNE 22, 1983

DATE EFFECTIVE AUGUST 1, 1983

ISSUED BY R. L. LAMB, President, Joplin, Mo.

THE EMPIRE DISTRICT ELECTRIC COMPANY

P.S.C. Mo. No. 5 Sec. 5 7th Revised Sheet No. 26

Canceling P.S.C. Mo. No. 5 Sec. 5 6th Revised Sheet No. 26

For ALL TERRITORY

RULES AND REGULATIONS

- b. A Customer who has specified a preferred payment date shall have a maximum of thirty-five (35) days from the normal billing cycle date to pay the utility charges. No deposits or late payment charges will be assessed as a result of Customer's participation in a preferred payment date plan.
- 8. Company shall not assess a late payment charge upon Customer's utility charge by reason of the Customer's failure to pay any balance due and owing prior to the delinquent date unless the late payment charge has been approved by the Commission as a part of the Company's rate schedules.
- 9. Every bill for utility service shall clearly state:
 - a. The beginning and ending meter readings of the billing period and the dates of these readings;
 - b. The date when the bill will be considered delinquent;
 - c. Any previous balance which states the balance due for utility charges separate from charges for services not subject to Commission jurisdiction;
 - d. The amount due for the most recent billing period for electric or water usage stated separately from the amount due for the same period for a deposit and the amount due for the same period for service not subject to Commission jurisdiction;
 - e. The amount due for other authorized charges;
 - f. The total amount due;
 - g. The telephone number the Customer may call from the Customer's service location without incurring toll charges and the address of the Company where the Customer may initiate an inquiry or complaint regarding the bill as rendered or the service provided. Charges for measured local service are not toll charges for purposes of this rule; and
 - h. License, occupation, gross receipts, franchise and sales taxes.
- 10. Company shall render a separate billing for services provided at each address unless otherwise requested by the Customer and agreed to by Company.
- 11. Company may include charges for special services together with utility charges on the same bill if the charges for special services are designated clearly and separately from utility charges. If partial payment is made, Company shall first credit all payments to the balance outstanding for electric or water charges before crediting deposit unless otherwise specified by the customer.

CANCELLED
September 16, 2020
Missouri Public
Service Commission
ER-2019-0374; EN-2021-0038;
YE-2021-0041

DATE OF ISSUE June 3, 2011
ISSUED BY Kelly S. Walters, Vice President, Joplin, MO

DATE EFFECTIVE June 15, 2011

FILED
Missouri Public
Service Commission
ER-2011-0004; YE-2011-0615

THE EMPIRE DISTRICT ELECTRIC COMPANY

P.S.C. Mo. No. 5 Sec. 5 6th Revised Sheet No. 26

Canceling P.S.C. Mo. No. 5 Sec. 5 5th Revised Sheet No. 26

For ALL TERRITORY

RULES AND
REGULATIONS

- b. A Customer who has specified a preferred payment date shall have a maximum of thirty-five (35) days from the normal billing cycle date to pay the utility charges. No deposits or late payment charges will be assessed as a result of Customer's participation in a preferred payment date plan.
8. Company shall not assess a late payment charge upon Customer's utility charge by reason of the Customer's failure to pay any balance due and owing prior to the delinquent date unless the late payment charge has been approved by the Commission as a part of the Company's rate schedules.
9. Every bill for utility service shall clearly state:
- a. The beginning and ending meter readings of the billing period and the dates of these readings;
 - b. The date when the bill will be considered delinquent;
 - c. Any previous balance which states the balance due for utility charges separate from charges for services not subject to Commission jurisdiction;
 - d. The amount due for the most recent billing period for electric or water usage stated separately from the amount due for the same period for a deposit and the amount due for the same period for service not subject to Commission jurisdiction.
 - e. The amount due for other authorized charges;
 - f. The total amount due;
 - g. The telephone number the Customer may call from the Customer's service location without incurring toll charges and the address of the Company where the Customer may initiate an inquiry or complaint regarding the bill as rendered or the service provided. Charges for measured local service are not toll charges for purposes of this rule; and
 - h. License, occupation, gross receipts, franchise and sales taxes.
10. Company shall render a separate billing for services provided at each address unless otherwise requested by the Customer and agreed to by Company.
11. Company may include charges for special services together with utility charges on the same bill if the charges for special services are designated clearly and separately from utility charges. If partial payment is made, Company shall first credit all payments to the balance outstanding for electric or water charges before crediting deposit.

CANCELLED
June 15, 2011
Missouri Public
Service Commission
ER-2011-0004; YE-2011-0615

DATE OF ISSUE December 28, 2006
ISSUED BY Kelly S. Walters, Vice President, Joplin, MO

DATE EFFECTIVE ~~January 27, 2007~~
December 14, 2007

ER-2006-0315

Filed
Missouri Public
Service Commission

STATE OF MISSOURI, PUBLIC SERVICE COMMISSION
THE EMPIRE DISTRICT ELECTRIC COMPANY

P.S.C. Mo. No. 5

Sec. 5 5th Revised Sheet No. 26
Cancelling P.S.C. Mo. No. 5

For ALL TERRITORY

No supplement to this rate schedule will be issued except for the purpose of cancelling this rate schedule.

Sec. 5 4th Revised Sheet No. 26
Which was issued 10-7-94

RULES AND
REGULATIONS

JUL 13 1998

MO. PUBLIC SERVICE COMM

- b. A Customer who has specified a preferred payment date shall have a maximum of thirty-five (35) days from the normal billing cycle date to pay the utility charges. No deposits or late payment charges will be assessed as a result of Customer's participation in a preferred payment date plan.
8. Company shall not assess a late payment charge upon Customer's utility charge by reason of the Customer's failure to pay any balance due and owing prior to the delinquent date unless the late payment charge has been approved by the Commission as a part of the Company's rate schedules.
9. Every bill for utility service shall clearly state:
- a. The beginning and ending meter readings of the billing period and the dates of these readings;
 - b. The date when the bill will be considered delinquent;
 - c. Any previous balance which states the balance due for utility charges separate from charges for services not subject to Commission jurisdiction;
 - d. The amount due for the most recent billing period for electric or water usage stated separately from the amount due for the same period for a deposit and the amount due for the same period for service not subject to Commission jurisdiction.
 - e. The amount due for other authorized charges;
 - f. The total amount due;
 - g. The telephone number the Customer may call from the Customer's service location without incurring toll charges and the address of the Company where the Customer may initiate an inquiry or complaint regarding the bill as rendered or the service provided. Charges for measured local service are not toll charges for purposes of this rule; and
 - h. License, occupation, gross receipts, franchise and sales taxes.
10. Company shall render a separate billing for services provided at each address unless otherwise requested by the Customer and agreed to by Company.
11. Company may include charges for special services together with utility charges on the same bill if the charges for special services are designated clearly and separately from utility charges. If partial payment is made, Company shall first credit all payments to the balance outstanding for electric or water charges before crediting deposit.

CANCELLED
1/1/2007 & 12/14/07
ER-2006-0315
Missouri Public
Service Commission

FILED

AUG 13 1998

MISSOURI
Public Service Commission

DATE OF ISSUE July 14, 1998
ISSUED BY R. B. Fancher, Vice President, Joplin, MO

DATE EFFECTIVE August 13, 1998

THE EMPIRE DISTRICT ELECTRIC COMPANY

Sec. 5 4th Revised Sheet No. 26
Cancelling P.S.C. Mo. No. 5

For ALL TERRITORY

No supplement to this rate schedule will be issued except for the purpose of cancelling this rate schedule.

Sec. 5 3rd Revised Sheet No. 26
Which was issued 11/08-02-94

RULES AND REGULATIONS OCT - 7 1994

- MO. PUBLIC SERVICE COMMISSION
- b. A Customer who has specified a preferred payment date shall have a maximum of thirty-five (35) days from the normal billing cycle date to pay the utility charges. No deposits or late payment charges will be assessed as a result of Customer's participation in a preferred payment date plan. Any Customer who is an active participant in Company's equal payment billing program (APP) and/or ACH bank draft program (AUTOPAY) is eligible to select a preferred payment date.
 - 8. Company shall not assess a late payment charge upon Customer's utility charge by reason of the Customer's failure to pay any balance due and owing prior to the delinquent date unless the late payment charge has been approved by the Commission as a part of the Company's rate schedules.
 - 9. Every bill for utility service shall clearly state:
 - a. The beginning and ending meter readings of the billing period and the dates of these readings;
 - b. The date when the bill will be considered delinquent;
 - c. Any previous balance which states the balance due for utility charges separate from charges for services not subject to Commission jurisdiction;
 - d. The amount due for the most recent billing period for electric or water usage stated separately from the amount due for the same period for a deposit and the amount due for the same period for service not subject to Commission jurisdiction.
 - e. The amount due for other authorized charges;
 - f. The total amount due;
 - g. The telephone number the Customer may call from the Customer's service location without incurring toll charges and the address of the Company where the Customer may initiate an inquiry or complaint regarding the bill as rendered or the service provided. Charges for measured local service are not toll charges for purposes of this rule; and
 - h. License, occupation, gross receipts, franchise and sales taxes.
 - 10. Company shall render a separate billing for services provided at each address unless otherwise requested by the Customer and agreed to by Company.
 - 11. Company may include charges for special services together with utility charges on the same bill if the charges for special services are designated clearly and separately from utility charges. If partial payment is made, Company shall first credit all payments to the balance outstanding for electric or water charges before crediting deposit.

CANCELLED

FILED

AUG 13 1998

FEB - 9 1995

By 5th RS # 26
Public Service Commission
MISSOURI

MISSOURI
Public Service Commission

The Empire District Electric Company

Sec. 5 ~~Original~~ 3rd Revised Sheet No. 26
Cancelling P.S.C.Mo.No. 5

For ALL TERRITORY

Sec. 5 ~~Original~~ 2nd Revised Sheet No. 26
Which was issued 5-31-85

RULES AND REGULATIONS

DEC 14 1988

- b. The failure of a residential customer to pay for concurrent service received at a separate metering point, residence or location. In the event of a discontinuance or termination of service at a separate residential metering point, residence or location in accordance with these rules, Company may transfer any unpaid balance to any other residential service account of the customer.
 - c. The failure of the customer to pay for a different class of service received at the same or different location. The placing of more than one meter at the same location for the purpose of billing the usage of specific devices under optional rate schedules or provisions is not construed as a different class of service for the purpose of this rule.
3. Notice
- a. Service shall not be discontinued for nonpayment of a delinquent account within five (5) days after an account becomes delinquent except where written notice is delivered to a customer in which case discontinuance may be effected not less than forty-eight (48) hours after delivery of the notice.
 - b. Company will not discontinue service until at least six (6) days after written notice is mailed to the customer or at least 48 hours after written notice is hand-delivered to the customer. Notice by mail is complete upon mailing by first class mail. The Company will maintain an accurate record of the date of mailing.

Notice of discontinuance shall not be issued for a bill or portion of a bill currently the subject of a dispute pending with the Company or the Commission, nor shall such a notice be issued for any bill or portion of a bill which is the subject of a settlement agreement, except after breach of a settlement agreement, unless the Company inadvertently issues such notice, in which case the Company will take necessary steps to withdraw or cancel such notice.

- c. At least five (5) days prior to discontinuance of service for non-payment 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 discontinuance will be conspicuously posted in public areas of the building, provided, however, that such notices will not be required if the Company is not aware that said structure is a single metered multi-dwelling unit residential building. Such notices shall include the date on or after which discontinuance may occur. The Company will not be required to provide notice in individual situations where safety of employees is a consideration.

At least five (5) days prior to discontinuance of service for non-payment of a bill or deposit at a multi-dwelling unit residential building where each unit is individually metered at which a single customer is responsible for payment for service in all units in the building or at a residence in which the occupant using electric service is not the Company's customer, the occupant(s) shall be given written notice of the Company's intent to discontinue service, provided, however, that such notice shall not be required unless the occupant has advised the Company or the Company is otherwise aware that he is not the customer. In the case of a multi-dwelling unit residential building where each unit is individually metered or in the case of a single family residence, the notice provided to the occupant of the unit about to be discontinued shall outline the procedure by which the occupant thereof may apply in his or her name for service of the same character presently received through that meter.

- d. At least twenty-four (24) hours preceding discontinuance of service, Company will make reasonable efforts to contact the customer by telephone to advise of the pending action and what steps must be taken to avoid discontinuance.

- e. Form and Contents of Notice:
The disconnect notice shall be titled: "SHUT-OFF NOTICE" in type at least one-half inch (1/2") in height and shall contain the following:
 - (1) The name and address of the customer and the address of service, if different.
 - (2) A clear and concise statement of the reasons for proposed discontinuance of service.
 - (3) The date on or after which service will be discontinued unless the customer takes appropriate action.
 - (4) Total amount owed by the customer for past service and/or deposit.

FEB 9 - 1995

Public Service Commission

DATE OF ISSUE DECEMBER 16, 1988

DATE EFFECTIVE JANUARY 15, 1989

ISSUED BY R. L. LAMB, President, Joplin, MO

BY 4th R.S. # 26
Public Service Commission
MISSOURI

JAN 15 1989

The Empire District Electric Company

Original
Sec. 5 2nd Revised Sheet No. 26
Cancelling P.S.C.No. 5

For ALL TERRITORY

Original
Sec. 5 1st Revised Sheet No. 26
Which was issued 10-17-83

RULES AND REGULATIONS

RECEIVED

MAY 30 1985

MISSOURI
Public Service Commission

- (5) A statement that if customer is unable to pay in full, discontinuance may be avoided by entering into a settlement agreement.
- (6) The address and telephone number of the Company office where customer may inquire or inquiries.
- (7) The financial charges the customer will have to bear for reconnection of service.

4. Time of Discontinuance:

Subject to the requirements of these rules, Company may discontinue service to a customer between the hours of 8:00 a.m. and 4:00 p.m. on the date specified on the notice of discontinuance or within a reasonable time thereafter. Service shall not be discontinued on a day when Company personnel are not available to reconnect the customer's service, or on a day immediately preceding such day.

5. Delay of Discontinuance:

Notwithstanding any other provision of this rule, Company will postpone the discontinuance of electric service to a residential customer for a time not in excess of twenty-one (21) days if the Company is advised the discontinuance will aggravate an existent medical emergency of the customer, a member of his family or other permanent resident of the premises where service is rendered. Company may require customer to provide satisfactory evidence that a medical emergency exists.

6. Cold Weather Rule

a. Application

The Cold Weather Rule applies to residential heat-related electric service from November 15 through and including March 31.

* b. Allowable Discontinuance

- (1) A customer having delinquent payments under a payment agreement entered into pursuant to this rule or its predecessors may be discontinued unless the customer pays the amount that is delinquent under the terms of the settlement agreement.
- (2) A customer may be discontinued for unauthorized use of electric service.
- (3) Discontinuance of service is otherwise limited to customers who do not make good faith attempt to pay as defined below.

* c. Payment Procedure

During the cold weather period of November 15 through March 31, a customer who cannot pay his/her bill in full must:

- (1) Contact the Company, state inability to pay in full, provide the Company with sufficient information regarding the customer's income for determination of the terms of a settlement agreement and enter into a cold weather settlement agreement as defined below.
- (2) Apply for financial assistance in paying the customer's electric bill from any federal, state, local or other heating payment fund program for which the customer may be eligible.
- (3) Enter into a settlement agreement consisting of an initial payment and a schedule of payments which provides for payment of any amount in arrears, current amounts and all ensuing bills through and including the billing period which ends closest to October 31.
 - (a) If the customer is eligible for financial assistance under the Low Income Energy Assistance Program and/or Utilicare, the initial payment shall be the greater of Seventy-five Dollars (\$75.00) or Twenty-five Percent (25%) of the bill for service provided during the most recent billing period. The Company must be notified of the customer's eligibility by the Division of Family Services and/or the agency that has administrative responsibility for the Energy Crisis Intervention Program. Subsequent payments will be determined by accumulating the arrears that remain after the initial payment, the unpaid current charges, and the estimated total of ensuing bills during the contract period, including reasonable changes to the estimate, divided by the number of months in the contract period. This payment agreement shall be confirmed in writing.
 - (b) All other customers shall make payments of the greater of Seventy-five Dollars (\$75.00) or Twenty-five Percent (25%) of the total amount owed for electric service, initially, and each month for all billing periods through March 31. Subsequent payments through the billing period ending closest to October 31 shall be designed to dispose of any amount in arrears, current amounts, and ensuing bills during that time period.
 - (c) The Company will not assess a pay deposit or bill deposits previously assessed to the customers who enter into a settlement agreement and make timely payments in accordance with this rule.

CANCELLED

JAN 15 1989

BY 372 R.S.#26

JUN 30 1985

MISSOURI

Public Service Commission

DATE OF ISSUE MAY 31, 1985

ISSUED BY R. L. LAMB, President, Joplin

Public Service Commission
MISSOURI

DATE EFFECTIVE

RECEIVED
OCT 14 1983
MISSOURI
Public Service Commission
CANCELLED

RULES AND REGULATIONS

5. Delay of Discontinuance:

Notwithstanding any other provision of this rule, Company will postpone the discontinuance of electric service to a residential customer for a time not in excess of twenty-one (21) days if the Company is advised that the delay will aggravate an existent medical emergency of the customer, a member of his family or other permanent resident of the premises where service is rendered. Company may require customer to provide satisfactory evidence that a medical emergency exists.

6. Cold Weather Rule

a. Application

The Cold Weather Rule applies only to heat-related electric service to any premises occupied as permanent living quarters from November 15 through and including March 31.

b. Limits on Discontinuance

(1) During this period, discontinuance of service is limited to customers who do not make a good faith attempt to pay. A customer has made a good faith attempt to pay when the customer:

- (a) Contacts the Company when a bill for service is not paid in full during this period, states inability to pay in full, provides the Company with sufficient information regarding the customer's income for determination of the terms of a settlement agreement and enters into a settlement agreement which includes any amount in arrears, current amounts and all ensuing bills to be disposed of prior to the next November 15.
- (b) Pays a minimum of twenty-five percent (25%) of the total monthly amount owed for service or Seventy-five Dollars (\$75.00), whichever is greater.
- (c) Applies for financial assistance in paying the customer's electric bill from any Federal, State, local or other heating payment fund program for which the customer may be eligible.

(2) The Company shall seek to enter into a reasonable settlement agreement with a customer who is discontinued during the period of this rule if that customer contacts the Company within three working days after the discontinuance and agrees to comply thereafter with C6b(1) above, provided that in the previous six months such a customer has not defaulted on a settlement agreement.

c. Procedures Prior to Discontinuance

If a registered elderly or handicapped customer or a non-registered customer fails to meet the requirements of C6b above, the following procedures shall be observed. Registered elderly or handicapped customers are those who are above the age of 62 or are handicapped to the extent that they are unable to leave the premises without assistance and who file with the Company a form approved by the Commission attesting to the fact that they meet these qualifications. This form shall further set forth an agency or person which the Company shall contact as set forth in C6c(1)(a) [2] below.

(1) Registered elderly or handicapped

(a) Procedure

A Company representative must make contact as described below with a registered elderly or handicapped customer or some member of the family above the age of fifteen (15) years in the premises. The contact shall include:

- [1] Two or more phone call attempts.
- [2] Mailing to the customer and a social agency listed on said customer's form the notice described in C6c(2)(b) [2].
- [3] Prior to discontinuance, the Company shall attempt personal contact.

(b) Notice

If contact is made, the Company shall advise the customer of the impending discontinuance and ascertain whether the customer intends to pay the bill. If the customer indicates an inability to pay the bill or make satisfactory reasonable payment arrangement, they shall be referred to the notice described in C6c(2)(b) [2].

(2) Non-registered customer

(a) Procedure

- [1] Mail a notice by first class mail, or
- [2] Attempt a personal contact by phone or in person.

JUN 30 1985
BY 2nd R.S. # 26
PUBLIC SERVICE COMMISSION
OF MISSOURI

NOV 14 1983
Public Service Commission

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RULES AND REGULATIONS

JUN 22 1983

5. Delay of Discontinuance:

Notwithstanding any other provision of this rule, Company will postpone the discontinuance of electric service to a residential customer for a time not in excess of twenty-one (21) days if the Company is advised the discontinuance will aggravate an existent medical emergency of the customer, a member of his family or other permanent resident of the premises where service is rendered. Company may require customer to provide satisfactory evidence that a medical emergency exists.

MISSOURI PUBLIC SERVICE COMMISSION

6. Cold Weather Rule

a. Application

The Cold Weather Rule applies only to heat-related electric service to any premises occupied as permanent living quarters from November 15 through and including March 15.

b. Limits on Discontinuance

(1) During this period, discontinuance of service is limited to customers who do not make a good faith attempt to pay. A customer has made a good faith attempt to pay when the customer:

(a) Contacts the Company when a bill for service is not paid in full during this period, states inability to pay in full, provides the Company with sufficient information regarding the customer's income for determination of the terms of a settlement agreement and enters into a settlement agreement which includes any amount in arrears, current amounts and all ensuing bills to be disposed of prior to the next November 15.

(b) Pays a minimum of twenty-five percent (25%) of the total monthly amount owed for service or Seventy-five Dollars (\$75.00), whichever is greater.

(c) Applies for financial assistance in paying the customer's electric bill from any Federal, State, local or other heating payment fund program for which the customer may be eligible.

(2) The Company shall seek to enter into a reasonable settlement agreement with a customer who is discontinued during the period of this rule if that customer contacts the Company within three working days after the discontinuance and agrees to comply thereafter with C4b(1) above, provided that in the previous six months such a customer has not defaulted on a settlement agreement.

c. Procedures Prior to Discontinuance

If a registered elderly or handicapped customer or a non-registered customer fails to meet the requirements of C4b above, the following procedures shall be observed. Registered elderly or handicapped customers are those who are above the age of 62 or are handicapped to the extent that they are unable to leave the premises without assistance and who file with the Company a form approved by the Commission attesting to the fact that they meet these qualifications. This form shall further set forth an agency or person which the Company shall contact as set forth in C4c(1)(a)(2) below.

(1) Registered elderly or handicapped

(a) Procedure

A Company representative must make contact as described below with a registered elderly or handicapped customer or some member of the family above the age of fifteen (15) years in the premises. The contact shall include:

[1] Two or more phone call attempts.

[2] Mailing to the customer and a social agency listed on said customer's form the notice described in C4c(2)(b)(2).

[3] Prior to discontinuance, the Company shall attempt personal contact.

(b) Notice

If contact is made, the Company shall advise the customer of the impending discontinuance and ascertain whether the customer intends to pay the bill. If the customer indicates an inability to pay the bill or make satisfactory reasonable payment and agreement, they shall be referred to the notice described in C4c(2)(b)(2).

(2) Non-registered customer

(a) Procedure

[1] Mail a notice by first class mail, or

[2] Attempt a personal contact by phone or in person.

CANCELLED NOV 14 1983 BY [Signature] PUBLIC SERVICE COMMISSION OF MISSOURI

RECEIVED AUG 1 - 1983 82-40 Public Service Commission

DATE OF ISSUE JUNE 22, 1983

DATE EFFECTIVE AUGUST 1, 1983

ISSUED BY R. L. LAMB, President, Joplin, Mo.

THE EMPIRE DISTRICT ELECTRIC COMPANY

P.S.C. Mo. No. 5 Sec. 5 7th Revised Sheet No. 27

Canceling P.S.C. Mo. No. 5 Sec. 5 6th Revised Sheet No. 27

For ALL TERRITORY

RULES AND REGULATIONS

12. During the billing period prior to any rate scheduled seasonal rate change, Company shall notify each affected Customer, on the bill or on a notice accompanying the bill, of the direction of the upcoming seasonal rate change and the months during which the forthcoming seasonal rate will be in effect.
13. Customer shall be charged a fee shown on Schedule CA, Credit Action Fees, for each bad check or any type of electronic payment rendered to Company as payment of a bill.

B. BILLING ADJUSTMENTS 4 CSR 240-13.025

For all billing errors, Company will determine from all related and available information the probable period during which such 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 to the Company, whichever comes first.
- b. In the event of an undercharge to a residential Customer, 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 comes first. The Company shall offer the Customer the option to pay the adjusted bill over a period at least double the period covered by the adjusted bill.
- c. In the event of an undercharge to a non-residential Customer, an adjustment shall be made for the entire period that the undercharge 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.
- d. No billing adjustment will be made where the full amount of the adjustment is less than one dollar (\$1.00).
- e. Where, upon test, an error in measurement is found to be within the limits prescribed by Commission rules, no billing adjustment will be made.
- f. When evidence of tampering, diversion, unauthorized use or misrepresentation of the use of service by a Customer of any class is found, 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. Company may also recover the cost of damages to the meter and costs associated with investigating the tampering or diversion, such as man-hours, truck hours and cost of documenting with photographs.
- g. Interest shall not be payable on undercharges or overcharges to Customers of any class under this section.

C. DEPOSITS AND GUARANTEE OF PAYMENT 4 CSR 240-13.030

1. Company may require a deposit or other guarantee as a condition of new residential service if:
 - a. The Applicant has outstanding with the Company, or a utility providing the same type of service, an unpaid, past due bill which accrued within the last five (5) years and at the time of the request for service remains unpaid and not in dispute. The Company may refuse to provide service to an applicant until both the unpaid bill outstanding with the Company and the required deposit are paid in full.

CANCELLED
September 16, 2020
Missouri Public
Service Commission
ER-2019-0374; EN-2021-0038;
YE-2021-0041

DATE OF ISSUE July 25, 2014
ISSUED BY Kelly S. Walters, Vice President, Joplin, MO

DATE EFFECTIVE August 24, 2014

FILED
Missouri Public
Service Commission
JE-2015-0022

THE EMPIRE DISTRICT ELECTRIC COMPANY

P.S.C. Mo. No. 5 Sec. 5 6th Revised Sheet No. 27

Canceling P.S.C. Mo. No. 5 Sec. 5 5th Revised Sheet No. 27

For ALL TERRITORY

RULES AND REGULATIONS

- 12. During the billing period prior to any rate scheduled seasonal rate change, Company shall notify each affected Customer, on the bill or on a notice accompanying the bill, of the direction of the upcoming seasonal rate change and the months during which the forthcoming seasonal rate will be in effect.
- 13. Customer shall be charged a fee shown on Schedule CA, Credit Action Fees, for each bad check or any type of electronic payment rendered to Company as payment of a bill.

B. BILLING ADJUSTMENTS 4 CSR 240-13.025

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- c. In the event of an undercharge to a non-residential Customer, an adjustment shall be made for the entire period that the undercharge 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.
- d. No billing adjustment will be made where the full amount of the adjustment is less than one dollar (\$1.00).
- e. Where, upon test, an error in measurement is found to be within the limits prescribed by Commission rules, no billing adjustment will be made.
- f. When evidence of tampering, diversion, unauthorized use or misrepresentation of the use of service by a Customer of any class is found, 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. Company may also recover the cost of damages to the meter and costs associated with investigating the tampering or diversion, such as man-hours, truck hours and cost of documenting with photographs.
- g. Interest shall not be payable on undercharges or overcharges to Customers of any class under this section.

C. DEPOSITS AND GUARANTEE OF PAYMENT 4 CSR 240-13.030

- 1. Company may require a deposit or other guarantee as a condition of new residential service if:
 - a. The Applicant has outstanding with the Company, or a utility providing the same type of service, an unpaid, past due bill which accrued within the last five (5) years and at the time of the request for service remains unpaid and not in dispute. The Company may refuse to provide service to an applicant until both the unpaid bill outstanding with the Company and the required deposit are paid in full.

DATE OF ISSUE June 3, 2011 DATE EFFECTIVE June 15, 2011 FILED
ISSUED BY Kelly S. Walters, Vice President, Joplin, MO

THE EMPIRE DISTRICT ELECTRIC COMPANY

P.S.C. Mo. No. 5 Sec. 5 5th Revised Sheet No. 27

Canceling P.S.C. Mo. No. 5 Sec. 5 4th Revised Sheet No. 27

For ALL TERRITORY

RULES AND REGULATIONS

12. During the billing period prior to any rate scheduled seasonal rate change, Company shall notify each affected Customer, on the bill or on a notice accompanying the bill, of the direction of the upcoming seasonal rate change and the months during which the forthcoming seasonal rate will be in effect.
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- c. In the event of an undercharge to a non-residential Customer, an adjustment shall be made for the entire period that the undercharge 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.
- d. No billing adjustment will be made where the full amount of the adjustment is less than one dollar (\$1.00).
- e. Where, upon test, an error in measurement is found to be within the limits prescribed by Commission rules, no billing adjustment will be made.
- f. When evidence of tampering, diversion, unauthorized use or misrepresentation of the use of service by a Customer of any class is found, 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. Company may also recover the cost of damages to the meter and costs associated with investigating the tampering or diversion, such as man-hours, truck hours and cost of documenting with photographs.
- g. Interest shall not be payable on undercharges or overcharges to Customers of any class under this section.

C. DEPOSITS AND GUARANTEE OF PAYMENT 4 CSR 240-13.030

1. Company may require a deposit or other guarantee as a condition of new residential service if:
 - a. The Applicant has outstanding with the Company, or a utility providing the same type of service, an unpaid, past due bill which accrued within the last five (5) years and at the time of the request for service remains unpaid and not in dispute. The Company may refuse to provide service to an applicant until both the unpaid bill outstanding with the Company and the required deposit are paid in full.

CANCELLED
June 15, 2011
Missouri Public
Service Commission
ER-2011-0004; YE-2011-0615

DATE OF ISSUE December 28, 2006
ISSUED BY Kelly S. Walters, Vice President, Joplin, MO

DATE EFFECTIVE January 27, 2007

December 14, 2007

ER-2006-0315

Filed
Missouri Public
Service Commission

For ALL TERRITORY

No supplement to this rate schedule will be issued except for the purpose of cancelling this rate schedule.

RULES AND REGULATIONS

JUL 13 1998

MO. PUBLIC SERVICE COMM

12. During the billing period prior to any rate scheduled seasonal rate change, Company shall notify each affected Customer, on the bill or on a notice accompanying the bill, of the direction of the upcoming seasonal rate change and the months during which the forthcoming seasonal rate will be in effect.

13. Customer shall be charged a fee shown on Schedule CA, Credit Action Fees, for each bad check rendered to Company as payment of a bill.

B. BILLING ADJUSTMENTS 4 CSR 240-13.025

For all billing errors, Company will determine from all related and available information the probable period during which such 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 to the Company, whichever comes first.
- b. In the event of an undercharge to a residential Customer, 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 comes first.
- c. In the event of an undercharge to a non-residential Customer, an adjustment shall be made for the entire period that the undercharge 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.
- d. No billing adjustment will be made where the full amount of the adjustment is less than one dollar (\$1.00).
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- f. When evidence of tampering, diversion, unauthorized use or misrepresentation of the use of service by a Customer of any class is found, 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. Company may also recover the cost of damages to the meter and costs associated with investigating the tampering or diversion, such as man-hours, truck hours and cost of documenting with photographs.
- g. Interest shall not be payable on undercharges or overcharges to Customers of any class under this section.

C. DEPOSITS AND GUARANTEE OF PAYMENT 4 CSR 240-13.030

FILED

1. Company may require a deposit or other guarantee as a condition of new residential service if:

- a. The Applicant has outstanding with the Company, or a utility providing the same type of service, an unpaid, past due bill which accrued within the last five (5) years and at the time of the request for service remains unpaid and not in dispute. The Company may refuse to provide service to an applicant until the amount of outstanding with the Company and the required deposit are paid in full.

AUG 13 1998

MISSOURI
Public Service Commission

CANCELLED
1/1/2007 & 12/14/07
ER-2006-0315
Missouri Public
Service Commission

THE EMPIRE DISTRICT ELECTRIC COMPANY

Sec. 5 3rd Revised Sheet No. 27
Cancelling P.S.C. Mo. No. 5

For ALL TERRITORY

No supplement to this rate schedule will be issued except for the purpose of cancelling this rate schedule.

Sec. 5 2nd Revised Sheet No. 27
Which was issued 08-20-90

RULES AND REGULATIONS OCT - 7 1994

12. During the billing period prior to any rate scheduled seasonal rate change, Company shall notify each affected Customer, on the bill or on a notice accompanying the bill, of the direction of the upcoming seasonal rate change and the months during which the forthcoming seasonal rate will be in effect.

13. Customer shall be charged a fee shown on Schedule CA, Credit Action Fees, for each bill rendered to Company as payment of a bill.

B. BILLING ADJUSTMENTS 4 CSR 240-13.025

1. For all billing errors, Company will determine from all related and available information the probable period during which such 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 to the Company, whichever comes first.
- b. In the event of an undercharge to a residential Customer, 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 comes first.
- c. In the event of an undercharge to a non-residential Customer, an adjustment shall be made for the entire period that the undercharge 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.
- d. No billing adjustment will be made where the full amount of the adjustment is less than one dollar (\$1.00).
- e. Where, upon test, an error in measurement is found to be within the limits prescribed by Commission rules, no billing adjustment will be made.
- f. When evidence of tampering, diversion, unauthorized use or misrepresentation of the use of service by a Customer of any class is found, 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. Company may also recover the cost of damages to the meter and costs associated with investigating the tampering or diversion, such as man-hours, truck hours and cost of documenting with photographs.
- g. Interest shall not be payable on undercharges or overcharges to Customers of any class under this section.

C. DEPOSITS AND GUARANTEE OF PAYMENT 4 CSR 240-13.030

- 1. Company may require a deposit or other guarantee as a condition of new service if:
 - a. The Customer has outstanding with Company or a utility providing the same type of service, 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, or

MISSOURI PUBLIC SERVICE COMMISSION
CANCELLED
AUG 13 1998
By 4hr RS #27
Public Service Commission
MISSOURI

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FEB - 9 1995

MISSOURI
Public Service Commission

The Empire District Electric Company

Original
Sec. 5 2nd Revised Sheet No. 27
Cancelling P.S.C.Mo.No. 5

For ALL TERRITORY

Original
Sec. 5 1st Revised Sheet No. 27
Which was issued 5-31-85

RULES AND REGULATIONS

DEC 14 1988

- (5) A statement that if customer is unable to pay in full, discontinuance may be avoided by entering into a settlement agreement.
- (6) The address and telephone number of the Company office where customer may make payment or inquiries.
- (7) The financial charges the customer will have to bear for reconnection of service.

4. Time of Discontinuance:

Subject to the requirements of these rules, Company may discontinue service to a customer between the hours of 8:00 a.m. and 4:00 p.m. on the date specified on the notice of discontinuance or within a reasonable time thereafter. Service shall not be discontinued on a day when Company personnel are not available to reconnect the customer's service, or on a day immediately preceding such day.

5. Delay of Discontinuance:

Notwithstanding any other provision of this rule, Company will postpone the discontinuance of electric service to a residential customer for a time not in excess of twenty-one (21) days if the Company is advised the discontinuance will aggravate an existent medical emergency for the customer, a member of his family or other permanent resident of the premises where service is rendered. Company may require customer to provide satisfactory evidence that a medical emergency exists.

6. Cold Weather Rule

a. Application

The Cold Weather Rule applies to residential heat-related electric service from November 15 through and including March 31.

b. Allowable Discontinuance

- (1) A customer having delinquent payments under a payment agreement entered into pursuant to this rule or its predecessors may be discontinued unless the customer pays the amount that is delinquent under the terms of the settlement agreement.
- (2) A customer may be discontinued for unauthorized use of electric service.
- (3) Discontinuance of service is otherwise limited to customers who do not make good faith attempt to pay as defined below.

c. Payment Procedure

During the cold weather period of November 15 through March 31, a customer who cannot pay his/her bill in full must:

- (1) Contact the Company, state inability to pay in full, provide the Company with sufficient information regarding the customer's income for determination of the terms of a settlement agreement and enter into a cold weather settlement agreement as defined below.
- (2) Apply for financial assistance in paying the customer's electric bill from any federal, state, local or other heating payment fund program for which the customer may be eligible.
- (3) Enter into a settlement agreement consisting of an initial payment and a schedule of payments which provides for payment of any amount in arrears, current amounts and all ensuing bills through and including the billing period which ends closest to October 31.
 - (a) If the customer is eligible for financial assistance under the Low Income Energy Assistance Program and/or Utilicare, the initial payment shall be the greater of Seventy-five Dollars (\$75.00) or Twenty-five Percent (25%) of the bill for service provided during the most recent billing period. The Company must be notified of the customer's eligibility by the Division of Family Services and/or the agency that has administrative responsibility for the Energy Crisis Intervention Program. Subsequent payments will be determined by accumulating the arrears that remain after the initial payment, the unpaid current charges, and the estimated total of ensuing bills during the contract period, including reasonable changes to the estimate, divided by the number of months in the contract period. This payment agreement shall be confirmed in writing.
 - (b) All other customers shall make payments of the greater of Seventy-five Dollars (\$75.00) or Twenty-five Percent (25%) of the total amount owed for electric service, initially, and each month for all billing periods through March 31. Subsequent payments through the billing period ending closest to October 31 shall be designed to dispose of any amount in arrears, current amounts and ensuing bills during that time period.
 - (c) The Company will not assess a new deposit or bill deposits previously assessed to the customers who enter into a settlement agreement and make timely payments in accordance with this rule.

JAN 15 1989

DATE OF ISSUE DECEMBER 16, 1988

DATE EFFECTIVE PUBLIC SERVICE COMMISSION

ISSUED BY R. L. LAMB, President, Joplin, MO.

The Empire District Electric Company

Original
Sec. 5 1st Revised Sheet No. 27
Cancelling P.S.C.No. 5
Original
Sec. 5 Revised Sheet No. 27
Which was issued 6-22-83

For ALL TERRITORY

RULES AND REGULATIONS

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MAY 30 1985

* d. Continuance or Reconnection During Cold Weather Period

(1) During the cold weather period of November 15 through March 31, the Company shall seek to enter into a reasonable settlement agreement in order to reconnect service to the residential customer who has been disconnected. No deposit will be required before reconnection if the customer contacts the Company, makes a good faith attempt to pay the amount due and makes timely payments on a settlement agreement, unless the customer was disconnected because of delinquent payments under a previous cold weather settlement agreement or for unauthorized use of electric service.

A deposit may be collected if the customer's service has been disconnected for a period of thirty (30) days or more due to noncompliance with the payment plan provided for by this rule or its predecessors.

(2) The Company shall reconnect any customer eligible for Utilicare funds who has paid or had paid on his behalf the greater of Seventy-five Dollars (\$75.00) or Twenty-five Percent (25%) of the total outstanding balance at the time of disconnection, who has not defaulted on a previous cold weather payment agreement after reconnection pursuant to Section 660.122 RSMO within the last twelve (12) months, and who enters into and makes a good faith attempt to pay under the terms of a settlement agreement as defined in the Cold Weather Rule.

The Missouri State Legislature defines eligibility for Utilicare assistance as any household which has as its head a person who is elderly or disabled, or who is unemployed and currently drawing or has exhausted his or her unemployment benefits if the income for the household is no more than one hundred fifty percent (150%) of the federal poverty level or sixty percent (60%) of the Missouri median income, whichever is greater.

(3) If a customer is not eligible for continuance or reconnection of service, due to delinquent payments on a payment agreement entered into pursuant to this rule or its predecessors, the customer shall become eligible for continuance or reconnection of service and the Company shall continue or reconnect service, provided the Company receives payment for the amount that is delinquent under the terms of the agreement and the customer complies with all other provisions of this rule.

* e. Procedures Prior to Discontinuance During Cold Weather Period

During the Cold Weather Period of November 15 through March 31, when a residential customer fails to meet the good-faith-attempt-to-pay requirements of the Cold Weather Rule, the following procedures will be observed.

(1) Notice requirements

- (a) Mail the disconnect notice at least six (6) days prior to the date of proposed discontinuance.
- (b) Attempt to contact the customer within ninety-six (96) hours preceding discontinuance of service.
- (c) Attempt to contact the customer immediately preceding the discontinuance of service.
- (d) All notices and contacts shall advise that electric service will be discontinued on or within a reasonable time after the due date specified on the mailed notice, explain the provisions of the Cold Weather Rule and advise that the customer may apply for financial assistance in paying bills for heat-related services from the Division of Family Services. A list of the governmental, social or charitable organizations that have notified the Company that they render such assistance shall be provided to the customer.
- (e) The due date specified on the mailed notice must be at least six (6) days from its mailing date and discontinuance must not be executed on a day preceding a weekend or a holiday unless Company personnel are available to reconnect the service.

(2) Registered elderly or handicapped

Registered elderly or handicapped customers are those residential customers who are age 60 or above or are handicapped to the extent that they are unable to leave the premises without assistance and who file with the Company a form approved by the commission attesting to the fact that they meet these qualifications. The registered customer may also designate an agency or person which the Company shall contact before service may be discontinued.

These additional notice requirements must be met before disconnection may occur when a registered customer has failed the good-faith-attempt-to-pay requirements.

CANCELLED

JAN 15 1989

BY 2MB R S#27

Public Service Commission
MISSOURI

FILED

JUN 30 1985

Public Service Commission
JUN 30 1985

DATE OF ISSUE MAY 31, 1985

ISSUED BY R. L. LAMB, President, Joplin, MO.

DATE EFFECTIVE

RECEIVED

RULES AND REGULATIONS

JUN 22 1983

CANCELLED

Notice

The notice and contact shall:

[1] Advise that electric service shall be discontinued unless payment is made for that service or satisfactory reasonable arrangements made with the Company for payment within five (5) days, except days preceding a weekend or holiday, following the contact unless Company personnel are available to reconnect the service.

[2] Advise the customer that they may be eligible to receive financial assistance in paying the bill or other assistance from social service or charitable organizations that have notified the Company that they render such assistance. The Company shall provide a list of those organizations to the customer.

JUN 30 1985

BY 1st AS # 27

PUBLIC SERVICE COMMISSION OF MISSOURI

MISSOURI PUBLIC SERVICE COMMISSION

d. Procedures at Discontinuance

When the Company goes to a customer's premises to discontinue service, the Company shall leave a notice stating that such customer may be eligible to receive financial assistance in paying the bill or other assistance from social service or charitable organizations that have notified the Company that they render such assistance, and the Company shall provide a list of those organizations to the customer.

7. Exceptions to Rules:

Notwithstanding any other provision of this rule, Company may discontinue any service temporarily for reasons of maintenance, health, safety or a state of emergency.

8. Manner of Discontinuance:

Immediately preceding the discontinuance of service, an employee of the Company designated to perform such function shall, except in individual situations where the safety of the employee is a consideration, make a reasonable effort to contact and identify himself to the customer or responsible person then upon the premises and shall announce the purpose of his presence. The employee shall be authorized to accept payment due on the account and shall not discontinue service if the customer then and there renders payment of such account together with a charge of Eight Dollars (\$8.00) for sending the employee to the premises. When service is discontinued, the employee will leave a notice upon the premises in a manner conspicuous to the customer that service has been discontinued and the address and telephone number of the Company where the customer may arrange to have service restored.

9. Reconnection of Service:

Upon the customer's request, Company will restore service promptly when the cause of discontinuance of service has been eliminated, applicable restoration charges paid, and, if required, satisfactory credit arrangements have been made. At all times, a reasonable effort shall be made to restore service upon the day restoration is requested, and in any event, restoration shall be made no later than the next working day following the day requested by the customer. The Company will charge the customer a reconnection fee of Eighteen Dollars (\$18.00) during normal working hours and Thirty-three Dollars (\$33.00) after normal working hours. If discontinuance was caused by diversion, the cost of any facility or changes Company deems necessary or appropriate in order to prevent possible future diversion of energy by customer may have to be paid for by customer.

D. Settlement Agreements

1. When Company and customer arrive at a mutually satisfactory settlement of any dispute or the customer does not dispute liability to the Company but claims inability to pay the outstanding bill in full, Company and the customer may enter into a settlement agreement. A settlement agreement which extends beyond sixty (60) days shall be in writing and mailed or otherwise delivered to the customer.

2. Every settlement agreement resulting from the customer's inability to pay the outstanding bill in full shall provide that service will not be discontinued if the customer pays the amount of the outstanding bill specified in the agreement and agrees to pay a reasonable portion of the remaining outstanding balance in installments until the bill is paid. For purposes of determining reasonableness, the parties will consider the following: the size of the delinquent account; the customer's ability to pay; the customer's payment history; the time that the debt has been outstanding; the reasons why debt has been outstanding; and, any other relevant factors relating to the customer's service.

3. If a customer fails to comply with the terms and conditions of a settlement agreement, Company may discontinue service after notifying the customer in writing by personal service or first class mail: that the customer is in default of the settlement agreement; the nature of the default; that unless full payment of all balances due is made within five (5) days from the date of mailing, Company will discontinue service; and, the date upon or after which service will be discontinued.

AUG 1 - 1983
82 - 40
Public Service Commission
AUGUST 1, 1983

DATE OF ISSUE JUNE 22, 1983

DATE EFFECTIVE AUGUST 1, 1983

ISSUED BY R. L. LAMB, President, Joplin, Mo.

THE EMPIRE DISTRICT ELECTRIC COMPANY

P.S.C. Mo. No. 5 Sec. 5 6th Revised Sheet No. 28

Canceling P.S.C. Mo. No. 5 Sec. 5 5th Revised Sheet No. 28

For ALL TERRITORY

RULES AND REGULATIONS

- b. The Applicant had more than five (5) late payments within the last twelve (12) consecutive months of service for the same class of service provided by the Company at the same or any other location.
 - c. The Applicant, has in an unauthorized manner, interfered with or diverted the service of the Company or another utility providing service to the Customer's premise within the last five (5) years.
 - d. If the Applicant has insufficient credit history to determine a credit score, then the Applicant shall be deemed to have established an acceptable credit rating if they meet any of the following criteria:
 - (1) Owns or is purchasing a home; or
 - (2) Is and has been regularly employed on a full-time basis for at least one year; or
 - (3) Has an adequate regular source of income; or
 - (4) Can provide adequate credit references from a commercial credit source.
2. The non-residential Applicant shall provide at least the following credit information: The Company has the right to request additional information if there are questions about what has been provided. Non-residential customers may be required to provide a security deposit, surety bond, or irrevocable letter of credit as a condition of service.
- a. References from previous utility.
 - b. Banking references.
 - c. Financial statements.
 - d. Reports from commercial credit sources.
3. Company may require a deposit or guarantee as a condition of continued or re-establishing service if:
- a. The service of the Customer has been discontinued by Company for nonpayment of a delinquent account not in dispute; or
 - b. In an unauthorized manner, the Customer interfered with or diverted the service of Company situated on or about or delivered to the Customer's premises; or
 - c. A residential Customer has failed to pay an undisputed bill on or before the delinquent date for five (5) billing periods out of twelve (12) consecutive monthly billing periods; The Company may not require a deposit from a customer if such customer has consistently made a payment for each month during the twelve (12) consecutive months, provided that each payment is made by the delinquent date; and each payment made is at least seventy five dollars (\$75), or twenty five percent (25%) of the total outstanding balance, provided that the outstanding balance is three hundred dollars (\$300) or less, or to any customer making payments under a payment plan previously arranged with the Company; or
 - d. A non-residential Customer has failed to pay an undisputed bill on or before the delinquent date for two out of six (6) consecutive monthly billing periods; and
 - e. Prior to requiring a Customer to post a deposit under this subsection, Company has sent the Customer a written notice explaining Company's right to require a deposit or has included such explanation with the written discontinuance notice.

CANCELLED
September 16, 2020
Missouri Public
Service Commission
ER-2019-0374; EN-2021-0038;
YE-2021-0041

DATE OF ISSUE July 25, 2014
ISSUED BY Kelly S. Walters, Vice President, Joplin, MO

DATE EFFECTIVE August 24, 2014

FILED
Missouri Public
Service Commission
JE-2015-0022

THE EMPIRE DISTRICT ELECTRIC COMPANY

P.S.C. Mo. No. 5 Sec. 5 5th Revised Sheet No. 28

Canceling P.S.C. Mo. No. 5 Sec. 5 4th Revised Sheet No. 28

For ALL TERRITORY

RULES AND REGULATIONS

- b. The Applicant had more than five (5) late payments within the last twelve (12) consecutive months of service for the same class of service provided by the Company at the same or any other location.
- c. The Applicant, has in an unauthorized manner, interfered with or diverted the service of the Company or another utility providing service to the Customer's premise within the last five (5) years.
- d. The Applicant, is unable to establish an acceptable credit rating under the standards contained in the Company's tariff filed with and approved by the Commission.

The new residential Customer shall be deemed *prima facie* to have established an acceptable credit rating if he/she meets any of the following criteria.

- (1) Owns or is purchasing a home; or
 - (2) Is and has been regularly employed on a full-time basis for at least one year; or
 - (3) Has an adequate regular source of income; or
 - (4) Can provide adequate credit references from a commercial credit source.
2. The non-residential Applicant, shall provide at least the following credit information: The Company has the right to request additional information if there are questions about what has been provided. Non-residential customers may be required to provide a security deposit, surety bond, or irrevocable letter of credit as a condition of service.
- a. References from previous utility.
 - b. Banking references.
 - c. Financial statements.
 - d. Reports from commercial credit sources.
3. Company may require a deposit or guarantee as a condition of continued service if:
- a. The service of the Customer has been discontinued by Company for nonpayment of a delinquent account not in dispute; or
 - b. In an unauthorized manner, the Customer interfered with or diverted the service of Company situated on or about or delivered to the Customer's premises; or
 - c. A residential Customer has failed to pay an undisputed bill on or before the delinquent date for five (5) billing periods out of twelve (12) consecutive monthly billing periods; or
 - d. A non-residential Customer has failed to pay an undisputed bill on or before the delinquent date for two out of six (6) consecutive monthly billing periods; and
 - e. Prior to requiring a Customer to post a deposit under this subsection, Company has sent the Customer a written notice explaining Company's right to require a deposit or has included such explanation with the written discontinuance notice.

DATE OF ISSUE December 28, 2006
ISSUED BY Kelly S. Walters, Vice President, Joplin, MO

DATE EFFECTIVE ~~January 27, 2007~~
December 14, 2007

THE EMPIRE DISTRICT ELECTRIC COMPANY

Sec. 5 4th Revised Sheet No. 28
Cancelling P.S.C. Mo. No. 5

For ALL TERRITORY

No supplement to this rate schedule will be issued except for the purpose of cancelling this rate schedule.

Sec. 5 3rd Revised Sheet No. 28
Which was issued 10-07-94

RULES AND REGULATIONS

JUL 13 1998

MO. PUBLIC SERVICE COMM

- b. The Applicant had more than five (5) late payments within the last twelve (12) consecutive months of service for the same class of service provided by the Company at the same or any other location.
- c. The Applicant, has in an unauthorized manner, interfered with or diverted the service of the Company or another utility providing service to the Customer's premise within the last five (5) years.
- d. The Applicant, is unable to establish an acceptable credit rating under the standards contained in the Company's tariff filed with and approved by the Commission.

The new residential Customer shall be deemed *prima facie* to have established an acceptable credit rating if he/she meets any of the following criteria.

- (1) Owns or is purchasing a home; or
- (2) Is and has been regularly employed on a full-time basis for at least one year; or
- (3) Has an adequate regular source of income; or
- (4) Can provide adequate credit references from a commercial credit source.

- 2. The non-residential Applicant, shall provide at least the following credit information: The Company has the right to request additional information if there are questions about what has been provided. Non-residential customers may be required to provide a security deposit, surety bond, or irrevocable letter of credit as a condition of service.
 - a. References from previous utility.
 - b. Banking references.
 - c. Financial statements.
 - d. Reports from commercial credit sources.
- 3. Company may require a deposit or guarantee as a condition of continued service if:
 - a. The service of the Customer has been discontinued by Company for nonpayment of a delinquent account not in dispute; or
 - b. In an unauthorized manner, the Customer interfered with or diverted the service of Company situated on or about or delivered to the Customer's premises; or
 - c. A residential Customer has failed to pay an undisputed bill on or before the delinquent date for five (5) billing periods out of twelve (12) consecutive monthly billing periods; or
 - d. A non-residential Customer has failed to pay an undisputed bill on or before the delinquent date for two out of six (6) consecutive monthly billing periods; and
 - e. Prior to requiring a Customer to post a deposit under this subsection, Company has sent the Customer a written notice explaining Company's right to require a deposit or has included such explanation with the written discontinuance notice.

CANCELLED
1/1/2007 & 12/14/07
ER-2006-0315
Missouri Public
Service Commission

FILED

AUG 13 1998

MISSOURI
Public Service Commission

DATE OF ISSUE July 14, 1998
ISSUED BY R. B. Fancher, Vice President, Joplin, MO

DATE EFFECTIVE August 13, 1998

THE EMPIRE DISTRICT ELECTRIC COMPANY

Sec. 5 3rd Revised Sheet No. 28
Cancelling P.S.C. Mo. No. 5

For ALL TERRITORY

No supplement to this rate schedule will be issued except for the purpose of cancelling this rate schedule.

Sec. 5 2nd Revised Sheet No. 28
Which was issued 12-16-88

RULES AND REGULATIONS OCT - 7 1994

- b. The Customer had more than five (5) late payments within the last twelve (12) consecutive months of service; or
- c. The Customer has, in an unauthorized manner, interfered with or diverted the service of the Company or a utility providing similar service situated on or about or delivered to the Customer's premises within the last five (5) years; or
- d. The Customer is unable to establish an acceptable credit rating under standards contained in tariff sheets filed with and approved by the Commission.
 - (1) The residential Customer shall be deemed *prima facie* to have established an acceptable credit rating if the Customer meets any of the following criteria.
 - (a) Owns or is purchasing a home; or
 - (b) Is and has been regularly employed on a full-time basis for at least one year; or
 - (c) Has an adequate regular source of income; or
 - (d) Can provide adequate credit references from a commercial credit source.
 - (2) The non-residential Customer shall provide at least the following credit information: The Company has the right to request additional information if there are questions about what has been provided.
 - (a) References from previous utility
 - (b) Banking references.
 - (c) Financial statements
 - (d) Reports from commercial credit sources.

- 2. Company may require a deposit or guarantee as a condition of continued service if:
 - a. The service of the Customer has been discontinued by Company for nonpayment of a delinquent account not in dispute; or
 - b. In an unauthorized manner, the Customer interfered with or diverted the service of Company situated on or about or delivered to the Customer's premises; or
 - c. A residential Customer has failed to pay an undisputed bill on or before the delinquent date for five (5) billing periods out of twelve (12) consecutive monthly billing periods; or
 - d. A non-residential Customer has failed to pay an undisputed bill on or before the delinquent date for two out of six (6) consecutive monthly billing periods; and

CANCELLED

FILED

AUG 13 1998

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By 44h RS #28
Public Service Commission
MISSOURI

MISSOURI
Public Service Commission

The Empire District Electric Company

Sec. 5 ~~Original~~ 2nd Revised Sheet No. 28
Cancelling P.S.C.Mo.No. 5

For ALL TERRITORY

Sec. 5 ~~Original~~ 1st Revised Sheet No. 28
Which was issued 5-31-85

RULES AND REGULATIONS

DEC 14 1988

d. Continuance or Reconnection During Cold Weather Period

(1) During the cold weather period of November 15 through March 31, the Company shall seek to enter into a reasonable settlement agreement in order to reconnect service for the residential customer who has been disconnected. No deposit will be required before reconnection if the customer contacts the Company, makes a good faith attempt to pay, and enters into and makes timely payments on a settlement agreement, unless the customer was disconnected because of delinquent payments under a previous cold weather settlement agreement or for unauthorized use of electric service.

A deposit may be collected if the customer's service has been disconnected for a period of thirty (30) days or more due to noncompliance with the payment plan provided for by this rule or its predecessors.

(2) The Company shall reconnect any customer eligible for Utilicare funds who has paid or had paid on his behalf the greater of Seventy-five Dollars (\$75.00) or Twenty-five Percent (25%) of the total outstanding balance at the time of disconnection, who has not defaulted on a previous cold weather payment agreement after reconnection pursuant to Section 660.122 RSMO within the last twelve (12) months, and who enters into and makes a good faith attempt to pay under the terms of a settlement agreement as defined in the Cold Weather Rule.

The Missouri State Legislature defines eligibility for Utilicare assistance as any household which has as its head a person who is elderly or disabled, or who is unemployed and currently drawing or has exhausted his or her unemployment benefits if the income for the household is no more than one hundred fifty percent (150%) of the federal poverty level or sixty percent (60%) of the Missouri median income, whichever is greater.

(3) If a customer is not eligible for continuance or reconnection of service, due to delinquent payments on a payment agreement entered into pursuant to this rule or its predecessors, the customer shall become eligible for continuance or reconnection of service and the Company shall continue or reconnect service, provided the Company receives payment for the amount that is delinquent under the terms of the agreement and the customer complies with all other provisions of this rule.

e. Procedures Prior to Discontinuance During Cold Weather Period

During the Cold Weather Period of November 15 through March 31, when a residential customer fails to meet the good-faith-attempt-to-pay requirements of the Cold Weather Rule, the following procedures will be observed.

(1) Notice requirements

- (a) Mail the disconnect notice at least six (6) days prior to the date of proposed discontinuance.
- (b) Attempt to contact the customer within ninety-six (96) hours preceding discontinuance of service.
- (c) Attempt to contact the customer immediately preceding the discontinuance of service.
- (d) All notices and contacts shall advise that electric service will be discontinued on or within a reasonable time after the due date specified on the mailed notice, explain the provisions of the Cold Weather Rule and advise that the customer may apply for financial assistance in paying bills for heat-related services from the Division of Family Services. A list of the governmental, social or charitable organizations that have notified the Company that they render such assistance shall be provided to the customer.
- (e) The due date specified on the mailed notice must be at least six (6) days from its mailing date and discontinuance must not be executed on a day preceding a weekend or a holiday unless Company personnel are available to reconnect the service.

(2) Registered elderly or handicapped

Registered elderly or handicapped customers are those residential customers who are age 60 or above or are handicapped to the extent that they are unable to leave the premises without assistance and who file with the Company a form approved by the Commission attesting to the fact that they meet these qualifications. The registered customer may also designate an agency or person which the Company shall contact before service may be discontinued.

These additional notice requirements must be met before disconnection may occur when a registered customer has failed the good-faith-attempt-to-pay requirements.

CANCELLED

FILED

FEB 9 1995

JAN 15 1989

DATE OF ISSUE DECEMBER 16, 1988

BY 3rd R.S. #28
Public Service Commission
MISSOURI

Public Service Commission
JANUARY 15, 1989

ISSUED BY R. L. LAMB, President, Joplin, Mo

The Empire District Electric Company

Original
Sec. 5 1st Revised Sheet No. 28
Cancelling P.S.C.Mo.No. 5
Original
Sec. 5 Revised Sheet No. 28
Which was issued

For ALL TERRITORY

RECEIVED
MAY 30 1985
MISSOURI
Public Service Commission

RULES AND REGULATIONS

- (a) Initially, make two or more phone call attempts with mailing of the disconnect notice.
- (b) Mail a copy of the disconnect notice to a designated third party if customer's registration so stipulates.
- (c) Make personal contact on the premises with some member of the family above the age of fifteen (15) years immediately preceding the discontinuance of service.

*** f. Procedure at Discontinuance**

When the Company goes to a customer's premises to discontinue service, the Company shall leave a notice stating that such customer may be eligible to receive financial assistance in paying the bill from the Division of Family Services or other assistance from social service or charitable organizations that have notified the Company that they render such assistance, and the Company shall provide a list of those organizations to the customer.

7. Exceptions to Rules:

Notwithstanding any other provision of these rules, Company may discontinue any service temporarily for reasons of maintenance, health, safety or a state of emergency.

8. Manner of Discontinuance:

Immediately preceding the discontinuance of service, an employee of the Company designated to perform such function shall, except in individual situations where the safety of the employee is a consideration, make a reasonable effort to contact and identify himself to the customer or responsible person then upon the premises and shall announce the purpose of his presence. The employee shall be authorized to accept payment due on the account and shall not discontinue service if the customer then and there renders payment of such account together with a charge of Eight Dollars (\$8.00) for sending the employee to the premises. When service is discontinued, the employee will leave a notice upon the premises in a manner conspicuous to the customer that service has been discontinued and the address and telephone number of the Company where the customer may arrange to have service restored.

9. Reconnection of Service:

Upon the customer's request, Company will restore service promptly when the cause of discontinuance of service has been eliminated, applicable restoration charges paid, and, if required, satisfactory credit arrangements have been made. At all times, a reasonable effort shall be made to restore service upon the day restoration is requested, and in any event, restoration shall be made no later than the next working day following the day requested by the customer. The Company will charge the customer a reconnection fee of Eighteen Dollars (\$18.00) during normal working hours and Thirty-three Dollars (\$33.00) after normal working hours. If discontinuance was caused by diversion, the cost of any facility or changes Company deems necessary or appropriate in order to prevent possible future diversion of energy by customer may have to be paid for by customer.

D. Settlement Agreements

- 1. When Company and customer arrive at a mutually satisfactory settlement of any dispute or the customer does not dispute liability to the Company but claims inability to pay the outstanding bill in full, Company and the customer may enter into a settlement agreement. A settlement agreement which extends beyond sixty (60) days shall be in writing and mailed or otherwise delivered to the customer.
- 2. Every settlement agreement resulting from the customer's inability to pay the outstanding bill in full shall provide that service will not be discontinued if the customer pays the amount of the outstanding bill specified in the agreement and agrees to pay a reasonable portion of the remaining outstanding balance in installments until the bill is paid. For purposes of determining reasonableness, the parties will consider the following: the size of the delinquent account; the customer's ability to pay; the customer's payment history; the time that the debt has been outstanding; the reasons why debt has been outstanding; and, any other relevant factors relating to the customer's service.

CANCELLED
JAN 15 1989
BY *JMD* R.S.#28
Public Service Commission
MISSOURI

FILED
JUN 30 1985
Public Service Commission

DATE OF ISSUE MAY 31, 1985

DATE EFFECTIVE JUNE 30, 1985

The Empire District Electric Company

Sec. 5 Original Sheet No. 28

Revised

Cancelling P.S.C. Mo. No.

For ALL TERRITORY

Sec. Original Sheet No.

Revised Which was issued

RECEIVED JUN 22 1983 MISSOURI Public Service Commission

RULES AND REGULATIONS

E. Customer Complaints

1. General

- a. When a customer initiates a complaint or inquiry, the Company will: immediately refer the complaint or inquiry is made; investigate it promptly and completely; and, attempt to resolve the matter informally in a manner mutually satisfactory to both parties.
- b. If the Company does not resolve the complaint to the satisfaction of the customer, the Company representative shall advise the customer that each party has a right to register an informal complaint with the Commission; and, of the address and telephone number where the customer may file an informal complaint with the Commission.
- c. The Company may treat a customer complaint or dispute involving the same question or issue based upon the same facts as already adjudged (res judicata) and is not required to comply with these rules more than once prior to discontinuance of service.

2. Disputed Bills:

- a. A customer may advise the Company that a bill is in dispute in any reasonable manner such as by written notice, in person or by a telephone call directed to the Company during normal business hours. A dispute must be registered with the Company at least 24 hours prior to the date of the proposed discontinuance for customer to avoid discontinuance of service as provided by these rules.
- b. Company, in attempting to resolve the dispute in a mutually satisfactory manner, may employ telephone communications, personal meetings, on-site visits or any other technique reasonably conducive to settlement of the dispute.
- c. The failure of a customer who has lodged a dispute to cooperate in the investigation of that dispute, to respond to the Company's offer to negotiate, or to enter into a reasonable settlement agreement shall constitute a waiver of the customer's right to continuance of service, and Company may not less than five (5) days after provision of the notice required by these rules, proceed to discontinue service unless the customer files an informal complaint with the Commission within the five day period.
- d. Customers presenting frivolous disputes shall have no right to continued service. Company, before proceeding to discontinue service of a customer presenting a dispute it deems frivolous, will advise the Consumers Services Division of the Commission of the circumstances.
- e. If a customer makes a complaint on a disputed bill, he shall pay to the Company an amount equal to that part of the bill not in dispute. The amount not in dispute shall be mutually determined by the parties. The parties shall consider the customer's prior consumption history, weather variations, the nature of the dispute and any other pertinent factors in determining the amount not in dispute.
- f. If the Company and the customer are unable to mutually determine the amount not in dispute, the customer shall pay to the Company at the Company's option, fifty percent (50%) of the bill in dispute or an amount based on usage during a like period and under similar conditions which shall represent the amount not in dispute.
- g. Failure of the customer to pay to the Company the amount not in dispute within four (4) working days from the date that the complaint is lodged shall constitute a waiver of the customer's right to a continuance of service and the Company may then proceed to discontinue service as provided in this rule.
- h. If the dispute is ultimately resolved in favor of the customer in whole or in part, any excess money paid by the customer will be refunded promptly.

CANCELLED

JUN 30 1985

BY [Signature] P.S.# 28 PUBLIC SERVICE COMMISSION OF MISSOURI

FILED AUG 1 - 1983 82-40 Public Service Commission

DATE OF ISSUE JUNE 22, 1983

AUGUST 1, 1983

ISSUED BY R. L. LAMB, President, Joplin, Mo.

THE EMPIRE DISTRICT ELECTRIC COMPANY

P.S.C. Mo. No. 5 Sec. 5 6th Revised Sheet No. 29

Canceling P.S.C. Mo. No. 5 Sec. 5 5th Revised Sheet No. 29

For ALL TERRITORY

RULES AND REGULATIONS

4. Customers required to make a deposit may pay in installments unless Company can show likelihood that the customer does not intend to pay for the service. Deposits assessed to residential customers under the provisions of section 3a (discontinued for non payment) or section 3c (excessive late payments) of this rule during the months of November, December and January may be paid, if the customer is unable to pay the entire deposit, by installments over a six (6) month period.
5. A deposit shall be subject to the following terms:
 - a. It shall not exceed two (2) times the highest bill for utility charges actually incurred or estimated (such estimate may include usage previous to the customer at that premise) to be incurred by the Customer during the most proximate twelve (12) month period at the service premises, or, in the case of a new Residential Customer who is assessed a deposit under subsection 1.d. (unable to establish an acceptable credit rating), two (2) times the average of the estimated monthly bill for a yearly period for utility charges at the requested service premises;
 - b. It shall bear interest at a rate specified in Schedule CA, Credit Action Fees, approved by the Commission, which shall be credited annually upon the account of the Customer or paid upon the return of the deposit, whichever occurs first. Interest shall not accrue on any deposit after the date on which a reasonable effort has been made to return it to the Customer. Records shall be kept of efforts to return a deposit. This rule shall not preclude the Company from crediting interest upon each service account during one (1) billing cycle annually;
 - c. Upon discontinuance or termination of service, other than for a change of service address, it shall be credited, with accrued interest, to the utility charges stated on the final bill and the balance, if any, shall be returned to the Customer within twenty-one (21) days of the rendition of the final bill;
 - d. Upon satisfactory payment of all undisputed utility charges during the last twelve (12) billing months, it shall be promptly refunded or credited, with accrued interest, against charges stated on subsequent bills. Payment of a charge is satisfactory if received prior to the date upon which the charge becomes delinquent, provided it is not in dispute. Payment of a disputed charge shall be satisfactory if made within ten (10) days of resolution or withdrawal of the dispute. Company may withhold refund of a deposit pending the resolution of a dispute with respect to charges secured by the deposit;
 - e. Deposits from non-residential Customers may be retained by the Company as a guarantee of payment of final bills;
 - f. Company shall maintain records which show the name of each Customer who has posted a deposit, the current address of the Customer, the date and amount of deposit, the date and amount of interest paid, and information to determine the earliest possible refund date;
 - g. Each Customer posting a deposit shall receive, in writing, at the time of tender of deposit or with the first bill, a receipt as evidence of deposit, unless Company shows the existence or nonexistence of a deposit on the Customer's bill, in which event the receipt shall not be required unless requested by the Customer. The receipt shall contain the following minimum information:

CANCELLED
September 16, 2020
Missouri Public
Service Commission
ER-2019-0374; EN-2021-0038;
YE-2021-0041

DATE OF ISSUE June 3, 2011
ISSUED BY Kelly S. Walters, Vice President, Joplin, MO

DATE EFFECTIVE June 15, 2011

FILED
Missouri Public
Service Commission
ER-2011-0004; YE-2011-0615

THE EMPIRE DISTRICT ELECTRIC COMPANY

P.S.C. Mo. No. 5 Sec. 5 5th Revised Sheet No. 29

Canceling P.S.C. Mo. No. 5 Sec. 5 4th Revised Sheet No. 29

For ALL TERRITORY

RULES AND REGULATIONS

- 4. Customers required to make a deposit may pay in installments unless Company can show a likelihood that the customer does not intend to pay for the service. Deposits assessed to residential customers under the provisions of section 3a (discontinued for non payment) or section 3c (excessive late payments) of this rule during the months of November, December and January may be paid, if the customer is unable to pay the entire deposit, by installments over a six (6) month period.
- 5. A deposit shall be subject to the following terms:
 - a. It shall not exceed two (2) times the highest bill for utility charges actually incurred or estimated to be incurred by the Customer during the most proximate twelve (12) month period at the service premises, or, in the case of a new Residential Customer who is assessed a deposit under subsection 1.d. (unable to establish an acceptable credit rating), two (2) times the average of the estimated annual bill for utility charges at the requested service premises;
 - b. It shall bear interest at a rate specified in Schedule CA, Credit Action Fees, approved by the Commission, which shall be credited annually upon the account of the Customer or paid upon the return of the deposit, whichever occurs first. Interest shall not accrue on any deposit after the date on which a reasonable effort has been made to return it to the Customer. Records shall be kept of efforts to return a deposit. This rule shall not preclude the Company from crediting interest upon each service account during one (1) billing cycle annually;
 - c. Upon discontinuance or termination of service, other than for a change of service address, it shall be credited, with accrued interest, to the utility charges stated on the final bill and the balance, if any, shall be returned to the Customer within twenty-one (21) days of the rendition of the final bill;
 - d. Upon satisfactory payment of all undisputed utility charges during the last twelve (12) billing months, it shall be promptly refunded or credited, with accrued interest, against charges stated on subsequent bills. Payment of a charge is satisfactory if received prior to the date upon which the charge becomes delinquent, provided it is not in dispute. Payment of a disputed charge shall be satisfactory if made within ten (10) days of resolution or withdrawal of the dispute. Company may withhold refund of a deposit pending the resolution of a dispute with respect to charges secured by the deposit;
 - e. Deposits from non-residential Customers may be retained by the Company as a guarantee of payment of final bills;
 - f. Company shall maintain records which show the name of each Customer who has posted a deposit, the current address of the Customer, the date and amount of deposit, the date and amount of interest paid, and information to determine the earliest possible refund date;
 - g. Each Customer posting a deposit shall receive, in writing, at the time of tender of deposit or with the first bill, a receipt as evidence of deposit, unless Company shows the existence or nonexistence of a deposit on the Customer's bill, in which event the receipt shall not be required unless requested by the Customer. The receipt shall contain the following minimum information:

CANCELLED
June 15, 2011
Missouri Public
Service Commission
ER-2011-0004; YE-2011-0615

DATE OF ISSUE December 28, 2006
ISSUED BY Kelly S. Walters, Vice President, Joplin, MO

DATE EFFECTIVE ~~January 27, 2007~~
December 14, 2007

ER-2006-0315

Filed
Missouri Public
Service Commission

For ALL TERRITORY

No supplement to this rate schedule will be issued except for the purpose of cancelling this rate schedule.

RULES AND REGULATIONS

JUL 13 1998

MO. PUBLIC SERVICE COMM

4. Customers required to make a deposit may pay in installments unless Company can show a likelihood that the customer does not intend to pay for the service. Deposits assessed to residential customers under the provisions of section 3a (discontinued for non payment) or section 3c (excessive late payments) of this rule during the months of November, December and January may be paid, if the customer is unable to pay the entire deposit, by installments over a six (6) month period.
5. A deposit shall be subject to the following terms:
 - a. It shall not exceed two (2) times the highest bill for utility charges actually incurred or estimated to be incurred by the Customer during the most proximate twelve (12) month period at the service premises, or, in the case of a new Residential Customer who is assessed a deposit under subsection 1.d. (unable to establish an acceptable credit rating), two (2) times the average of the estimated annual bill for utility charges at the requested service premises;
 - b. It shall bear interest at a rate specified in Schedule CA, Credit Action Fees, approved by the Commission, which shall be credited annually upon the account of the Customer or paid upon the return of the deposit, whichever occurs first. Interest shall not accrue on any deposit after the date on which a reasonable effort has been made to return it to the Customer. Records shall be kept of efforts to return a deposit. This rule shall not preclude the Company from crediting interest upon each service account during one (1) billing cycle annually;
 - c. Upon discontinuance or termination of service, other than for a change of service address, it shall be credited, with accrued interest, to the utility charges stated on the final bill and the balance, if any, shall be returned to the Customer within twenty-one (21) days of the rendition of the final bill;
 - d. Upon satisfactory payment of all undisputed utility charges during the last twelve (12) billing months, it shall be promptly refunded or credited, with accrued interest, against charges stated on subsequent bills. Payment of a charge is satisfactory if received prior to the date upon which the charge becomes delinquent, provided it is not in dispute. Payment of a disputed charge shall be satisfactory if made within ten (10) days of resolution or withdrawal of the dispute. Company may withhold refund of a deposit pending the resolution of a dispute with respect to charges secured by the deposit;
 - e. Deposits from non-residential Customers may be retained by the Company as a guarantee of payment of final bills;
 - f. Company shall maintain records which show the name of each Customer who has posted a deposit, the current address of the Customer, the date and amount of deposit, the date and amount of interest paid, and information to determine the earliest possible refund date;
 - g. Each Customer posting a deposit shall receive, in writing, at the time of tender of deposit or with the first bill, a receipt as evidence of deposit, unless Company shows the existence or nonexistence of a deposit on the Customer's bill, in which event the receipt shall not be required unless requested by the Customer. The receipt shall contain the following minimum information:

CANCELLED
1/1/2007 & 12/14/07
ER-2006-0315
Missouri Public
Service Commission

FILED

AUG 13 1998

MISSOURI
Public Service Commission

THE EMPIRE DISTRICT ELECTRIC COMPANY

Sec. 5 3rd Revised Sheet No. 29
Cancelling P.S.C. Mo. No. 5

For ALL TERRITORY

No supplement to this rate schedule will be issued except for the purpose of cancelling this rate schedule.

Sec. 5 2nd Revised Sheet No. 29
Which was issued 12-16-88

RULES AND REGULATIONS

OCT 7 1994

- e. Prior to requiring a Customer to post a deposit under this subsection, Company has sent the Customer a written notice explaining Company's right to require a deposit or has included such explanation with the written discontinuance notice.
- 3. Deposits assessed to residential Customers under the provisions of section 2.a. (for discontinuance for nonpayment) or section 2.c. (for excessive late payments) of this rule during the months of November, December and January may be paid, if the Customer is unable to pay the entire deposit, by installments over a six (6) month period unless the Company can show a likelihood that the Customer does not intend to pay for continued service.
- 4. A deposit shall be subject to the following terms:
 - a. It shall not exceed two (2) times the highest bill for utility charges actually incurred or estimated to be incurred by the Customer during the most proximate twelve (12) month period at the service premises, or, in the case of a new Customer who is assessed a deposit under subsection 1.d. (unable to establish an acceptable credit rating), one-sixth (1/6) of the estimated annual bill for utility charges at the requested service premises;
 - b. It shall bear interest at a rate specified in Schedule CA, Credit Action Fees, approved by the Commission, which shall be credited annually upon the account of the Customer or paid upon the return of the deposit, whichever occurs first. Interest shall not accrue on any deposit after the date on which a reasonable effort has been made to return it to the Customer. Records shall be kept of efforts to return a deposit. This rule shall not preclude the Company from crediting interest upon each service account during one (1) billing cycle annually;
 - c. Upon discontinuance or termination of service, other than for a change of service address, it shall be credited, with accrued interest, to the utility charges stated on the final bill and the balance, if any, shall be returned to the Customer within twenty-one (21) days of the rendition of the final bill;
 - d. Upon satisfactory payment of all undisputed utility charges during the last twelve (12) billing months, it shall be promptly refunded or credited, with accrued interest, against charges stated on subsequent bills. Payment of a charge is satisfactory if received prior to the date upon which the charge becomes delinquent, provided it is not in dispute. Payment of a disputed charge shall be satisfactory if made within ten (10) days of resolution or withdrawal of the dispute. Company may withhold refund of a deposit pending the resolution of a dispute with respect to charges secured by the deposit;
 - e. Deposits from non-residential Customers may be retained by the Company as a guarantee of payment of final bills;
 - f. Company shall maintain records which show the name of each Customer who has posted a deposit, the current address of the Customer, the date and amount of deposit, the date and amount of interest paid, and information to determine the earliest possible refund date;
 - g. Each Customer posting a deposit shall receive, in writing, at the time of tender of deposit or with the first bill, a receipt as evidence of deposit, unless Company shows the existence or nonexistence of a deposit on the Customer's bill, in which event the receipt shall not be required unless requested by the Customer. The receipt shall contain the following minimum information:

MISSOURI PUBLIC SERVICE COMMISSION

CANCELLED

FILED

AUG 13 1998

FEB - 9 1995

By Jan RS #29
Public Service Commission
MISSOURI

MISSOURI
Public Service Commission

THE EMPIRE DISTRICT ELECTRIC COMPANY

Sec. 5 2nd Revised Sheet No. 29
Cancelling P.S.C. Mo. No. 5

For ALL TERRITORY

No supplement to this tariff will be issued except for the purpose of cancelling this tariff.

Sec. 5 1st Revised Sheet No. 29
Which was issued 12-16-88

RECEIVED

RULES AND REGULATIONS

AUG 3 1994

- (a) Initially, make two or more phone call attempts with mailing of the disconnect notice.
- (b) Mail a copy of the disconnect notice to a designated third party if customer's registration so stipulates.
- (c) Make personal contact on the premises with some member of the family ^{MO. PUBLIC SERVICE COM.} who has resided on the premises for a period of one year immediately preceding the discontinuance of service.

f. Procedures at Discontinuance

When the Company goes to a customer's premises to discontinue service, the Company shall leave a notice stating that such customer may be eligible to receive financial assistance in paying the bill from the Division of Family Services or other assistance from social service or charitable organizations that have notified the Company that they render such assistance, and the Company shall provide a list of those organizations to the customer.

CANCELLED

7. Exceptions to Rules:

Notwithstanding any other provision of these rules, Company may discontinue any service temporarily for reasons of maintenance, health, safety or a state of emergency.

FEB 9 1995

8. Manner of Discontinuance:

Immediately preceding the discontinuance of service, an employee of the Company designated to perform such function shall, except in individual situations where the safety of the employee is a consideration, make a reasonable effort to contact and identify himself to the customer or responsible person then upon the premises and shall announce the purpose of his presence. The employee shall be authorized to accept payment due on the account and shall not discontinue service if the customer then and there renders payment of such account together with a charge of Thirteen Dollars (\$13.00) for sending the employee to the premises. When service is discontinued, the employee will leave a notice upon the premises in a manner conspicuous to the customer that service has been discontinued and the address and telephone number of the Company where the customer may arrange to have service restored.

BY 2nd R.S. #29
Public Service Commission
MISSOURI

9. Reconnection of Service:

Upon the customer's request, Company will restore service promptly when the cause of discontinuance of service has been eliminated, applicable restoration charges paid, and, if required, satisfactory credit arrangements have been made. At all times, a reasonable effort shall be made to restore service upon the day restoration is requested, and in any event, restoration shall be made no later than the next working day following the day requested by the customer. The Company will charge the customer a reconnection fee of Twenty-five Dollars (\$25.00) during normal working hours and Fifty Dollars (\$50.00) after normal working hours. If discontinuance was caused by diversion, the cost of any facility or changes Company deems necessary or appropriate in order to prevent possible future diversion of energy by customer may have to be paid for by customer.

D. Settlement Agreements:

1. When Company and customer arrive at a mutually satisfactory settlement of any dispute or the customer does not dispute liability to the Company but claims inability to pay the outstanding bill in full, Company and the customer may enter into a settlement agreement. A settlement agreement which extends beyond sixty (60) days shall be in writing and mailed or otherwise delivered to the customer.

2. Every settlement agreement resulting from the customer's inability to pay the outstanding bill in full shall provide that service will not be discontinued if the customer pays the amount of the outstanding bill specified in the agreement and agrees to pay a reasonable portion of the remaining outstanding balance in installments until the bill is paid. For purposes of determining reasonableness, the parties will consider the following: the size of the delinquent account; the customer's ability to pay; the customer's payment history; the time that the debt has been outstanding; the reasons why debt has been outstanding; and, any other relevant factors relating to the customer's service.

FILED

AUG 15 1994

The Empire District Electric Company

~~Original~~
 Sec. 5 1st Revised Sheet No. 29
 Cancelling P.S.C.No. 5

For ALL TERRITORY

Original
 Sec. 5 Revised Sheet No. 29
 Which was issued 5-31-85

RULES AND REGULATIONS

DEC 14 1988

- (a) Initially, make two or more phone call attempts with mailing of the disconnect notice.
 (b) Mail a copy of the disconnect notice to a designated third party if customer's registration so stipulates.
 (c) Make personal contact on the premises with some member of the family above the age of fifteen (15) years immediately preceding the discontinuance of service.

f. Procedures at Discontinuance

When the Company goes to a customer's premises to discontinue service, the Company shall leave a notice stating that such customer may be eligible to receive financial assistance in paying the bill from the Division of Family Services or other assistance from social service or charitable organizations that have notified the Company that they render such assistance, and the Company shall provide a list of those organizations to the customer.

7. Exceptions to Rules:

Notwithstanding any other provision of these rules, Company may discontinue any service temporarily for reasons of maintenance, health, safety or a state of emergency.

8. Manner of Discontinuance:

Immediately preceding the discontinuance of service, an employee of the Company designated to perform such function shall, except in individual situations where the safety of the employee is a consideration, make a reasonable effort to contact and identify himself to the customer or responsible person then upon the premises and shall announce the purpose of his presence. The employee shall be authorized to accept payment due on the account and shall not discontinue service if the customer then and there renders payment of such account together with a charge of Eight Dollars (\$8.00) for sending the employee to the premises. When service is discontinued, the employee will leave a notice upon the premises in a manner conspicuous to the customer that service has been discontinued and the address and telephone number of the Company where the customer may arrange to have service restored.

9. Reconnection of Service:

Upon the customer's request, Company will restore service promptly when the cause of discontinuance of service has been eliminated, applicable restoration charges paid, and, if required, satisfactory credit arrangements have been made. At all times, a reasonable effort shall be made to restore service upon the day restoration is requested, and in any event, restoration shall be made no later than the next working day following the day requested by the customer. The Company will charge the customer a reconnection fee of Eighteen Dollars (\$18.00) during normal working hours and Thirty-three Dollars (\$33.00) after normal working hours. If discontinuance was caused by diversion, the cost of any facility or changes Company deems necessary or appropriate in order to prevent possible future diversion of energy by customer may have to be paid for by customer.

D. Settlement Agreements

- When Company and customer arrive at a mutually satisfactory settlement of any dispute or the customer does not dispute liability to the Company but claims inability to pay the outstanding bill in full, Company and the customer may enter into a settlement agreement. A settlement agreement which extends beyond sixty (60) days shall be in writing and mailed or otherwise delivered to the customer.
- Every settlement agreement resulting from the customer's inability to pay the outstanding bill in full shall provide that service will not be discontinued if the customer pays the amount of the outstanding bill specified in the agreement and agrees to pay a reasonable portion of the remaining outstanding balance in installments until the bill is paid. For purposes of determining reasonableness, the parties will consider the following: the size of the delinquent account; the customer's ability to pay; the customer's payment history; the time that the debt has been outstanding; the reasons why debt has been outstanding; and any other relevant factors relating to the customer's service.

CANCELLED

FILED

AUG 15 1994

JAN 15 1989

BY 2nd R.S. # 29
 Public Service Commission
 MISSOURI

Public Service Commission

DATE OF ISSUE DECEMBER 16, 1988DATE EFFECTIVE JANUARY 15, 1989

ISSUED BY R. L. LAMB, President, Joplin, MO.

The Empire District Electric Company

Original Revised Sheet No. 29
Cancelling P.S.C.No. _____
Original Revised Sheet No. _____
Which was issued _____

For ALL TERRITORY

RULES AND REGULATIONS

RECEIVED
MAY 30 1985
MISSOURI
Public Service Commission

3. If a customer fails to comply with the terms and conditions of a settlement agreement, Company may discontinue service after notifying the customer in writing by personal service or first class mail: that the customer is in default of the settlement agreement; the nature of the default; that unless full payment of all balances due is made within five (5) days from the date of mailing, Company will discontinue service; and, the date upon or after which service will be discontinued.

E. Customer Complaints

1. General

- a. When a customer initiates a complaint or inquiry, the Company will: immediately record the date, time and place the complaint or inquiry is made; investigate it promptly and completely; and, attempt to resolve the matter informally in a manner mutually satisfactory to both parties.
- b. If the Company does not resolve the complaint to the satisfaction of the customer, the Company representative shall advise the customer that each party has a right to register an informal complaint with the Commission; and, of the address and telephone number where the customer may file an informal complaint with the Commission.
- c. The Company may treat a customer complaint or dispute involving the same question or issue based upon the same facts as already adjudged (res judicata) and is not required to comply with these rules more than once prior to discontinuance of service.

2. Disputed Bills:

- a. A customer may advise the Company that a bill is in dispute in any reasonable manner such as by written notice, in person or by a telephone call directed to the Company during normal business hours. A dispute must be registered with the Company at least 24 hours prior to the date of the proposed discontinuance for customer to avoid discontinuance of service as provided by these rules.
- b. Company, in attempting to resolve the dispute in a mutually satisfactory manner, may employ telephone communications, personal meetings, on-site visits or any other technique reasonably conducive to settlement of the dispute.
- c. The failure of a customer who has lodged a dispute to cooperate in the investigation of that dispute, to respond to the Company's offer to negotiate, or to enter into a reasonable settlement agreement shall constitute a waiver of the customer's right to continuance of service, and Company may not less than five (5) days after provision of the notice required by these rules, proceed to discontinue service unless the customer files an informal complaint with the Commission within the five day period.
- d. Customers presenting frivolous disputes shall have no right to continued service. Company, before proceeding to discontinue service of a customer presenting a dispute it deems frivolous, will advise the Consumers Services Division of the Commission of the circumstances.
- e. If a customer makes a complaint on a disputed bill, he shall pay to the Company an amount equal to that part of the bill not in dispute. The amount not in dispute shall be mutually determined by the parties. The parties shall consider the customer's prior consumption history, weather variations, the nature of the dispute and any other pertinent factors in determining the amount not in dispute.
- f. If the Company and the customer are unable to mutually determine the amount not in dispute, the customer shall pay to the Company at the Company's option, fifty percent (50%) of the bill in dispute or an amount based on usage during a like period and under similar conditions which shall represent the amount not in dispute.
- g. Failure of the customer to pay to the Company the amount not in dispute within four (4) working days from the date that the complaint is lodged shall constitute a waiver of the customer's right to a continuance of service and the Company may then proceed to discontinue service as provided in this rule.
- h. If the dispute is ultimately resolved in favor of the customer in whole or in part, any excess moneys paid by the customer will be refunded promptly.

FILED
JUN 30 1985
Public Service Commission
JUNE 30, 1985

CANCELLED

JAN 15 1989

DATE OF ISSUE MAY 31, 1985

DATE EFFECTIVE

ISSUED BY R. L. LAMB, President, Joplin, MO

By [Signature] PUBLIC SERVICE COMMISSION MISSOURI

THE EMPIRE DISTRICT ELECTRIC COMPANY

P.S.C. Mo. No. 5 Sec. 5 4th Revised Sheet No. 30

Canceling P.S.C. Mo. No. 5 Sec. 5 3rd Revised Sheet No. 30

For ALL TERRITORY

RULES AND REGULATIONS

- (1) Name of Customer;
- (2) Date of payment;
- (3) Amount of payment;
- (4) Identifiable name, signature and title of the Company employee receiving payment; and
- (5) Statement of the terms and conditions governing the payment, retention and return of deposits;

h. The Company shall not deprive a customer of a deposit return within five (5) years following the date that the customer is due for a deposit return, even though the customer may be unable to provide the original receipt; provided that the customer can produce adequate identification.

i. No deposit or guarantee or additional deposit or guarantee shall be required by Company because of race, sex, creed, national origin, marital status, age, number of dependents, source of income, disability or geographical area of residence; and

- j. Company shall provide means by which a residential Customer required to make a deposit may pay the deposit in installments unless;
 - 1. Applicant or Customer has in an unauthorized manner, interfered with, or diverted the same type of service within the last five years; or
 - 2. The Applicant or Customer has in an unauthorized manner interfered with, diverted, or used the service of the Company situated on or about or delivered to the premises; or
 - 3. A likelihood that the Applicant or Customer does not intend to pay for the service.

6. In lieu of a deposit, Company may accept a written guarantee. The limit of the guarantee shall not exceed the amount of a cash deposit.

7. A guarantor for a residential Customer shall be released upon satisfactory payment of all undisputed utility charges during the last twelve (12) billing months. Payment of a charge is satisfactory if received prior to the date upon which the charge becomes delinquent provided it is not in dispute. Payment of a disputed bill shall be satisfactory if made within ten (10) days of resolution or withdrawal of the dispute. Company may withhold the release of the guarantor pending the resolution of a matter in dispute involving discontinuance for nonpayment or tampering, diversion or unauthorized use or interference by the Customer.

D. INQUIRIES 4 CSR 240-13.040

1. Company shall adopt procedures which will ensure the prompt and thorough receipt, investigation and where possible, resolution of inquiries. Company shall submit the procedures to the Commission and Company shall notify the Commission and the Public Counsel of any substantive changes in these procedures prior to implementation.

2. Company shall establish personnel procedures which, at a minimum ensure that:

- a. Qualified personnel shall be available and prepared at all times during normal business hours to receive and respond to all Customer inquiries, service requests and complaints. Company shall make necessary arrangements to ensure that Customers unable to communicate in the English language receive assistance;
- b. Qualified personnel responsible for and authorized to enter into written agreements on behalf of Company shall be available at all times during normal business hours to respond to Customer inquiries and complaints;

CANCELLED
September 16, 2020
Missouri Public
Service Commission
ER-2019-0374; EN-2021-0038;
YE-2021-0041

DATE OF ISSUE July 25, 2014
ISSUED BY Kelly S. Walters, Vice President, Joplin, MO

DATE EFFECTIVE August 24, 2014

FILED
Missouri Public
Service Commission
JE-2015-0022

THE EMPIRE DISTRICT ELECTRIC COMPANY

P.S.C. Mo. No. 5 Sec. 5 3rd Revised Sheet No. 30

Canceling P.S.C. Mo. No. 5 Sec. 5 2nd Revised Sheet No. 30

For ALL TERRITORY

RULES AND REGULATIONS

- (1) Name of Customer;
- (2) Date of payment;
- (3) Amount of payment;
- (4) Identifiable name, signature and title of the Company employee receiving payment; and
- (5) Statement of the terms and conditions governing the payment, retention and return of deposits;

- h. Company shall provide means whereby a person entitled to a return of a deposit is not deprived of the deposit refund even though s/he may be unable to produce the original receipt for the deposit; provided s/he can produce adequate identification to ensure that s/he is the Customer entitled to refund of the deposit;
- i. No deposit or guarantee or additional deposit or guarantee shall be required by Company because of race, sex, creed, national origin, marital status, age, number of dependents, source of income, disability or geographical area of residence; and
- j. Company shall provide means by which a residential Customer required to make a deposit may pay the deposit in installments unless the Company can show a likelihood that the Customer does not intend to pay for the service;

6. In lieu of a deposit, Company may accept a written guarantee. The limit of the guarantee shall not exceed the amount of a cash deposit.

7. A guarantor for a residential Customer shall be released upon satisfactory payment of all undisputed utility charges during the last twelve (12) billing months. Payment of a charge is satisfactory if received prior to the date upon which the charge becomes delinquent provided it is not in dispute. Payment of a disputed bill shall be satisfactory if made within ten (10) days of resolution or withdrawal of the dispute. Company may withhold the release of the guarantor pending the resolution of a matter in dispute involving discontinuance for nonpayment or tampering, diversion or unauthorized use or interference by the Customer.

D. INQUIRIES 4 CSR 240-13.040

- 1. Company shall adopt procedures which will ensure the prompt and thorough receipt, investigation and where possible, resolution of inquiries. Company shall submit the procedures to the Commission and Company shall notify the Commission and the Public Counsel of any substantive changes in these procedures prior to implementation.
- 2. Company shall establish personnel procedures which, at a minimum ensure that:
 - a. Qualified personnel shall be available and prepared at all times during normal business hours to receive and respond to all Customer inquiries, service requests and complaints. Company shall make necessary arrangements to ensure that Customers unable to communicate in the English language receive assistance;
 - b. Qualified personnel responsible for and authorized to enter into written agreements on behalf of Company shall be available at all times during normal business hours to respond to Customer inquiries and complaints;

DATE OF ISSUE December 28, 2006
ISSUED BY Kelly S. Walters, Vice President, Joplin, MO

DATE EFFECTIVE ~~January 27, 2007~~
December 14, 2007

THE EMPIRE DISTRICT ELECTRIC COMPANY

Sec. 5 2nd Revised Sheet No. 30
Cancelling P.S.C. Mo. No. 5

For ALL TERRITORY

No supplement to this rate schedule will be issued except for the purpose of cancelling this rate schedule.

Sec. 5 1st Revised Sheet No. 30
Which was issued 10-07-94

RULES AND REGULATIONS

RECEIVED

JUL 13 1998

MO. PUBLIC SERVICE COMM

- (1) Name of Customer;
- (2) Date of payment;
- (3) Amount of payment;
- (4) Identifiable name, signature and title of the Company employee receiving payment; and
- (5) Statement of the terms and conditions governing the payment, retention and return of deposits;

- h. Company shall provide means whereby a person entitled to a return of a deposit is not deprived of the deposit refund even though s/he may be unable to produce the original receipt for the deposit; provided s/he can produce adequate identification to ensure that s/he is the Customer entitled to refund of the deposit;
 - i. No deposit or guarantee or additional deposit or guarantee shall be required by Company because of race, sex, creed, national origin, marital status, age, number of dependents, source of income, disability or geographical area of residence; and
 - j. Company shall provide means by which a residential Customer required to make a deposit may pay the deposit in installments unless the Company can show a likelihood that the Customer does not intend to pay for the service;
6. In lieu of a deposit, Company may accept a written guarantee. The limit of the guarantee shall not exceed the amount of a cash deposit.
7. A guarantor for a residential Customer shall be released upon satisfactory payment of all undisputed utility charges during the last twelve (12) billing months. Payment of a charge is satisfactory if received prior to the date upon which the charge becomes delinquent provided it is not in dispute. Payment of a disputed bill shall be satisfactory if made within ten (10) days of resolution or withdrawal of the dispute. Company may withhold the release of the guarantor pending the resolution of a matter in dispute involving discontinuance for nonpayment or tampering, diversion or unauthorized use or interference by the Customer.

D. INQUIRIES 4 CSR 240-13.040

- 1. Company shall adopt procedures which will ensure the prompt and thorough receipt, investigation and where possible, resolution of inquiries. Company shall submit the procedures to the Commission and Company shall notify the Commission and the Public Counsel of any substantive changes in these procedures prior to implementation.
- 2. Company shall establish personnel procedures which, at a minimum ensure that:
 - a. Qualified personnel shall be available and prepared at all times during normal business hours to receive and respond to all Customer inquiries, service requests and complaints. Company shall make necessary arrangements to ensure that Customers unable to communicate in the English language receive assistance;
 - b. Qualified personnel responsible for and authorized to enter into written agreements on behalf of Company shall be available at all times during normal business hours to respond to Customer inquiries and complaints;

FILED

AUG 13 1998

**MISSOURI
Public Service Commission**

CANCELLED
1/1/2007 & 12/14/07
ER-2006-0315
Missouri Public
Service Commission

STATE OF MISSOURI, PUBLIC SERVICE COMMISSION
THE EMPIRE DISTRICT ELECTRIC COMPANY

P.S.C. Mo. No. 5

Sec. 5 1st Revised Sheet No. 30
Cancelling P.S.C. Mo. No. 5

For ALL TERRITORY

No supplement to this rate schedule will be issued except for the purpose of cancelling this rate schedule.

Sec. 5 Original Sheet No. 30
Which was issued 12-16-88

RULES AND REGULATIONS

OCT 7 1994

MO. PUBLIC SERVICE COMM.

- (1) Name of Customer;
 - (2) Date of payment;
 - (3) Amount of payment
 - (4) Identifiable name, signature and title of the Company employee receiving payment; and
 - (5) Statement of the terms and conditions governing the payment, retention and return of deposits;
- h. Company shall provide means whereby a person entitled to a return of a deposit is not deprived of the deposit refund even though s/he may be unable to produce the original receipt for the deposit; provided s/he can produce adequate identification to ensure that s/he is the Customer entitled to refund of the deposit;
- i. No deposit or guarantee or additional deposit or guarantee shall be required by Company because of race, sex, creed, national origin, marital status, age, number of dependents, source of income, disability or geographical area of residence; and
- j. Company shall provide means by which a residential Customer required to make a deposit may pay the deposit in installments unless the Company can show a likelihood that the Customer does not intend to pay for the service;
5. In lieu of a deposit, Company may accept a written guarantee. The limit of the guarantee shall not exceed the amount of a cash deposit.
6. A guarantor for a residential Customer shall be released upon satisfactory payment of all undisputed utility charges during the last twelve (12) billing months. Payment of a charge is satisfactory if received prior to the date upon which the charge becomes delinquent provided it is not in dispute. Payment of a disputed bill shall be satisfactory if made within ten (10) days of resolution or withdrawal of the dispute. Company may withhold the release of the guarantor pending the resolution of a matter in dispute involving discontinuance for nonpayment or tampering, diversion or unauthorized use or interference by the Customer.

D. INQUIRIES 4 CSR 240-13.040

- 1. Company shall adopt procedures which will ensure the prompt and thorough receipt, investigation and where possible, resolution of inquiries. Company shall submit the procedures to the Commission and Company shall notify the Commission and the Public Counsel of any substantive changes in these procedures prior to implementation.
- 2. Company shall establish personnel procedures which, at a minimum ensure that:
 - a. Qualified personnel shall be available and prepared at all times during normal business hours to receive and respond to all Customer inquiries, service requests and complaints. Company shall make necessary arrangements to ensure that Customers unable to communicate in the English language receive assistance;
 - b. Qualified personnel responsible for and authorized to enter into written agreements on behalf of Company shall be available at all times during normal business hours to respond to Customer inquiries and complaints;

CANCELLED

FILED

AUG 13 1998
By 2nd RS #30
Public Service Commission
MISSOURI

FEB - 9 1995

MISSOURI
Public Service Commission

DATE OF ISSUE October 7, 1994
ISSUED BY M. W. MCKINNEY, Vice President, Joplin, MO

DATE EFFECTIVE February 9, 1995

The Empire District Electric Company

Original
Sec. 5 ~~Revised~~ Sheet No. 30
Cancelling P.S.C.Mo.No.
Original
Sec. 5 Revised Sheet No.
Which was issued

For ALL TERRITORY

RULES AND REGULATIONS

DEC 14 1938

3. If a customer fails to comply with the terms and conditions of a settlement agreement, Company may discontinue service after notifying the customer in writing by personal service or first class mail: that the customer is in default of the settlement agreement; the nature of the default; that unless full payment of all balances due is made within five (5) days from the date of mailing, Company will discontinue service; and, the date upon or after which service will be discontinued.

E. Customer Complaints

1. General

- a. When a customer initiates a complaint or inquiry, the Company will: immediately record the date, time and place the complaint or inquiry is made; investigate it promptly and completely; and, attempt to resolve the matter informally in a manner mutually satisfactory to both parties.
- b. If the Company does not resolve the complaint to the satisfaction of the customer, the Company representative shall advise the customer that each party has a right to register an informal complaint with the Commission; and, of the address and telephone number where the customer may file an informal complaint with the Commission.
- c. The Company may treat a customer complaint or dispute involving the same question or issue based upon the same facts as already adjudged (res judicata) and is not required to comply with these rules more than once prior to discontinuance of service.

2. Disputed Bills:

- a. A customer may advise the Company that a bill is in dispute in any reasonable manner, such as by written notice, in person or by a telephone call directed to the Company during normal business hours. A dispute must be registered with the Company at least 24 hours prior to the date of the proposed discontinuance for customer to avoid discontinuance of service as provided by these rules.
- b. Company, in attempting to resolve the dispute in a mutually satisfactory manner, may employ telephone communications, personal meetings, on-site visits or any other technique reasonably conducive to settlement of the dispute.
- c. The failure of a customer who has lodged a dispute to cooperate in the investigation of that dispute, to respond to the Company's offer to negotiate, or to enter into a reasonable settlement agreement shall constitute a waiver of the customer's right to continuance of service, and Company may not less than five (5) days after provision of the notice, required by these rules, proceed to discontinue service unless the customer files an informal complaint with the Commission within the five day period.
- d. Customers presenting frivolous disputes shall have no right to continued service. Company, before proceeding to discontinue service of a customer presenting a dispute it deems frivolous, will advise the Consumers Services Division of the Commission of the circumstances.
- e. If a customer makes a complaint on a disputed bill, he shall pay to the Company an amount equal to that part of the bill not in dispute. The amount not in dispute shall be mutually determined by the parties. The parties shall consider the customer's prior consumption history, weather variations, the nature of the dispute and any other pertinent factors in determining the amount not in dispute.
- f. If the Company and the customer are unable to mutually determine the amount not in dispute, the customer shall pay to the Company at the Company's option, fifty percent (50%) of the bill in dispute or an amount based on usage during a like period and under similar conditions which shall represent the amount not in dispute.
- g. Failure of the customer to pay to the Company the amount not in dispute within four (4) working days from the date that the complaint is lodged shall constitute a waiver of the customer's right to a continuance of service and the Company may then proceed to discontinue service as provided in this rule.
- h. If the dispute is ultimately resolved in favor of the customer in whole or in part, any excess moneys paid by the customer will be refunded promptly.

CANCELLED
FEB 9 1939
R.S. #30
Public Service Commission

FILED

JAN 15 1939

Public Service Commission

DATE OF ISSUE DECEMBER 16, 1938

DATE EFFECTIVE JANUARY 15, 1939

ISSUED BY R. L. LAMB, President, Joplin, MO.

THE EMPIRE DISTRICT ELECTRIC COMPANY

P.S.C. Mo. No. 5 Sec. 5 4th Revised Sheet No. 31

Canceling P.S.C. Mo. No. 5 Sec. 5 3rd Revised Sheet No. 31

For ALL TERRITORY

RULES AND
REGULATIONS

- c. Qualified personnel shall be available at all times to receive and initiate response to Customer contacts regarding any discontinuance of service or emergency condition occurring within Company's service area; and
 - d. Names, addresses and telephone numbers of personnel designated and authorized to receive and respond to the requests and directives of the Commission regarding Customer inquiries, service requests and complaints shall be provided to the Commission.
3. Company shall prepare in written form, information which in layman's terms summarizes the rights and responsibilities of Company and its Customers in accordance with this chapter. The form shall be submitted to the Consumer Services department of the Missouri Public Service Commission, and to the Office of the Public Counsel. This written information shall be displayed prominently, and shall be available at all Company offices open to the general public, and shall be mailed or otherwise delivered to each residential Customer of Company if requested by such Customer. The information shall be delivered or mailed to each new Customer of Company upon the commencement of service and shall be available at all times upon request. The written information shall indicate conspicuously that it is being provided in accordance with the rules of the Commission and shall contain information concerning, but not limited to:
- a. Billing and estimated billing procedures;
 - b. Methods for Customer verification of billing accuracy;
 - c. Customer payment requirements and procedures;
 - d. Deposit and guarantee requirements;
 - e. Conditions of termination, discontinuance and reconnection of service;
 - f. Procedures for handling inquiries;
 - g. Explanation of meter reading procedures which would enable a Customer to read his/her own meter;
 - h. A procedure whereby a Customer may avoid discontinuance of service during a period of absence;
 - i. Complaint procedures under Chapter V. Section I. (4 CSR 240-2.070)
 - j. The telephone number and address of the Customer services office of the Missouri Public Service Commission, the Commission's 800 telephone number, and the statement that the Company is regulated by the Missouri Public Service Commission. (PO Box 360, Governor Office Building, Jefferson City, MO 65102; 800-392-4211)
 - k. The address and telephone number of the Office of Public Counsel (PO Box 7800, Governor Office Building, Jefferson City, MO 65102; 314-751-4857)
 - l. An Explanation of the fuel adjustment clause

CANCELLED
September 16, 2020
Missouri Public
Service Commission
ER-2019-0374; EN-2021-0038;
YE-2021-0041

DATE OF ISSUE July 25, 2014
ISSUED BY Kelly S. Walters, Vice President, Joplin, MO

DATE EFFECTIVE August 24, 2014

FILED
Missouri Public
Service Commission
JE-2015-0022

THE EMPIRE DISTRICT ELECTRIC COMPANY

P.S.C. Mo. No. 5 Sec. 5 3rd Revised Sheet No. 31

Canceling P.S.C. Mo. No. 5 Sec. 5 2nd Revised Sheet No. 31

For ALL TERRITORY

**RULES AND
REGULATIONS**

- c. Qualified personnel shall be available at all times to receive and initiate response to Customer contacts regarding any discontinuance of service or emergency condition occurring within Company's service area; and
 - d. Names, addresses and telephone numbers of personnel designated and authorized to receive and respond to the requests and directives of the Commission regarding Customer inquiries, service requests and complaints shall be provided to the Commission.
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 - b. Methods for Customer verification of billing accuracy;
 - c. Customer payment requirements and procedures;
 - d. Deposit and guarantee requirements;
 - e. Conditions of termination, discontinuance and reconnection of service;
 - f. Procedures for handling inquiries;
 - g. Explanation of meter reading procedures which would enable a Customer to read his/her own meter;
 - h. A procedure whereby a Customer may avoid discontinuance of service during a period of absence;
 - i. Complaint procedures under Chapter V, Section I. (4 CSR 240-2.070)
 - j. The telephone number and address of the Customer services office of the Missouri Public Service Commission, the Commission's 800 telephone number, and the statement that the Company is regulated by the Missouri Public Service Commission. (PO Box 360, Governor Office Building, Jefferson City, MO 65102; 800-392-4211)
 - k. The address and telephone number of the Office of Public Counsel (PO Box 7800, Governor Office Building, Jefferson City, MO 65102; 314-751-4857)

DATE OF ISSUE December 28, 2006
ISSUED BY Kelly S. Walters, Vice President, Joplin, MO

DATE EFFECTIVE January 27, 2007
December 14, 2007

STATE OF MISSOURI, PUBLIC SERVICE COMMISSION
THE EMPIRE DISTRICT ELECTRIC COMPANY

P.S.C. Mo. No. 5

Sec. 5 2nd Revised Sheet No. 31
Cancelling P.S.C. Mo. No. 5
Sec. 5 1st Revised Sheet No. 31
Which was issued 12-16-88

For ALL TERRITORY

No supplement to this rate schedule will be issued except for the purpose of cancelling this rate schedule.

RULES AND REGULATIONS

OCT - 7 1994

MO. PUBLIC SERVICE COMM.

- c. Qualified personnel shall be available at all times to receive and initiate response to Customer contacts regarding any discontinuance of service or emergency condition occurring within Company's service area; and
 - d. Names, addresses and telephone numbers of personnel designated and authorized to receive and respond to the requests and directives of the Commission regarding Customer inquiries, service requests and complaints shall be provided to the Commission.
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 - b. Methods for Customer verification of billing accuracy;
 - c. Customer payment requirements and procedures;
 - d. Deposit and guarantee requirements;
 - e. Conditions of termination, discontinuance and reconnection of service;
 - f. Procedures for handling inquiries;
 - g. Explanation of meter reading procedures which would enable a Customer to read his/her own meter;
 - h. A procedure whereby a Customer may avoid discontinuance of service during a period of absence;
 - i. Complaint procedures under Chapter V. Section I. (4 CSR 240-2.070)
 - j. The telephone number and address of the Customer services office of the Missouri Public Service Commission, the Commission's 800 telephone number, and the statement that the Company is regulated by the Missouri Public Service Commission. (PO Box 360, Truman State Office Building, Jefferson City, MO 65102; 800-392-4211)
 - k. The address and telephone number of the Office of Public Counsel (PO Box 7800, Truman State Office Building, Jefferson City, MO 65102; 314-751-4857)

CANCELLED
1/1/2007 & 12/14/07
ER-2006-0315
Missouri Public
Service Commission

FILED

FEB - 9 1995

MISSOURI
Public Service Commission

DATE OF ISSUE October 7, 1994
ISSUED BY M. W. MCKINNEY, Vice President, Joplin, MO

DATE EFFECTIVE February 9, 1995

The Empire District Electric Company

Sec. <u>5</u>	1st	Original Revised Sheet No.	<u>31</u>
		Cancelling P.S.C.Mo.No.	<u> </u>
Sec. <u> </u>		Original Revised Sheet No.	<u>31</u>
		Which was issued	<u> </u>

For ALL TERRITORY

RULES AND REGULATIONS

RECEIVED

JUN 16 1993

MO. PUBLIC SERVICE COMM.

This page is cancelled.

CANCELLED

FEB 9 - 1995

BY 2 mdr.S #31
 Public Service Commission
 MISSOURI

FILED

AUG 18 1993

MO. PUBLIC SERVICE COMM.

DATE OF ISSUE JUNE 18, 1993

DATE EFFECTIVE AUGUST 18, 1993

ISSUED BY M. W. MCKINNEY, Vice President, Joplin, MO

The Empire District Electric Company

Original Revised Sheet No. 31
Cancelling P.S.C.Mo.No. _____
Original Revised Sheet No. _____
Which was issued _____

For ALL TERRITORY

RULES AND REGULATIONS

EX-100-100-100

DEC 14 1988

CHAPTER VI
PROMOTIONAL PRACTICES

MISSOURI
Public Service Commission

A. Employee Purchase Plan

1. Participant in the plan must be a regular, full time employee and a retail customer of the Company.
2. The purchase plan will include insulation and appliances as well as the complete installation of electric HVAC (heating, ventilation and air conditioning). The installation of HVAC requires:
 - a. Existing Residence- The employee must be the owner of and living in the residence in which the system is to be installed.
 - b. New Construction- The employee, upon completion of construction, must be the owner of and occupy the residence in which the system is to be installed.
3. Employee will be responsible for negotiating the price and arranging for delivery and installation. The invoice will be provided to the Company for payment.
4. Appliance and insulation may be financed up to twelve (12) months without interest. Total house HVAC systems may be financed for up to sixty (60) months without interest. An allowance, not to exceed one hundred twenty-five dollars (\$125.00) per ton, will be paid by the Company to aid employees with the additional cost required to install above standard insulation levels and high efficiency HVAC systems.
5. Employees will make monthly payments to the Company for the above mentioned purchases. The balance will become due in thirty (30) days if a regular payment is not met when due.

CANCELLED

AUG 10 1993
BY Lat R-S #31
Public Service Commission

FILED

JAN 15 1989
Public Service Commission

DATE OF ISSUE DECEMBER 16, 1988

DATE EFFECTIVE JANUARY 15, 1989

ISSUED BY R. L. LAMB, President, Joplin, MO.

THE EMPIRE DISTRICT ELECTRIC COMPANY

P.S.C. Mo. No. 5 Sec. 5 1st Revised Sheet No. 32

Canceling P.S.C. Mo. No. 5 Sec. 5 Original Sheet No. 32

For ALL TERRITORY

RULES AND REGULATIONS

- 4. At all of its public business offices, Company shall make available for public inspection a copy of 4 CSR 240-13 (The Public Service Commission's residential billing practices rules) and Company's rate schedules. At these offices, conspicuous signs shall be posted which indicate that this information is available for public inspection.
- 5. Company shall maintain records on its Customers for at least two (2) years which contain information concerning:
 - a. The payment performance of each of its Customer for each billing period;
 - b. The number and general description of complaints registered with Company;
 - c. The number of settlement agreements made by Company;
 - d. The actual number of discontinuances of service due to each of the following categories:
 - (1) The Customer's failure to keep a settlement agreement or Cold Weather Rule payment agreement.
 - (2) The Customer's failure to make any other required utility payment,
 - (3) Unauthorized interference, diversion or use of utility service; and
 - (4) All other reasons combined.
 - e. Actual number of reconnections; and
 - f. Refund of deposits.

E. DISPUTES 4 CSR 240-13.045

- 1. A Customer shall advise Company that all or part of a charge is in dispute by written notice, in person or by a telephone message directed to Company during normal business hours. A dispute must be registered with Company at least twenty-four (24) hours prior to the date of proposed discontinuance for a Customer to avoid discontinuance of service as provided by these rules.
- 2. When a Customer advises Company that all or part of a charge is in dispute, Company shall record the date, time and place the contact is made; investigate the contact promptly and thoroughly, and attempt to resolve the dispute in a manner satisfactory to both parties.
- 3. Failure of a Customer to participate with Company in efforts to resolve an inquiry which has the effect of placing charges in dispute shall constitute a waiver of the Customer's right to continuance of service and Company, not less than five (5) days after provision of the notification required by section 9 (right to make informal complaint), may proceed to discontinue service unless the Customer files an informal complaint with the Commission within the five (5)-day period.

CANCELLED
September 16, 2020
Missouri Public
Service Commission
ER-2019-0374; EN-2021-0038;
YE-2021-0041

DATE OF ISSUE December 28, 2006
ISSUED BY Kelly S. Walters, Vice President, Joplin, MO

DATE EFFECTIVE January 27, 2007
December 14, 2007

ER-2006-0315

Filed
Missouri Public
Service Commission

THE EMPIRE DISTRICT ELECTRIC COMPANY

Sec. 5 Original Sheet No. 32
Cancelling P.S.C. Mo. No. _____
Sec. _____ Original Sheet No. _____
Which was issued _____

For ALL TERRITORY

No supplement to this rate schedule will be issued except for the purpose of cancelling this rate schedule.

RECEIVED

OCT - 7 1994

RULES AND REGULATIONS

MO. PUBLIC SERVICE COMM.

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 - a. The payment performance of each of its Customer for each billing period;
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 - c. The number of settlement agreements made by Company;
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 - (1) The Customer's failure to keep a settlement agreement or Cold Weather Rule payment agreement.
 - (2) The Customer's failure to make any other required utility payment,
 - (3) Unauthorized interference, diversion or use of utility service; and
 - (4) All other reasons combined.
 - e. Actual number of reconnections; and
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FILED

FEB - 9 1995

MISSOURI
Public Service Commission

CANCELLED
1/1/2007 & 12/14/07
ER-2006-0315
Missouri Public
Service Commission

THE EMPIRE DISTRICT ELECTRIC COMPANY

P.S.C. Mo. No. 5 Sec. 5 2nd Revised Sheet No. 33

Canceling P.S.C. Mo. No. 5 Sec. 5 1st Revised Sheet No. 33

For ALL TERRITORY

RULES AND
REGULATIONS

4. Customers presenting frivolous disputes shall have no right to continued service. Company, before proceeding to discontinue the service of a Customer presenting a dispute it deems frivolous, shall advise the Consumer Services Department of the Commission of the circumstances. The Consumer Services Department shall attempt to contact the Customer by telephone and ascertain the basis of the dispute. If telephone contact cannot be made, the Consumer Services Department shall send the Customer a notice by first-class mail stating that service may be discontinued by Company unless the Customer contacts the Consumer Services Department within twenty-four (24) hours. If it appears to the Consumer Services Department that the dispute is frivolous or if contact with the Customer cannot be made within seventy-two (72) hours following Company's report, Company shall be advised that it may proceed to discontinue service. If it appears that the dispute is not frivolous, service shall not be discontinued until ten (10) days after the notice required by Chapter V Section F.5. (4 CSR 240-13.050(5)) has been sent to the Customer by the Company. The Customer shall retain the right to make an informal complaint to the Commission.
5. If a Customer disputes a charge, s/he shall pay to Company an amount equal to that part of the charge not in dispute. The amount not in dispute shall be mutually determined by the parties. The parties shall consider the Customer's prior consumption history, weather variations, the nature of the dispute and any other pertinent factors in determining the amount not in dispute.
6. If the parties are unable to mutually determine the amount not in dispute, the Customer shall pay to Company, at Company's option, an amount not to exceed fifty percent (50%) of the charge in dispute or an amount based on usage during a like period under similar conditions which shall represent the amount not in dispute.
7. Failure of the Customer to pay to Company the amount not in dispute within four (4) working days from the date that the dispute is registered or by the delinquent date of the disputed bill, whichever is later, shall constitute a waiver of the Customer's right to continuance of service and Company may then proceed to discontinue service as provided in this rule.
8. If the dispute is ultimately resolved in favor of the Customer in whole or in part, any excess moneys paid by the Customer shall be refunded promptly.
9. If Company does not resolve the dispute to the satisfaction of the Customer, the Company representative shall notify the Customer that each party has a right to make an informal complaint to the Commission; and of the address and telephone number where the Customer may file an informal complaint with the Commission. If a Customer files an informal complaint with the Commission prior to advising the Company that all or a portion of a charge is in dispute, the Commission shall notify the Customer of the payment required by sections E.5. or E.6.
10. The Company is not required to comply with these rules prior to the discontinuance of service where the dispute registered with the Company involves the same customer, the same facts, and the same question regarding the validity of a charge as those involved in a prior informal or formal complaint filed by the customer and resolved in favor of the Company.

CANCELLED
September 16, 2020
Missouri Public
Service Commission
ER-2019-0374; EN-2021-0038;
YE-2021-0041

DATE OF ISSUE July 25, 2014
ISSUED BY Kelly S. Walters, Vice President, Joplin, MO

DATE EFFECTIVE August 24, 2014

FILED
Missouri Public
Service Commission
JE-2015-0022

THE EMPIRE DISTRICT ELECTRIC COMPANY

P.S.C. Mo. No. 5 Sec. 5 1st Revised Sheet No. 33

Canceling P.S.C. Mo. No. 5 Sec. 5 Original Sheet No. 33

For ALL TERRITORY

RULES AND REGULATIONS

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10. Company may treat a Customer complaint or dispute involving the same question or issue based upon the same facts as already determined and is not required to comply with these rules more than once prior to discontinuance of service.

DATE OF ISSUE December 28, 2006
ISSUED BY Kelly S. Walters, Vice President, Joplin, MO

DATE EFFECTIVE ~~January 27, 2007~~
December 14, 2007

CANCELLED
August 24, 2014
Missouri Public
Service Commission
JE-2015-0022

ER-2006-0315

Filed
Missouri Public
Service Commission

THE EMPIRE DISTRICT ELECTRIC COMPANY

Sec. 5 Original Sheet No. 33
Cancelling P.S.C. Mo. No. _____
Sec. _____ Original Sheet No. _____
Which was issued _____

For ALL TERRITORY

No supplement to this rate schedule will be issued except for the purpose of cancelling this rate schedule.

RECEIVED

OCT - 7 1994

RULES AND REGULATIONS

MO. PUBLIC SERVICE COMMISSION

4. Customers presenting frivolous disputes shall have no right to continued service. Company, before proceeding to discontinue the service of a Customer presenting a dispute it deems frivolous, shall advise the Consumer Services Department of the Commission of the circumstances. The Consumer Services Department shall attempt to contact the Customer by telephone and ascertain the basis of the dispute. If telephone contact cannot be made, the Consumer Services Department shall send the Customer a notice by first-class mail stating that service may be discontinued by Company unless the Customer contacts the Consumer Services Department within twenty-four (24) hours. If it appears to the Consumer Services Department that the dispute is frivolous or if contact with the Customer cannot be made within seventy-two (72) hours following Company's report, Company shall be advised that it may proceed to discontinue service. If it appears that the dispute is not frivolous, service shall not be discontinued until ten (10) days after the notice required by Chapter V Section F.5. (4 CSR 240-13.050(5)) has been sent to the Customer by the Company. The Customer shall retain the right to make an informal complaint to the Commission.
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CANCELLED
1/1/2007 & 12/14/07
ER-2006-0315
Missouri Public
Service Commission

FILED

FEB - 9 1995

MISSOURI
Public Service Commission

DATE OF ISSUE October 7, 1994
ISSUED BY M. W. MCKINNEY, Vice President, Joplin, MO

DATE EFFECTIVE February 9, 1995

THE EMPIRE DISTRICT ELECTRIC COMPANY

P.S.C. Mo. No. 5 Sec. 5 1st Revised Sheet No. 34

Canceling P.S.C. Mo. No. 5 Sec. 5 Original Sheet No. 34

For ALL TERRITORY

RULES AND REGULATIONS

F. DISCONTINUANCE OF SERVICE 4 CSR 240-13.050

1. Service may be discontinued for any of the following reasons:
 - a. Nonpayment of an undisputed delinquent charge;
 - b. Failure to post a required deposit or guarantee;
 - c. Unauthorized interference, tampering, diversion or use of the utility service situated or delivered on or about the Customer's premises;
 - d. Failure to comply with terms of a settlement agreement;
 - e. Refusal after reasonable notice to permit inspection, maintenance, replacement or meter reading of Company equipment. If Company has a reasonable belief that health or safety is at risk, notice at the time inspection is attempted is reasonable;
 - f. Misrepresentation of identity or facts for the purpose of obtaining utility service; or
 - g. Violation of any other rules of Company approved by the Commission which adversely affects the safety of the Customer or other persons or the integrity of Company's system; or
 - h. As provided by local, state or federal law.
2. None of the following shall constitute sufficient cause for Company to discontinue service:
 - a. The failure of a Customer to pay for merchandise, appliances or services not subject to Commission jurisdiction as an integral part of the utility service provided by Company;
 - b. The failure of the Customer to pay for service received at a separate metering point, residence or premises. In the event of discontinuance or termination of service at a separate metering point, residence or premises in accordance with these rules, Company may transfer and bill any unpaid balance to any other service account of the Customer and may discontinue service after twenty-one days for residential Customers (or after number of days specified in applicable rate schedule for non-residential Customers) after rendition of the combined bill, for nonpayment, in accordance with this rule;
 - c. The failure of the Customer to pay for a different class of service received at the same or different premises. The placing of more than one (1) meter at the same premises for the purpose of billing the usage of specific devices under optional rate schedules or provisions is not construed as a different class of service for the purpose of this rule; or
 - d. The failure to pay the bill of another Customer, unless the Customer whose service is sought to be discontinued received substantial benefit and use of the service;

CANCELLED
September 16, 2020
Missouri Public
Service Commission
ER-2019-0374; EN-2021-0038;
YE-2021-0041

DATE OF ISSUE December 28, 2006
ISSUED BY Kelly S. Walters, Vice President, Joplin, MO

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December 14, 2007

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Missouri Public
Service Commission

THE EMPIRE DISTRICT ELECTRIC COMPANY

Sec. 5 Original Sheet No. 34
Cancelling P.S.C. Mo. No. _____

For ALL TERRITORY

No supplement to this rate schedule will be issued except for the purpose of cancelling this rate schedule.

Sec. _____ Original Sheet No. _____
Which was issued _____

RULES AND REGULATIONS

RECEIVED

OCT - 7 1994

F. DISCONTINUANCE OF SERVICE 4 CSR 240-13.050

MO. PUBLIC SERVICE COMM.

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 - a. Nonpayment of an undisputed delinquent charge;
 - b. Failure to post a required deposit or guarantee;
 - c. Unauthorized interference, tampering, diversion or use of the utility service situated or delivered on or about the Customer's premises;
 - d. Failure to comply with terms of a settlement agreement;
 - e. Refusal after reasonable notice to permit inspection, maintenance, replacement or meter reading of Company equipment. If Company has a reasonable belief that health or safety is at risk, notice at the time inspection is attempted is reasonable;
 - f. Misrepresentation of identity or facts for the purpose of obtaining utility service; or
 - g. Violation of any other rules of Company approved by the Commission which adversely affects the safety of the Customer or other persons or the integrity of Company's system; or
 - h. As provided by local, state or federal law.
2. None of the following shall constitute sufficient cause for Company to discontinue service:
 - a. The failure of a Customer to pay for merchandise, appliances or services not subject to Commission jurisdiction as an integral part of the utility service provided by Company;
 - b. The failure of the Customer to pay for service received at a separate metering point, residence or premises. In the event of discontinuance or termination of service at a separate metering point, residence or premises in accordance with these rules, Company may transfer and bill any unpaid balance to any other service account of the Customer and may discontinue service after twenty-one days for residential Customers (or after number of days specified in applicable rate schedule for non-residential Customers) after rendition of the combined bill, for nonpayment, in accordance with this rule;
 - c. The failure of the Customer to pay for a different class of service received at the same or different premises. The placing of more than one (1) meter at the same premises for the purpose of billing the usage of specific devices under optional rate schedules or provisions is not construed as a different class of service for the purpose of this rule; or
 - d. The failure to pay the bill of another Customer, unless the Customer whose service is sought to be discontinued received substantial benefit and use of the service;

FILED

FEB - 9 1995

MISSOURI
Public Service Commission

CANCELLED
1/1/2007 & 12/14/07
ER-2006-0315
Missouri Public
Service Commission

THE EMPIRE DISTRICT ELECTRIC COMPANY

P.S.C. Mo. No. 5 Sec. 5 3rd Revised Sheet No. 35

Canceling P.S.C. Mo. No. 5 Sec. 5 2nd Revised Sheet No. 35

For ALL TERRITORY

RULES AND REGULATIONS

- e. The failure of a previous owner or occupant of the premises to pay an unpaid or delinquent bill except where the previous occupant remains an occupant or user; or
 - f. The failure to pay a bill correcting a previous underbilling, whenever the Customer claims an inability to pay the corrected amount, unless Company has offered the Customer a payment arrangement equal to the period of underbilling.
3. On the date specified on the notice of discontinuance or within (30) thirty days after that, and subject to the requirements of these rules, Company may discontinue service to a Customer between the hours of 8:00 a.m. and 4:00 p.m. Service shall not be discontinued on a day when Company personnel are not available to reconnect the Customer's service, or on a day immediately preceding such day. After the (30) thirty day effective period of the notice, all notice procedures required by this rule shall again be followed before the Company may disconnect service.
4. The notice of discontinuance shall contain the following information:
- a. The name and address of the Customer and the address, if different, where service is rendered;
 - b. A statement of the reason for the proposed discontinuance of service and the cost for reconnection;
 - c. The date on or after which service will be discontinued unless appropriate action is taken;
 - d. How a Customer may avoid the discontinuance;
 - e. The possibility of a settlement agreement if the claim is for a charge not in dispute and Customer is unable to pay the charge in full at one (1) time; and
 - f. A telephone number the Customer may call from the service location without incurring toll charges and the address of the Company prominently displayed where the Customer may make an inquiry. Charges for measured service are not toll charges for purposes of this rule.
5. Company shall not discontinue service pursuant to section F.1 unless written notice by first-class mail is sent to the Customer at least ten (10) days prior to the date of the proposed discontinuance. Service of notice by mail is complete upon mailing. As an alternative, Company may deliver a written notice in hand to the Customer at least ninety-six (96) hours prior to discontinuance. Company shall maintain an accurate record of the date of mailing or delivery.

A notice of discontinuance of service shall not be issued as to that portion of a bill which is determined to be an amount in dispute pursuant to sections E.5. or 6. (4 CSR 240-13.045(5) or (6)) that is currently the subject of a dispute pending with Company or complaint before the Commission, nor shall such a notice be issued as to any bill or portion of a bill which is the subject of a settlement agreement except after breach of a settlement agreement, unless Company inadvertently issues the notice, in which case Company shall take necessary steps to withdraw or cancel this notice.

CANCELLED
September 16, 2020
Missouri Public
Service Commission
ER-2019-0374; EN-2021-0038;
YE-2021-0041

DATE OF ISSUE July 25, 2014
ISSUED BY Kelly S. Walters, Vice President, Joplin, MO

DATE EFFECTIVE August 24, 2014

FILED
Missouri Public
Service Commission
JE-2015-0022

THE EMPIRE DISTRICT ELECTRIC COMPANY

P.S.C. Mo. No. 5 Sec. 5 2nd Revised Sheet No. 35

Canceling P.S.C. Mo. No. 5 Sec. 5 1st Revised Sheet No. 35

For ALL TERRITORY

RULES AND REGULATIONS

- e. The failure of a previous owner or occupant of the premises to pay an unpaid or delinquent bill except where the previous occupant remains an occupant or user; or
 - f. The failure to pay a bill correcting a previous underbilling, whenever the Customer claims an inability to pay the corrected amount, unless Company has offered the Customer a payment arrangement equal to the period of underbilling.
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 - c. The date on or after which service will be discontinued unless appropriate action is taken;
 - d. How a Customer may avoid the discontinuance;
 - e. The possibility of a settlement agreement if the claim is for a charge not in dispute and Customer is unable to pay the charge in full at one (1) time; and
 - f. A telephone number the Customer may call from the service location without incurring toll charges and the address of the Company prominently displayed where the Customer may make an inquiry. Charges for measured service are not toll charges for purposes of this rule.
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DATE OF ISSUE June 3, 2011
ISSUED BY Kelly S. Walters, Vice President, Joplin, MO

DATE EFFECTIVE June 15, 2011

FILED
Missouri Public
Service Commission
ER-2011-0004; YE-2011-0615

THE EMPIRE DISTRICT ELECTRIC COMPANY

P.S.C. Mo. No. 5 Sec. 5 1st Revised Sheet No. 35

Canceling P.S.C. Mo. No. 5 Sec. 5 Original Sheet No. 35

For ALL TERRITORY

RULES AND REGULATIONS

- e. The failure of a previous owner or occupant of the premises to pay an unpaid or delinquent bill except where the previous occupant remains an occupant or user; or
 - f. The failure to pay a bill correcting a previous underbilling, whenever the Customer claims an inability to pay the corrected amount, unless Company has offered the Customer a payment arrangement equal to the period of underbilling.
3. On the date specified on the notice of discontinuance or within eleven (11) business days after that, and subject to the requirements of these rules, Company may discontinue service to a Customer between the hours of 8:00 a.m. and 4:00 p.m. Service shall not be discontinued on a day when Company personnel are not available to reconnect the Customer's service, or on a day immediately preceding such day. After the eleven (11) business day effective period of the notice, all notice procedures required by this rule shall again be followed before the Company may disconnect service.
 4. The notice of discontinuance shall contain the following information:
 - a. The name and address of the Customer and the address, if different, where service is rendered;
 - b. A statement of the reason for the proposed discontinuance of service and the cost for reconnection;
 - c. The date on or after which service will be discontinued unless appropriate action is taken;
 - d. How a Customer may avoid the discontinuance;
 - e. The possibility of a settlement agreement if the claim is for a charge not in dispute and Customer is unable to pay the charge in full at one (1) time; and
 - f. A telephone number the Customer may call from the service location without incurring toll charges and the address of the Company prominently displayed where the Customer may make an inquiry. Charges for measured service are not toll charges for purposes of this rule.
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CANCELLED
June 15, 2011
Missouri Public
Service Commission
ER-2011-0004; YE-2011-0615

DATE OF ISSUE December 28, 2006
ISSUED BY Kelly S. Walters, Vice President, Joplin, MO

DATE EFFECTIVE ~~January 27, 2007~~
December 14, 2007

ER-2006-0315

Filed
Missouri Public
Service Commission

THE EMPIRE DISTRICT ELECTRIC COMPANY

Sec. 5 Original Sheet No. 35
Cancelling P.S.C. Mo. No. _____For ALL TERRITORYNo supplement to this rate schedule will be issued except
for the purpose of cancelling this rate schedule.Sec. _____ Original Sheet No. _____
Which was issued 10/7/94RULES AND
REGULATIONS

OCT - 7 1994

- e. The failure of a previous owner or occupant of the premises to pay an unpaid or delinquent bill except where the previous occupant remains an occupant or user; or
- f. The failure to pay a bill correcting a previous underbilling, whenever the Customer claims an inability to pay the corrected amount, unless Company has offered the Customer a payment arrangement equal to the period of underbilling.
3. On the date specified on the notice of discontinuance or within eleven (11) business days after that, and subject to the requirements of these rules, Company may discontinue service to a Customer between the hours of 8:00 a.m. and 4:00 p.m. Service shall not be discontinued on a day when Company personnel are not available to reconnect the Customer's service, or on a day immediately preceding such day. After the eleven (11) business day effective period of the notice, all notice procedures required by this rule shall again be followed before the Company may disconnect service.
4. The notice of discontinuance shall contain the following information:
- The name and address of the Customer and the address, if different, where service is rendered;
 - A statement of the reason for the proposed discontinuance of service and the cost for reconnection;
 - The date on or after which service will be discontinued unless appropriate action is taken;
 - How a Customer may avoid the discontinuance;
 - The possibility of a settlement agreement if the claim is for a charge not in dispute and Customer is unable to pay the charge in full at one (1) time; and
 - A telephone number the Customer may call from the service location without incurring toll charges and the address of the Company prominently displayed where the Customer may make an inquiry. Charges for measured service are not toll charges for purposes of this rule.
5. Company shall not discontinue service pursuant to section F.1 unless written notice by first-class mail is sent to the Customer at least ten (10) days prior to the date of the proposed discontinuance. Service of notice by mail is complete upon mailing. As an alternative, Company may deliver a written notice in hand to the Customer at least ninety-six (96) hours prior to discontinuance. Company shall maintain an accurate record of the date of mailing or delivery.

A notice of discontinuance of service shall not be issued as to that portion of a bill which is determined to be an amount in dispute pursuant to sections E.5. or 6. (4 CSR 240-13.045(5) or (6)) that is currently the subject of a dispute pending with Company or complaint before the Commission, nor shall such a notice be issued as to any bill or portion of a bill which is the subject of a settlement agreement except after breach of a settlement agreement, unless Company inadvertently issues the notice, in which case Company shall take necessary steps to withdraw or cancel this notice.

CANCELLED
1/1/2007 & 12/14/07
ER-2006-0315
Missouri Public
Service Commission

FILED

FEB - 9 1995

MISSOURI
Public Service Commission

DATE OF ISSUE October 7, 1994
ISSUED BY M. W. MCKINNEY, Vice President, Joplin, MO

DATE EFFECTIVE February 9, 1995

THE EMPIRE DISTRICT ELECTRIC COMPANY

P.S.C. Mo. No. 5 Sec. 5 3rd Revised Sheet No. 36

Canceling P.S.C. Mo. No. 5 Sec. 5 2nd Revised Sheet No. 36

For ALL TERRITORY

RULES AND REGULATIONS

- 6. Notice to multi-dwelling unit buildings and/or non-Customer occupants shall be provided as follows:
 - a. At least ten (10) days prior to discontinuance 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 Company's intent to discontinue shall be conspicuously posted in public areas of the building; provided, however, that these notices shall not be required if Company is not aware that the structure is a single-metered multi-dwelling unit residential building. The notices shall include the date on or after which discontinuance may occur and advise of tenant rights pursuant to section 441.650 RSMo. Company shall not be required to provide notice in individual situations where safety of employees is a consideration.
 - b. At least ten (10) days prior to discontinuance of service for nonpayment of a bill or deposit at a multi-dwelling unit residential building where each unit is individually metered and for which a single Customer is responsible for payment for service to all units in the building or at a residence in which the occupant using utility service is not Company's Customer, Company shall give the occupant(s) written notice of Company's intent to discontinue service; provided, however, that this notice shall not be required unless one (1) occupant has advised Company or Company is otherwise aware that s/he is not the Customer, and
 - c. In the case of a multi-dwelling unit residential building where each unit is individually metered or in the case of a single family residence, the notice provided to the occupant of the unit about to be discontinued shall outline the procedure by which the occupant may apply in his/her name for service of the same character presently received through that meter.
 - d. In the case of a multi-dwelling unit residential building where each unit is individually metered and the Company seeks to discontinue service for any lawful reason to at least one (1) but not all of the units in the building, and access to a meter that is subject to discontinuance is restricted, such as where the meter is located within the building, the Company may send written notice to the owner/landlord of the building or the owner/landlord's agent (owner) requesting the owner to make arrangements with the Company to provide access to such meter(s). If within ten (10) days of receipt of the notice, the owner fails to make reasonable arrangements to provide the Company access to such meter(s) within thirty (30) days of the date of the notice, or if the owner fails to keep such arrangements, the Company shall have the right to gain access to its meter(s) for the purpose of discontinuing utility services the owner's expense. Such expense may include, but shall not be limited to costs to pursue court-ordered access to the building, such as legal fees, court costs, sheriff's law enforcement fees, security costs, and locksmith charges. The Company's right to collect the costs for entry to its meter will not be permitted if the Company fails to meet the obligation to keep the access arrangements agreed upon between the owner and the Company. Notice by the Company under this section shall inform owner (a) of the Company's need to gain access to its meter(s) to discontinue utility service to one (1) or more tenants in the building, and (b) of the owner's liability in the event that owner fails to make or keep access arrangements. The notice shall state the Company's normal business hours. The Company shall render one (1) or more statements to the owner for any amounts due to the Company under this section. Any such statement shall be payable by the delinquent date stated thereon, and shall be subject to late payment charges at the same rate provided in the Company's tariff pertaining to general residential service.
- 7. At least twenty-four (24) hours preceding a discontinuance, Company shall make reasonable efforts to contact the Customer to advise him/her of the proposed discontinuance and what steps must be taken to avoid it. Reasonable efforts shall include either a written notice following the notice pursuant to section F.4, a door hanger or at least two (2) telephone call attempts reasonably calculated to reach the Customer.
- 8. Immediately preceding the discontinuance of service, the employee of the Company designated to perform such function, except where the safety of the employee is endangered, shall make a reasonable effort to contact and identify him/herself to the Customer or responsible person then upon the premises and shall announce the purpose of his/her presence. When service is discontinued, the employee shall leave a notice upon the premises in a manner conspicuous to the Customer that service has been discontinued and the address and telephone number of Company where the Customer may arrange to have service restored.

CANCELLED
September 16, 2020
Missouri Public
Service Commission
ER-2019-0374; EN-2021-0038;
YE-2021-0041

DATE OF ISSUE July 25, 2014
ISSUED BY Kelly S. Walters, Vice President, Joplin, MO

DATE EFFECTIVE August 24, 2014

FILED
Missouri Public
Service Commission
JE-2015-0022

THE EMPIRE DISTRICT ELECTRIC COMPANY

P.S.C. Mo. No. 5 Sec. 5 2nd Revised Sheet No. 36

Canceling P.S.C. Mo. No. 5 Sec. 5 1st Revised Sheet No. 36

For ALL TERRITORY

RULES AND REGULATIONS

- 6. Notice to multi-dwelling unit buildings and/or non-Customer occupants shall be provided as follows:
 - a. At least ten (10) days prior to discontinuance 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 Company's intent to discontinue shall be conspicuously posted in public areas of the building; provided, however, that these notices shall not be required if Company is not aware that the structure is a single-metered multi-dwelling unit residential building. The notices shall include the date on or after which discontinuance may occur and advise of tenant rights pursuant to section 441.650 RSMo. Company shall not be required to provide notice in individual situations where safety of employees is a consideration.
 - b. At least ten (10) days prior to discontinuance of service for nonpayment of a bill or deposit at a multi-dwelling unit residential building where each unit is individually metered and for which a single Customer is responsible for payment for service to all units in the building or at a residence in which the occupant using utility service is not Company's Customer, Company shall give the occupant(s) written notice of Company's intent to discontinue service; provided, however, that this notice shall not be required unless one (1) occupant has advised Company or Company is otherwise aware that s/he is not the Customer, and
 - c. In the case of a multi-dwelling unit residential building where each unit is individually metered or in the case of a single family residence, the notice provided to the occupant of the unit about to be discontinued shall outline the procedure by which the occupant may apply in his/her name for service of the same character presently received through that meter.
- 7. At least twenty-four (24) hours preceding a discontinuance, Company shall make reasonable efforts to contact the Customer to advise him/her of the proposed discontinuance and what steps must be taken to avoid it. Reasonable efforts shall include either a written notice following the notice pursuant to section F.4, a door hanger or at least two (2) telephone call attempts reasonably calculated to reach the Customer.
- 8. Immediately preceding the discontinuance of service, the employee of the Company designated to perform such function, except where the safety of the employee is endangered, shall make a reasonable effort to contact and identify him/herself to the Customer or responsible person then upon the premises and shall announce the purpose of his/her presence. When service is discontinued, the employee shall leave a notice upon the premises in a manner conspicuous to the Customer that service has been discontinued and the address and telephone number of Company where the Customer may arrange to have service restored.
- 9. Notwithstanding any provision of this rule, Company shall postpone a discontinuance for a time not in excess of twenty-one (21) days if the discontinuance will aggravate an existing medical emergency of the Customer, a member of his/her family or other permanent resident of the premises where service is rendered. Any person who alleges an emergency, if requested, shall provide Company with reasonable evidence of the necessity.

DATE OF ISSUE December 28, 2006
ISSUED BY Kelly S. Walters, Vice President, Joplin, MO

DATE EFFECTIVE ~~January 17, 2007~~
December 14, 2007

THE EMPIRE DISTRICT ELECTRIC COMPANY

Sec. 5 1st Revised Sheet No. 36
Canceling P.S.C. Mo. No. 5

For ALL TERRITORY
No supplement to this rate schedule will be issued except for the purpose of canceling this rate schedule.

Sec. 5 Original Sheet No. 36
Which was issued 10-07-94

RULES AND REGULATIONS

- 6. Notice to multi-dwelling unit buildings and/or non-Customer occupants shall be provided as follows:
 - a. At least ten (10) days prior to discontinuance 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 Company's intent to discontinue shall be conspicuously posted in public areas of the building; provided, however, that these notices shall not be required if Company is not aware that the structure is a single-metered multi-dwelling unit residential building. The notices shall include the date on or after which discontinuance may occur and advise of tenant rights pursuant to section 441.650 RSMo. Company shall not be required to provide notice in individual situations where safety of employees is a consideration.
 - b. At least ten (10) days prior to discontinuance of service for nonpayment of a bill or deposit at a multi-dwelling unit residential building where each unit is individually metered and for which a single Customer is responsible for payment for service to all units in the building or at a residence in which the occupant using utility service is not Company's Customer, Company shall give the occupant(s) written notice of Company's intent to discontinue service; provided, however, that this notice shall not be required unless one (1) occupant has advised Company or Company is otherwise aware that s/he is not the Customer, and
 - c. In the case of a multi-dwelling unit residential building where each unit is individually metered or in the case of a single family residence, the notice provided to the occupant of the unit about to be discontinued shall outline the procedure by which the occupant may apply in his/her name for service of the same character presently received through that meter.
- 7. At least twenty-four (24) hours preceding a discontinuance, Company shall make reasonable efforts to contact the Customer to advise him/her of the proposed discontinuance and what steps must be taken to avoid it. Reasonable efforts shall include either a written notice following the notice pursuant to section F.4, a door hanger or at least two (2) telephone call attempts reasonably calculated to reach the Customer.
- 8. Immediately preceding the discontinuance of service, the employee of the Company designated to perform such function, except where the safety of the employee is endangered, shall make a reasonable effort to contact and identify him/herself to the Customer or responsible person then upon the premises and shall announce the purpose of his/her presence. When service is discontinued, the employee shall leave a notice upon the premises in a manner conspicuous to the Customer that service has been discontinued and the address and telephone number of Company where the Customer may arrange to have service restored.
- 9. Notwithstanding any provision of this rule, Company shall postpone a discontinuance for a time not in excess of twenty-one (21) days if the discontinuance will aggravate an existing medical emergency of the Customer, a member of his/her family or other permanent resident of the premises where service is rendered. Any person who alleges an emergency, if requested, shall provide Company with reasonable evidence of the necessity.

CANCELLED
1/1/2007 & 12/14/07
ER-2006-0315
Missouri Public
Service Commission

DATE OF ISSUE March 3, 2005
ISSUED BY D. W. GIBSON, Vice President, Joplin, MO

DATE EFFECTIVE April 2, 2005

FILED
MO PSC

THE EMPIRE DISTRICT ELECTRIC COMPANY

Sec. 5 Original Sheet No. 36
Cancelling P.S.C. Mo. No. _____

For ALL TERRITORY

No supplement to this rate schedule will be issued except for the purpose of cancelling this rate schedule.

Sec. _____ Original Sheet No. _____
Which was issued **RECEIVED**

RULES AND REGULATIONS **OCT - 7 1994**

MO. PUBLIC SERVICE COMM.

- 6. Notice to multi-dwelling unit buildings and/or non-Customer occupants shall be provided as follows:
 - a. At least ten (10) days prior to discontinuance 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 Company's intent to discontinue shall be conspicuously posted in public areas of the building; provided, however, that these notices shall not be required if Company is not aware that the structure is a single-metered multi-dwelling unit residential building. The notices shall include the date on or after which discontinuance may occur and advise of tenant rights pursuant to section 441.650 RSMo. Company shall not be required to provide notice in individual situations where safety of employees is a consideration.
 - b. At least ten (10) days prior to discontinuance of service for nonpayment of a bill or deposit at a multi-dwelling unit residential building where each unit is individually metered and for which a single Customer is responsible for payment for service to all units in the building or at a residence in which the occupant using utility service is not Company's Customer, Company shall give the occupant(s) written notice of Company's intent to discontinue service; provided, however, that this notice shall not be required unless one (1) occupant has advised Company or Company is otherwise aware that s/he is not the Customer, and
 - c. In the case of a multi-dwelling unit residential building where each unit is individually metered or in the case of a single family residence, the notice provided to the occupant of the unit about to be discontinued shall outline the procedure by which the occupant may apply in his/her name for service of the same character presently received through that meter.
- 7. At least twenty-four (24) hours preceding a discontinuance, Company shall make reasonable efforts to contact the Customer to advise him/her of the proposed discontinuance and what steps must be taken to avoid it. Reasonable efforts shall include either a written notice following the notice pursuant to section F.4, a door hanger or at least two (2) telephone call attempts reasonably calculated to reach the Customer.
- 8. Immediately preceding the discontinuance of service, the employee of the Company designated to perform such function, except where the safety of the employee is endangered, shall make a reasonable effort to contact and identify him/herself to the Customer or responsible person then upon the premises and shall announce the purpose of his/her presence. The employee shall be authorized to accept payment due on the bill and shall not discontinue service if the Customer then and there renders payment of such bill together with a disconnect trip fee in the amount specified in Schedule CA, Credit Action Fees. When service is discontinued, the employee shall leave a notice upon the premises in a manner conspicuous to the Customer that service has been discontinued and the address and telephone number of Company where the Customer may arrange to have service restored.
- 9. Notwithstanding any provision of this rule, Company shall postpone a discontinuance for a time not in excess of twenty-one (21) days if the discontinuance will aggravate an existing medical emergency of the Customer, a member of his/her family or other permanent resident of the premises where service is rendered. Any person who alleges an emergency, if requested, shall provide Company with reasonable evidence of the necessity.

FILED

CANCELLED

FEB - 9 1995

APR 02 2005

MISSOURI
Public Service Commission

by *BSRS 36*
Public Service Commission
MISSOURI

DATE OF ISSUE October 7, 1994
ISSUED BY M. W. MCKINNEY, Vice President, Joplin, MO

DATE EFFECTIVE February 9, 1995

THE EMPIRE DISTRICT ELECTRIC COMPANY

P.S.C. Mo. No. 5 Sec. 5 5th Revised Sheet No. 37

Canceling P.S.C. Mo. No. 5 Sec. 5 4th Revised Sheet No. 37

For ALL TERRITORY

RULES AND REGULATIONS

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

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

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

CANCELLED
September 16, 2020
Missouri Public
Service Commission
ER-2019-0374; EN-2021-0038;
YE-2021-0041

DATE OF ISSUE February 5, 2020 DATE EFFECTIVE April 2, 2020
ISSUED BY Sheri Richard, Director Rates and Regulatory Affairs, Joplin, MO

FILED
Missouri Public
Service Commission
AO-2020-0237; YE-2020-0133

THE EMPIRE DISTRICT ELECTRIC COMPANY

P.S.C. Mo. No. 5 Sec. 5 4th Revised Sheet No. 37

Canceling P.S.C. Mo. No. 5 Sec. 5 3rd Revised Sheet No. 37

For ALL TERRITORY

RULES AND REGULATIONS

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

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

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

DATE OF ISSUE July 25, 2014
ISSUED BY Kelly S. Walters, Vice President, Joplin, MO

DATE EFFECTIVE August 24, 2014

CANCELLED
April 2, 2020
Missouri Public
Service Commission
AO-2020-0237; YE-2020-0133

FILED
Missouri Public
Service Commission
JE-2015-0022

THE EMPIRE DISTRICT ELECTRIC COMPANY

P.S.C. Mo. No. 5 Sec. 5 3rd Revised Sheet No. 37

Canceling P.S.C. Mo. No. 5 Sec. 5 2nd Revised Sheet No. 37

For ALL TERRITORY

RULES AND REGULATIONS

- 10. Notwithstanding any other provision of this rule, Company may discontinue any service temporarily for reasons of maintenance, health, safety or a state of emergency.
 - 11. Upon the Customer's request, Company shall restore service consistent with all other provisions of this chapter when the cause for discontinuance has been eliminated, applicable restoration charges have been paid, and if required, satisfactory credit arrangements have been made. At all times, a reasonable effort shall be made to restore service upon the day restoration is requested, but no later than 7:00 p.m., and in any event, restoration shall be made not later than the next working day following the day requested by the Customer. Company shall charge the Customer a fee for restoration of service as provided in Schedule CA, Credit Action Fees.
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 - a. Notify the Customer, at least ten (10) days prior to the date of the proposed discontinuance, by first class mail, and in the case of a registered elderly or disabled Customer the additional party listed on the Customer's registration form of Company's intent to discontinue Service. The contact with the registered individual shall include initially two (2) or more telephone call attempts with the mailing of the notice;
 - b. Make further attempts to contact the Customer within ninety-six (96) hours preceding discontinuance of service either by a second written notice as in subsection 3.a., sent by first class mail; or a door hanger; or at least two (2) telephone call attempts to the Customer;
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 - d. Make a personal contact on the premises with a registered elderly or disabled Customer or some member of the family above the age of fifteen (15) years, at the time of the discontinuance of service; and
 - e. Ensure that all notices and contacts required in this subsection describe the terms for continuance of service under this rule, including the method of calculating the required payments, the availability of financial assistance from the Family Support Division and social service or charitable organizations that have notified Company that they provide that assistance, and the identity of those organizations.

DATE OF ISSUE June 3, 2011
ISSUED BY Kelly S. Walters, Vice President, Joplin, MO

DATE EFFECTIVE June 15, 2011

FILED
Missouri Public
Service Commission
ER-2011-0004; YE-2011-0615

THE EMPIRE DISTRICT ELECTRIC COMPANY

P.S.C. Mo. No. 5 Sec. 5 2nd Revised Sheet No. 37

Canceling P.S.C. Mo. No. 5 Sec. 5 1st Revised Sheet No. 37

For ALL TERRITORY

**RULES AND
REGULATIONS**

10. Notwithstanding any other provision of this rule, Company may discontinue any service temporarily for reasons of maintenance, health, safety or a state of emergency.
 11. Upon the Customer's request, Company shall restore service consistent with all other provisions of this chapter when the cause for discontinuance has been eliminated, applicable restoration charges have been paid, and if required, satisfactory credit arrangements have been made. At all times, a reasonable effort shall be made to restore service upon the day restoration is requested, but no later than 7:00 p.m., and in any event, restoration shall be made not later than the next working day following the day requested by the Customer. Company shall charge the Customer a fee for restoration of service as provided in Schedule CA, Credit Action Fees..
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 - a. Notify the Customer, at least ten (10) days prior to the date of the proposed discontinuance, by first class mail, and in the case of a registered elderly or disabled Customer the additional party listed on the Customer's registration form of Company's intent to discontinue Service. The contact with the registered individual shall include initially two (2) or more telephone call attempts with the mailing of the notice;
 - b. Make further attempts to contact the Customer within ninety-six (96) hours preceding discontinuance of service either by a second written notice as in subsection 3.a., sent by first class mail; or a door hanger; or at least two (2) telephone call attempts to the Customer;
 - c. Attempt to contact the Customer at the time of the discontinuance of service in the manner specified in Section F.8 (4 CSR 240-13.050(8))
 - d. Make a personal contact on the premises with a registered elderly or disabled Customer or some member of the family above the age of fifteen (15) years, at the time of the discontinuance of service; and
 - e. Ensure that all notices and contacts required in this subsection describe the terms for continuance of service under this rule, including the method of calculating the required payments, the availability of financial assistance from the Family Support Division and social service or charitable organizations that have notified Company that they provide that assistance, and the identity of those organizations.

CANCELLED
June 15, 2011
Missouri Public
Service Commission
ER-2011-0004; YE-2011-0615

DATE OF ISSUE December 28, 2006
ISSUED BY Kelly S. Walters, Vice President, Joplin, MO

DATE EFFECTIVE ~~January 27, 2007~~
December 14, 2007

ER-2006-0315

Filed
Missouri Public
Service Commission

THE EMPIRE DISTRICT ELECTRIC COMPANY

Sec. 5 1st Revised Sheet No. 37
Canceling P.S.C. Mo. No. 5For ALL TERRITORYNo supplement to this rate schedule will be issued except
for the purpose of canceling this rate schedule.Sec. 5 Original Sheet No. 37
Which was issued 10-07-94

RULES AND REGULATIONS

10. Notwithstanding any other provision of this rule, Company may discontinue any service temporarily for reasons of maintenance, health, safety or a state of emergency.
11. Upon the Customer's request, Company shall restore service consistent with all other provisions of this chapter when the cause for discontinuance has been eliminated, applicable restoration charges have been paid, and if required, satisfactory credit arrangements have been made. At all times, a reasonable effort shall be made to restore service upon the day restoration is requested, but no later than 7:00 p.m., and in any event, restoration shall be made not later than the next working day following the day requested by the Customer. Company shall charge the Customer a fee for restoration of service as provided in Schedule CA, Credit Action Fees..
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 - b. Make further attempts to contact the Customer within ninety-six (96) hours preceding discontinuance of service either by a second written notice as in subsection 3.a., sent by first class mail; or a door hanger; or at least two (2) telephone call attempts to the Customer;
 - c. Attempt to contact the Customer at the time of the discontinuance of service in the manner specified in Section F.8 (4 CSR 240-13.050(8))
 - d. Make a personal contact on the premises with a registered elderly or disabled Customer or some member of the family above the age of fifteen (15) years, at the time of the discontinuance of service; and
 - e. Ensure that all notices and contacts required in this subsection describe the terms for continuance of service under this rule, including the method of calculating the required payments, the availability of financial assistance from the Family Support Division and social service or charitable organizations that have notified Company that they provide that assistance, and the identity of those organizations.

DATE OF ISSUE March 3, 2005
ISSUED BY D. W. GIBSON, Vice President, Joplin, MODATE EFFECTIVE April 2, 2005

THE EMPIRE DISTRICT ELECTRIC COMPANY

Sec. 5 Original Sheet No. 37
Cancelling P.S.C. Mo. No. _____

For ALL TERRITORY

No supplement to this rate schedule will be issued except for the purpose of cancelling this rate schedule.

Sec. _____ Original Sheet No. _____
Which was issued **RECEIVED**

RULES AND REGULATIONS OCT - 7 1994

10. Notwithstanding any other provision of this rule, Company may discontinue any service temporarily for reasons of maintenance, health, safety or a state of emergency. MISSOURI PUBLIC SERVICE COMMISSION

11. Upon the Customer's request, Company shall restore service consistent with all other provisions of this chapter when the cause for discontinuance has been eliminated, applicable restoration charges have been paid, and if required, satisfactory credit arrangements have been made. At all times, a reasonable effort shall be made to restore service upon the day restoration is requested, and in any event, restoration shall be made not later than the next working day following the day requested by the Customer. Company shall charge the Customer a fee for restoration of service as provided in Schedule CA, Credit Action Fees..

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

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

CANCELLED

FILED

FEB - 9 1995

APR 02 2005
by *1st RS 37*
Public Service Commission
MISSOURI

MISSOURI
Public Service Commission

THE EMPIRE DISTRICT ELECTRIC COMPANY

P.S.C. Mo. No. 5 Sec. 5 2nd Revised Sheet No. 38

Canceling P.S.C. Mo. No. 5 Sec. 5 1st Revised Sheet No. 38

For ALL TERRITORY

RULES AND REGULATIONS

4. The Company will not make oral representation of service termination for nonpayment when termination would occur on a known "no-cut" day as governed by the temperature moratorium.
5. Weather Provisions: Discontinuance of electric service to all residential users, including all residential tenants of apartment buildings, for nonpayment of bills where electricity is used as the source of space heating or to control or operate the only space heating equipment at the residence is prohibited--
 - a. On any day when the National Weather Service local forecast between 6:00 a.m. to 9:00 a.m. for the following twenty-four (24) hours predicts that the temperature will drop below thirty-two degrees Fahrenheit (32 F);
 - b. On any day when Company personnel will not be available to reconnect utility service during the immediately succeeding day(s) (Period of Unavailability) and the National Weather Service local forecast between 6:00 a.m. to 9:00 a.m. predicts that the temperature during the Period of Unavailability will drop below thirty-two degrees Fahrenheit (32 F);
 - c. From November 1 through March 31, for any registered low income elderly or low income disabled Customer (as defined in this rule), provided that such Customer has entered into a cold weather rule payment plan, made the initial payment required by section (10) of this rule and has made and continues to make payments during the effective period of this rule that are at a minimum of the lesser of fifty percent (50%) of 1) the actual bill for usage in that billing period or 2) the levelized payment amount agreed to in the cold weather rule payment plan. Such reductions in payment amounts may be recovered by adjusting the Customer's subsequent levelized payment amounts for the months following March 31.
6. Discontinuance of Service: From November 1 through March 31, Company may not discontinue heat-related residential utility service due to nonpayment of a delinquent charge or bill provided:
 - a. The Customer contacts Company and states his/her inability to pay in full;
 - b. Company receives an initial payment and the Customer enters into a payment agreement, both of which are in compliance with section G.10. of this rule;
 - c. The Customer complies with Company's requests for information regarding the Customer's monthly or annual income; and
 - d. There is no other lawful reason for discontinuance of utility service.
7. Transfer of Service: Whenever a Customer, with a cold weather rule payment agreement, moves to another residence within the Company's service area, the Company shall permit the Customer to receive service if the Customer pays in full the amounts that should have been paid pursuant to the agreement up to the date service is requested, as well as, amounts not included in a payment agreement that have become past due. No other change to the terms of service to the Customer by virtue of the change in the Customer's residence with the exception of an upward or downward adjustment to payments necessary to reflect any changes in expected usage between the old and new residence shall be made.
8. Deposit Provisions: Company shall not assess a new deposit or bill deposits that were previously assessed during or after the period of this rule to those Customers who enter into a payment agreement and make timely payments in accordance with this rule.

CANCELLED
September 16, 2020
Missouri Public
Service Commission
ER-2019-0374; EN-2021-0038;
YE-2021-0041

DATE OF ISSUE December 28, 2006
ISSUED BY Kelly S. Walters, Vice President, Joplin, MO

DATE EFFECTIVE ~~January 27, 2007~~
December 14, 2007

ER-2006-0315

Filed
Missouri Public
Service Commission

THE EMPIRE DISTRICT ELECTRIC COMPANY

Sec. 5 1st Revised Sheet No. 38
Canceling P.S.C. Mo. No. 5For ALL TERRITORY
No supplement to this rate schedule will be issued except
for the purpose of canceling this rate schedule.Sec. 5 Original Sheet No. 38
Which was issued 10-07-94

RULES AND REGULATIONS

4. The Company will not make oral representation of service termination for nonpayment when termination would occur on a known "no-cut" day as governed by the temperature moratorium.
5. Weather Provisions: Discontinuance of electric service to all residential users, including all residential tenants of apartment buildings, for nonpayment of bills where electricity is used as the source of space heating or to control or operate the only space heating equipment at the residence is prohibited--
 - a. On any day when the National Weather Service local forecast between 6:00 a.m. to 9:00 a.m. for the following twenty-four (24) hours predicts that the temperature will drop below thirty-two degrees Fahrenheit (32 F);
 - b. On any day when Company personnel will not be available to reconnect utility service during the immediately succeeding day(s) (Period of Unavailability) and the National Weather Service local forecast between 6:00 a.m. to 9:00 a.m. predicts that the temperature during the Period of Unavailability will drop below thirty-two degrees Fahrenheit (32 F);
 - c. From November 1 through March 31, for any registered low income elderly or low income disabled Customer (as defined in this rule), provided that such Customer has entered into a cold weather rule payment plan, made the initial payment required by section (10) of this rule and has made and continues to make payments during the effective period of this rule that are at a minimum of the lesser of fifty percent (50%) of 1) the actual bill for usage in that billing period or 2) the levelized payment amount agreed to in the cold weather rule payment plan. Such reductions in payment amounts may be recovered by adjusting the Customer's subsequent levelized payment amounts for the months following March 31.
6. Discontinuance of Service: From November 1 through March 31, Company may not discontinue heat-related residential utility service due to nonpayment of a delinquent charge or bill provided:
 - a. The Customer contacts Company and states his/her inability to pay in full;
 - b. Company receives an initial payment and the Customer enters into a payment agreement, both of which are in compliance with section G.10. of this rule;
 - c. The Customer complies with Company's requests for information regarding the Customer's monthly or annual income; and
 - d. There is no other lawful reason for discontinuance of utility service.
7. Transfer of Service: Whenever a Customer, with a cold weather rule payment agreement, moves to another residence within the Company's service area, the Company shall permit the Customer to receive service if the Customer pays in full the amounts that should have been paid pursuant to the agreement up to the date service is requested, as well as, amounts not included in a payment agreement that have become past due. No other change to the terms of service to the Customer by virtue of the change in the Customer's residence with the exception of an upward or downward adjustment to payments necessary to reflect any changes in expected usage between the old and new residence shall be made.
8. Deposit Provisions: Company shall not assess a new deposit or bill deposits that were previously assessed during or after the period of this rule to those Customers who enter into a payment agreement and make timely payments in accordance with this rule.

CANCELLED
1/1/2007 & 12/14/07
ER-2006-0315
Missouri Public
Service Commission

DATE OF ISSUE March 3, 2005
ISSUED BY D. W. GIBSON, Vice President, Joplin, MODATE EFFECTIVE April 2, 2005

FILED
MO PSC

THE EMPIRE DISTRICT ELECTRIC COMPANY

Sec. 5 Original Sheet No. 38
Cancelling P.S.C. Mo. No. _____
Sec. _____ Original Sheet No. _____
Which was issued _____

For ALL TERRITORY

No supplement to this rate schedule will be issued except for the purpose of cancelling this rate schedule.

RECEIVED

OCT - 7 1994

RULES AND REGULATIONS

4. Weather Provisions: Discontinuance of electric service to all residential users, including all residential tenants of apartment buildings, for nonpayment of bills where electricity is used as the source of space heating or to control or operate the only space heating equipment at the residence is prohibited--

- a. On any day when the National Weather Service local forecast between 6:00 a.m. to 9:00 a.m. for the following twenty-four (24) hours predicts that the temperature will drop below thirty degrees Fahrenheit (30 F);
- b. On any day when Company personnel will not be available to reconnect utility service during the immediately succeeding day(s) (Period of Unavailability) and the National Weather Service local forecast between 6:00 a.m. to 9:00 a.m. predicts that the temperature during the Period of Unavailability will drop below thirty degrees Fahrenheit (30 F);

5. Discontinuance of Service: From November 1 through March 31, Company may not discontinue heat-related residential utility service due to nonpayment of a delinquent charge or bill provided:

- a. The Customer contacts Company and states his/her inability to pay in full;
- b. The Customer applies for financial assistance in paying his/her heat-related utility bill from any federal, state, local or other heating payment fund program for which s/he may be eligible;
- c. Company receives an initial payment and the Customer enters into a payment agreement, both of which are in compliance with section G.8. of this rule;
- d. The Customer complies with Company's requests for information regarding the Customer's monthly or annual income; and
- e. There is no other lawful reason for discontinuance of utility service.

6. Deposit Provisions: Company shall not assess a new deposit or bill deposits that were previously assessed during or after the period of this rule to those Customers who enter into a payment agreement and make timely payments in accordance with this rule.

7. Reconnection Provisions: If the Company has discontinued heat-related utility service to a residential Customer due to nonpayment of a delinquent charge, from November 1 through March 31 Company shall reconnect service to that Customer without requiring a deposit provided--

- a. The Customer contacts Company, requests Company to reconnect service and states an inability to pay in full;
- b. The Customer applies for financial assistance in paying his/her heat-related utility bill from any federal, state, local or other heating payment fund program for which s/he may be eligible;
- c. Company receives an initial payment and the Customer enters into a payment agreement both of which are in compliance with section G.8. of this rule;

CANCELLED

FILED

FEB - 9 1995

APR 02 2005
By RS 38
Public Service Commission
MISSOURI

MISSOURI
Public Service Commission

THE EMPIRE DISTRICT ELECTRIC COMPANY

P.S.C. Mo. No. 5 Sec. 5 3rd Revised Sheet No. 39

Canceling P.S.C. Mo. No. 5 Sec. 5 2nd Revised Sheet No. 39

For ALL TERRITORY

RULES AND REGULATIONS

9. Reconnection Provisions: If the Company has discontinued heat-related utility service to a residential Customer due to nonpayment of a delinquent charge, from November 1 through March 31 Company shall reconnect service to that Customer without requiring a deposit provided--
- a. The Customer contacts Company, requests Company to reconnect service and states an inability to pay in full;
 - b. The Company receives an initial payment and the Customer enters into a payment agreement, both of which are in compliance with section (10) of this rule;
 - c. The Customer complies with the requests of Company for information regarding the Customer's monthly or annual income;
 - d. None of the amount owed is an amount due as a result of tampering, diversion or unauthorized interference with or use of the Company's service, and the Customer has not engaged in such activity since last receiving service; and
 - e. There is no other lawful reason for continued refusal to provide utility service.
10. Payment Agreement: The payment agreement for service under this Cold Weather rule shall comply with the following:
- a. A pledge of an amount equal to any payment required by this section by the agency which administers LIHEAP shall be deemed to be the payment required. Company shall confirm in writing the terms of any payment agreement under this rule, unless the extension granted the Customer does not exceed two (2) weeks.
 - b. Payment Calculations:
 - (1) Company shall first offer a twelve (12) month budget plan which is designed to cover the total of all preexisting arrears, current bills and Company's estimate of the ensuing bills.
 - (2) If the Customer states an inability to pay the budget plan amount, Company and the Customer may upon mutual agreement enter into a payment agreement which allows payment of preexisting arrears over a reasonable period in excess of twelve (12) months. In determining a reasonable period of time, Company and the Customer shall consider the amount of the arrears, the time over which it developed, the reasons why it developed, the Customer's payment history and the Customer's ability to pay.
 - (3) Company shall permit a Customer to enter into a payment agreement to cover the current bill plus arrearages in fewer than twelve (12) months if requested by the Customer.
 - (4) Company may revise the required payment in accordance with its Average Payment Plan.
 - (5) If a Customer defaults on a cold weather rule payment agreement but has not yet had service discontinued by the Company, the Company shall permit such Customer to be reinstated on the payment agreement if the Customer pays in full the amounts that should have been paid pursuant to the agreement up to the date service is requested, as well as, amounts not included in a payment agreement that have become past due.
 - c. Initial Payments:
 - (1) For a Customer who has not defaulted on a payment plan under the cold weather rule, the initial payment shall be no more than twelve percent (12%) of the twelve (12) month budget bill amount calculated in subsection (10)b. of this rule unless the Company and the Customer agree to a different amount.
 - (2) For a Customer that has defaulted on a payment plan under the cold weather rule, the initial payment shall be an amount equal to eighty percent (80%) of the Customer's balance, unless the Company and the Customer agree to a different amount.

CANCELLED
September 16, 2020
Missouri Public
Service Commission
ER-2019-0374; EN-2021-0038;
YE-2021-0041

DATE OF ISSUE June 3, 2011
ISSUED BY Kelly S. Walters, Vice President, Joplin, MO

DATE EFFECTIVE June 15, 2011

FILED
Missouri Public
Service Commission
ER-2011-0004; YE-2011-0615

THE EMPIRE DISTRICT ELECTRIC COMPANY

P.S.C. Mo. No. 5 Sec. 5 2nd Revised Sheet No. 39

Canceling P.S.C. Mo. No. 5 Sec. 5 1st Revised Sheet No. 39

For ALL TERRITORY

RULES AND REGULATIONS

- 9. Reconnection Provisions: If the Company has discontinued heat-related utility service to a residential Customer due to nonpayment of a delinquent charge, from November 1 through March 31 Company shall reconnect service to that Customer without requiring a deposit provided--
 - a. The Customer contacts Company, requests Company to reconnect service and states an inability to pay in full;
 - b. The Company receives an initial payment and the Customer enters into a payment agreement, both of which are in compliance with section (10) of this rule;
 - c. The Customer complies with the requests of Company for information regarding the Customer's monthly or annual income;
 - d. None of the amount owed is an amount due as a result of tampering, diversion or unauthorized interference with or use of the Company's service, and the Customer has not engaged in such activity since last receiving service; and
 - e. There is no other lawful reason for continued refusal to provide utility service.

- 10. Payment Agreement: The payment agreement for service under this Cold Weather rule shall comply with the following:
 - a. A pledge of an amount equal to any payment required by this section by the agency which administers LIHEAP shall be deemed to be the payment required. Company shall confirm in writing the terms of any payment agreement under this rule, unless the extension granted the Customer does not exceed two (2) weeks.
 - b. Payment Calculations:
 - (1) Company shall first offer a twelve (12)-month budget plan which is designed to cover the total of all preexisting arrears, current bills and Company's estimate of the ensuing bills.
 - (2) If the Customer states an inability to pay the budget plan amount, Company and the Customer may upon mutual agreement enter into a payment agreement which allows payment of preexisting arrears over a reasonable period in excess of twelve (12) months. In determining a reasonable period of time, Company and the Customer shall consider the amount of the arrears, the time over which it developed, the reasons why it developed, the Customer's payment history and the Customer's ability to pay.
 - (3) Company shall permit a Customer to enter into a payment agreement to cover the current bill plus arrearages in fewer than twelve (12) months if requested by the Customer.
 - (4) Company may revise the required payment in accordance with its Average Payment Plan.
 - (5) If a Customer defaults on a cold weather rule payment agreement but has not yet had service discontinued by the Company, the Company shall permit such Customer to be reinstated on the payment agreement if the Customer pays in full the amounts that should have been paid pursuant to the agreement up to the date service is requested, as well as, amounts not included in a payment agreement that have become past due.
 - c. Initial Payments:
 - (1) For a Customer who has not defaulted on a payment plan under the cold weather rule, the initial payment shall be no more than twelve percent (12%) of the twelve (12) month budget bill amount calculated in subsection (10)b. of this rule unless the Company and the Customer agree to a different amount.
 - (2) For a Customer that has defaulted on a payment plan under the cold weather rule, the initial payment shall be an amount equal to eighty percent (80%) of the Customer's balance, unless the Company and the Customer agree to a different amount.

CANCELLED
June 15, 2011
Missouri Public
Service Commission
ER-2011-0004; YE-2011-0615

DATE OF ISSUE December 28, 2006
ISSUED BY Kelly S. Walters, Vice President, Joplin, MO

DATE EFFECTIVE January 27, 2007
December 14, 2007

ER-2006-0315

Filed
Missouri Public
Service Commission

THE EMPIRE DISTRICT ELECTRIC COMPANY

Sec. 5 1st Revised Sheet No. 39
Canceling P.S.C. Mo. No. 5For ALL TERRITORY
No supplement to this rate schedule will be issued except
for the purpose of canceling this rate schedule.Sec. 5 Original Sheet No. 39
Which was issued 10-07-94

RULES AND REGULATIONS

9. Reconnection Provisions: If the Company has discontinued heat-related utility service to a residential Customer due to nonpayment of a delinquent charge, from November 1 through March 31 Company shall reconnect service to that Customer without requiring a deposit provided--
- a. The Customer contacts Company, requests Company to reconnect service and states an inability to pay in full;
 - b. The Company receives an initial payment and the Customer enters into a payment agreement, both of which are in compliance with section (10) of this rule;
 - c. The Customer complies with the requests of Company for information regarding the Customer's monthly or annual income;
 - d. None of the amount owed is an amount due as a result of tampering, diversion or unauthorized interference with or use of the Company's service, and the Customer has not engaged in such activity since last receiving service; and
 - e. There is no other lawful reason for continued refusal to provide utility service.
10. Payment Agreement: The payment agreement for service under this Cold Weather rule shall comply with the following:
- a. A pledge of an amount equal to any payment required by this section by the agency which administers LIHEAP shall be deemed to be the payment required. Company shall confirm in writing the terms of any payment agreement under this rule, unless the extension granted the Customer does not exceed two (2) weeks.
 - b. Payment Calculations:
 - (1) Company shall first offer a twelve (12)-month budget plan which is designed to cover the total of all preexisting arrears, current bills and Company's estimate of the ensuing bills.
 - (2) If the Customer states an inability to pay the budget plan amount, Company and the Customer may upon mutual agreement enter into a payment agreement which allows payment of preexisting arrears over a reasonable period in excess of twelve (12) months. In determining a reasonable period of time, Company and the Customer shall consider the amount of the arrears, the time over which it developed, the reasons why it developed, the Customer's payment history and the Customer's ability to pay.
 - (3) Company shall permit a Customer to enter into a payment agreement to cover the current bill plus arrearages in fewer than twelve (12) months if requested by the Customer.
 - (4) Company may revise the required payment in accordance with its Average Payment Plan.
 - (5) If a Customer defaults on a cold weather rule payment agreement but has not yet had service discontinued by the Company, the Company shall permit such Customer to be reinstated on the payment agreement if the Customer pays in full the amounts that should have been paid pursuant to the agreement up to the date service is requested, as well as, amounts not included in a payment agreement that have become past due.
 - c. Initial Payments:
 - (1) For a Customer who has not defaulted on a payment plan under the cold weather rule, the initial payment shall be no more than twelve percent (12%) of the twelve (12) month budget bill amount calculated in subsection (10)b. of this rule unless the Company and the Customer agree to a different amount.
 - (2) For a Customer that has defaulted on a payment plan under the cold weather rule, the initial payment shall be an amount equal to eighty percent (80%) of the Customer's balance, unless the Company and the Customer agree to a different amount.

CANCELLED
1/1/2007 & 12/14/07
ER-2006-0315
Missouri Public
Service Commission

DATE OF ISSUE March 3, 2005
ISSUED BY D. W. GIBSON, Vice President, Joplin, MODATE EFFECTIVE April 2, 2005

FILED
MO PSC

THE EMPIRE DISTRICT ELECTRIC COMPANY

Sec. 5 Original Sheet No. 39
Cancelling P.S.C. Mo. No. _____

For ALL TERRITORY

No supplement to this rate schedule will be issued except for the purpose of cancelling this rate schedule.

Sec. _____ Original **RECEIVED** Sheet No. _____
Which was issued _____

RULES AND REGULATIONS **OCT - 7 1994**

MO. PUBLIC SERVICE COMM.

- d. The Customer complies with the requests of Company for information regarding the Customer's monthly or annual income;
 - e. None of the amount owed is an amount due as a result of tampering, diversion or unauthorized interference with or use of the Company's service, and the Customer has not engaged in such activity since last receiving service; and
 - f. There is no other lawful reason for continued refusal to provide utility service.
8. Payment Agreement: The payment agreement for service under this Cold Weather rule shall comply with the following:
- a. A pledge of an amount equal to any payment required by this section by the agency which administers LIHEAP, Utilicare or ECIP, or a combination of these, shall be deemed to be the payment required. Company shall confirm in writing the terms of any payment agreement under this rule, unless the extension granted the Customer does not exceed two (2) weeks.
 - b. Payment Calculations:
 - (1) Company shall first offer a twelve (12)-month budget plan which is designed to cover the total of all preexisting arrears, current bills and Company's estimate of the ensuing bills.
 - (2) If the Customer states an inability to pay the budget plan amount, Company and the Customer may upon mutual agreement enter into a payment agreement which allows payment of preexisting arrears over a reasonable period in excess of twelve (12) months. In determining a reasonable period of time, Company and the Customer shall consider the amount of the arrears, the time over which it developed, the reasons why it developed, the Customer's payment history and the Customer's ability to pay.
 - (3) Company shall permit a Customer to enter into a payment agreement to cover the current bill plus arrearages in fewer than twelve (12) months if requested by the Customer.
 - (4) Company may revise the required payment in accordance with its Average Payment Plan.
 - c. Initial Payments:
 - (1) For a Customer who has not defaulted on a payment plan under the cold weather rule, the initial payment shall be the amount of the monthly payment calculated in subsection G.8.b. of this rule;
 - (2) For a Customer who has defaulted on a payment plan under the cold weather rule, the initial payment shall be an amount equal to the total of the delinquent installments, unless Company and Customer agree to a lesser amount.

CANCELLED

FILED

APR 02 2005
by *RS* 39
Public Service Commission
MISSOURI

FEB - 9 1995
MISSOURI
Public Service Commission

THE EMPIRE DISTRICT ELECTRIC COMPANY

P.S.C. Mo. No. 5 Sec. 5 3rd Revised Sheet No. 40

Canceling P.S.C. Mo. No. 5 Sec. 5 2nd Revised Sheet No. 40

For ALL TERRITORY

RULES AND REGULATIONS

11. If Company refuses to provide service pursuant to this rule and the reason for refusal of service involves unauthorized interference, diversion or use of the Company's service situated or delivered on or about the Customer's premises, Company shall maintain records concerning the refusal of service which at a minimum shall include: the name and address of the person denied reconnection, the names of all company personnel involved in any part of the determination that refusal of service was appropriate, the facts surrounding the reason for the refusal and any other relevant information.

H. SETTLEMENT AGREEMENTS AND EXTENSION AGREEMENTS 4 CSR 240-13.060

- 1. When Company and a Customer arrive at a mutually satisfactory settlement of any dispute or the Customer does not dispute liability to Company but claims inability to pay the delinquent charges in full, Company and the Customer may enter into a settlement agreement. A settlement agreement which extends beyond ninety (90) days shall be in writing and mailed or otherwise delivered to the Customer.
- 2. Every payment agreement resulting from the Customer's inability to pay the delinquent charges in full shall provide that service will not be discontinued if the Customer initially pays the amount of the delinquent charges specified in the agreement and agrees to pay a reasonable portion of the remaining delinquent charges in installments and each subsequent bill on or before the delinquent date each month until all delinquent charges are paid in full. For purposes of determining reasonableness, the parties will consider the following: The size of the delinquent balance; the Customer's ability to pay; the Customer's payment history; the time that the debt has been outstanding; the reasons why the debt has been outstanding; and any other relevant factors relating to the Customer's service. Such a payment agreement shall not exceed twelve (12) months duration, unless the customer and the Company agree to a longer period.
- 3. If a Customer fails to comply with the terms and conditions of a settlement agreement, Company may discontinue service after notifying the Customer in writing, by personal service or first-class mail in accordance with notice requirements in Section F (4 CSR 240-13.050). that the Customer is in default of the settlement agreement; the nature of the default; that unless full payment of all balances due is made, Company will discontinue service; and the date upon or after which service will be discontinued.

CANCELLED
September 16, 2020
Missouri Public
Service Commission
ER-2019-0374; EN-2021-0038;
YE-2021-0041

DATE OF ISSUE July 25, 2014
ISSUED BY Kelly S. Walters, Vice President, Joplin, MO

DATE EFFECTIVE August 24, 2014

FILED
Missouri Public
Service Commission
JE-2015-0022

THE EMPIRE DISTRICT ELECTRIC COMPANY

P.S.C. Mo. No. 5 Sec. 5 2nd Revised Sheet No. 40

Canceling P.S.C. Mo. No. 5 Sec. 5 1st Revised Sheet No. 40

For ALL TERRITORY

RULES AND REGULATIONS

11. If Company refuses to provide service pursuant to this rule and the reason for refusal of service involves unauthorized interference, diversion or use of the Company's service situated or delivered on or about the Customer's premises, Company shall maintain records concerning the refusal of service which at a minimum shall include: the name and address of the person denied reconnection, the names of all company personnel involved in any part of the determination that refusal of service was appropriate, the facts surrounding the reason for the refusal and any other relevant information.

H. SETTLEMENT AGREEMENTS AND EXTENSION AGREEMENTS 4 CSR 240-13.060

1. When Company and a Customer arrive at a mutually satisfactory settlement of any dispute or the Customer does not dispute liability to Company but claims inability to pay the delinquent charges in full, Company and the Customer may enter into an extension or settlement agreement. A settlement agreement which extends beyond sixty (60) days shall be in writing and mailed or otherwise delivered to the Customer.
2. Every settlement agreement resulting from the Customer's inability to pay the delinquent charges in full shall provide that service will not be discontinued if the Customer initially pays the amount of the delinquent charges specified in the agreement and agrees to pay a reasonable portion of the remaining delinquent charges in installments and each subsequent bill on or before the delinquent date each month until all delinquent charges are paid in full. For purposes of determining reasonableness, the parties will consider the following: The size of the delinquent balance; the Customer's ability to pay; the Customer's payment history; the time that the debt has been outstanding; the reasons why the debt has been outstanding; and any other relevant factors relating to the Customer's service.
3. If a Customer fails to comply with the terms and conditions of a settlement agreement, Company may discontinue service after notifying the Customer in writing, by personal service or first-class mail in accordance with notice requirements in Section F (4 CSR 240-13.050), that the Customer is in default of the settlement agreement; the nature of the default; that unless full payment of all balances due is made, Company will discontinue service; and the date upon or after which service will be discontinued.
4. Company may enter into an extension agreement upon the request of a Customer who claims an inability to pay the bill in full.

DATE OF ISSUE December 28, 2006
ISSUED BY Kelly S. Walters, Vice President, Joplin, MO

DATE EFFECTIVE ~~January 27, 2007~~
December 14, 2007

THE EMPIRE DISTRICT ELECTRIC COMPANY

Sec. 5 1st Revised Sheet No. 40
Canceling P.S.C. Mo. No. 5For ALL TERRITORYNo supplement to this rate schedule will be issued except
for the purpose of canceling this rate schedule.Sec. 5 Original Sheet No. 40
Which was issued 10-07-94

RULES AND REGULATIONS

11. If Company refuses to provide service pursuant to this rule and the reason for refusal of service involves unauthorized interference, diversion or use of the Company's service situated or delivered on or about the Customer's premises, Company shall maintain records concerning the refusal of service which at a minimum shall include: the name and address of the person denied reconnection, the names of all company personnel involved in any part of the determination that refusal of service was appropriate, the facts surrounding the reason for the refusal and any other relevant information.

H. SETTLEMENT AGREEMENTS AND EXTENSION AGREEMENTS 4 CSR 240-13.060

1. When Company and a Customer arrive at a mutually satisfactory settlement of any dispute or the Customer does not dispute liability to Company but claims inability to pay the delinquent charges in full, Company and the Customer may enter into an extension or settlement agreement. A settlement agreement which extends beyond sixty (60) days shall be in writing and mailed or otherwise delivered to the Customer.
2. Every settlement agreement resulting from the Customer's inability to pay the delinquent charges in full shall provide that service will not be discontinued if the Customer initially pays the amount of the delinquent charges specified in the agreement and agrees to pay a reasonable portion of the remaining delinquent charges in installments and each subsequent bill on or before the delinquent date each month until all delinquent charges are paid in full. For purposes of determining reasonableness, the parties will consider the following: The size of the delinquent balance; the Customer's ability to pay; the Customer's payment history; the time that the debt has been outstanding; the reasons why the debt has been outstanding; and any other relevant factors relating to the Customer's service.
3. If a Customer fails to comply with the terms and conditions of a settlement agreement, Company may discontinue service after notifying the Customer in writing, by personal service or first-class mail in accordance with notice requirements in Section F (4 CSR 240-13.050). that the Customer is in default of the settlement agreement; the nature of the default; that unless full payment of all balances due is made, Company will discontinue service; and the date upon or after which service will be discontinued.
4. Company may enter into an extension agreement upon the request of a Customer who claims an inability to pay the bill in full.

CANCELLED
1/1/2007 & 12/14/07
ER-2006-0315
Missouri Public
Service Commission

DATE OF ISSUE March 3, 2005
ISSUED BY D. W. GIBSON, Vice President, Joplin, MO

DATE EFFECTIVE April 2, 2005

**FILED
MO PSC**

For ALL TERRITORY

No supplement to this rate schedule will be issued except for the purpose of cancelling this rate schedule.

RECEIVED

RULES AND REGULATIONS

OCT - 7 1994

9. If Company refuses to provide service pursuant to this rule and the reason for refusal of service involves unauthorized interference, diversion or use of the Company's service situated or delivered on or about the Customer's premises, Company shall maintain records concerning the refusal of service which at a minimum shall include: the name and address of the person denied reconnection, the names of all company personnel involved in any part of the determination that refusal of service was appropriate, the facts surrounding the reason for the refusal and any other relevant information.
10. Allowable Discontinuance: Discontinuance of residential electric service during the cold weather period is limited to the following reasons:
- a. A Customer having delinquent payments under a payment agreement entered into pursuant to this rule or its predecessors may be disconnected, after proper notice, unless the Customer pays the amount that is delinquent under the terms of the agreement;
 - b. A Customer may be disconnected for tampering with, diversion of or unauthorized use of electric service.

MO. PUBLIC SERVICE COMMISSION

H. SETTLEMENT AGREEMENTS AND EXTENSION AGREEMENTS 4 CSR 240-13.060

- 1. When Company and a Customer arrive at a mutually satisfactory settlement of any dispute or the Customer does not dispute liability to Company but claims inability to pay the delinquent charges in full, Company and the Customer may enter into an extension or settlement agreement. A settlement agreement which extends beyond sixty (60) days shall be in writing and mailed or otherwise delivered to the Customer.
- 2. Every settlement agreement resulting from the Customer's inability to pay the delinquent charges in full shall provide that service will not be discontinued if the Customer initially pays the amount of the delinquent charges specified in the agreement and agrees to pay a reasonable portion of the remaining delinquent charges in installments and each subsequent bill on or before the delinquent date each month until all delinquent charges are paid in full. For purposes of determining reasonableness, the parties will consider the following: The size of the delinquent balance; the Customer's ability to pay; the Customer's payment history; the time that the debt has been outstanding; the reasons why the debt has been outstanding; and any other relevant factors relating to the Customer's service.
- 3. If a Customer fails to comply with the terms and conditions of a settlement agreement, Company may discontinue service after notifying the Customer in writing, by personal service or first-class mail in accordance with notice requirements in Section F (4 CSR 240-13.050). that the Customer is in default of the settlement agreement; the nature of the default; that unless full payment of all balances due is made, Company will discontinue service; and the date upon or after which service will be discontinued.
- 4. Company may enter into an extension agreement upon the request of a Customer who claims an inability to pay the bill in full.

CANCELLED

FILED

FEB - 9 1995

APR 02 2005
1st RS 40
by Public Service Commission
MISSOURI

MISSOURI
Public Service Commission

THE EMPIRE DISTRICT ELECTRIC COMPANY

P.S.C. Mo. No. 5 Sec. 5 1st Revised Sheet No. 41

Canceling P.S.C. Mo. No. 5 Sec. 5 Original Sheet No. 41

For ALL TERRITORY

RULES AND REGULATIONS

I. COMMISSION COMPLAINT PROCEDURES 4 CSR 240-13.070

This rule sets forth the procedures to be followed prior to and in filing a complaint with the Commission.

1. Prior to filing an informal or formal complaint the Customer shall pursue remedies directly with Company as provided in this chapter. The Commission specifically reserves the right to waive this requirement when circumstances so require.
2. Any person aggrieved by a violation of any rules in this chapter or the Public Service Commission laws of Missouri relating to utilities may file an informal or formal complaint under 4 CSR 240-2.070.
3. If Company and a Customer fail to resolve a matter in dispute, Company shall advise the Customer of his/her right to file an informal complaint with the Commission under 4 CSR 240-2.070.
4. If the staff is unable to resolve the complaint to the satisfaction of the parties, the staff shall send a dated letter to that effect to the complainant and to Company.
 - a. The letter shall advise the complainant that, if s/he desires, s/he may file a formal complaint in accordance with 4 CSR 240-2.070.
 - b. If the complaint concerns a bill, the nonpayment of which could subject the complainant to discontinuance of service under the provisions of Section F (4 CSR 240-13.050), the staff's letter shall advise the complainant that if a formal complaint is not filed within thirty (30) days of the date of the letter, the complainant may become subject to discontinuance of service.
5. The Commission staff may treat an informal complaint involving the same question or issue based upon the same facts dealt with in a prior informal complaint already decided, and may advise the complainant that this informal complaint will not be reviewed.
6. Company shall not discontinue residential service relative to the matter in dispute during the pendency of an informal complaint and until at least thirty-one (31) days after the date of the letter issued pursuant to section I.4., and shall in no case discontinue this service without leaving a notice of discontinuance after the date of the letter issued pursuant to section I.4.
7. Failure of the Customer to pay the amount of a bill which is not in dispute, as determined pursuant to sections E.5 or E.6. (4 CSR 240-13.045(5) or (6)) of these rules, shall be grounds for dismissal of an informal or formal complaint.

CANCELLED
September 16, 2020
Missouri Public
Service Commission
ER-2019-0374; EN-2021-0038;
YE-2021-0041

DATE OF ISSUE December 28, 2006
ISSUED BY Kelly S. Walters, Vice President, Joplin, MO

DATE EFFECTIVE ~~January 27, 2007~~
December 14, 2007

ER-2006-0315

Filed
Missouri Public
Service Commission

For ALL TERRITORY

No supplement to this rate schedule will be issued except for the purpose of cancelling this rate schedule.

Sec. _____ Original Sheet No. _____
Which was issued on RECEIVED

RULES AND REGULATIONS

OCT - 7 1994

I. COMMISSION COMPLAINT PROCEDURES 4 CSR 240-13.070

This rule sets forth the procedures to be followed prior to and in filing a complaint with the **MISSOURI PUBLIC SERVICE COMM.**

1. Prior to filing an informal or formal complaint the Customer shall pursue remedies directly with Company as provided in this chapter. The Commission specifically reserves the right to waive this requirement when circumstances so require.
2. Any person aggrieved by a violation of any rules in this chapter or the Public Service Commission laws of Missouri relating to utilities may file an informal or formal complaint under 4 CSR 240-2.070.
3. If Company and a Customer fail to resolve a matter in dispute, Company shall advise the Customer of his/her right to file an informal complaint with the Commission under 4 CSR 240-2.070.
4. If the staff is unable to resolve the complaint to the satisfaction of the parties, the staff shall send a dated letter to that effect to the complainant and to Company.
 - a. The letter shall advise the complainant that, if s/he desires, s/he may file a formal complaint in accordance with 4 CSR 240-2.070.
 - b. If the complaint concerns a bill, the nonpayment of which could subject the complainant to discontinuance of service under the provisions of Section F (4 CSR 240-13.050), the staff's letter shall advise the complainant that if a formal complaint is not filed within thirty (30) days of the date of the letter, the complainant may become subject to discontinuance of service.
5. The Commission staff may treat an informal complaint involving the same question or issue based upon the same facts dealt with in a prior informal complaint already decided, and may advise the complainant that this informal complaint will not be reviewed.
6. Company shall not discontinue residential service relative to the matter in dispute during the pendency of an informal complaint and until at least thirty-one (31) days after the date of the letter issued pursuant to section I.4., and shall in no case discontinue this service without leaving a notice of discontinuance after the date of the letter issued pursuant to section I.4.
7. Failure of the Customer to pay the amount of a bill which is not in dispute, as determined pursuant to sections E.5 or E.6. (4 CSR 240-13.045(5) or (6)) of these rules, shall be grounds for dismissal of an informal or formal complaint.

FILED

FEB - 9 1995

**MISSOURI
Public Service Commission**

CANCELLED
1/1/2007 & 12/14/07
ER-2006-0315
Missouri Public
Service Commission

AMENDED ARTICLE VI

RECEIVED

of

AUG 31 1990

CONTRACT FOR POWER SERVICE

MISSOURI
Public Service Commission

Between The Empire District Electric Company and Linde Division, Union Carbide Corporation, dated January 2, 1968 and subsequently amended June 25, 1984.

ARTICLE VI

RATE

The following rate will apply to all power and energy supplied, sold and delivered hereunder:

*NET MONTHLY RATE:

Demand Charge:

First 5,000 Kw or less of Billing Demand	\$19,087.00
Next 1,000 Kw of Billing Demand, per Kw	\$ 3.63
Excess of 6,000 Kw of Billing Demand, per Kw	\$ 3.52

Energy Charge:

First 400,000 Kwh, per Kwh	\$.0274
Next 250 Kwh per Kw of Billing Demand, per Kwh	\$.0263
All additional Kwh, per Kwh	\$.0252

DETERMINATION OF BILLING DEMAND:

The Billing Demand shall be determined as being the highest fifteen (15) minute integrated kilowatt demand registered during the month by a suitable demand meter; but no Billing Demand shall be less than 65% of the highest such demand established during the 12-month period ending with the current month, and in no event shall the Billing Demand be less than 5,000 kilowatts.

MINIMUM MONTHLY BILL:

Except as hereinafter provided in ARTICLES IX and XII, the Minimum Monthly Bill hereunder shall be the Demand Charge.

FILED

SEP 10 1990

90-158
Public Service Commission

Issued August 20, 1990 by R. L. Lamb, President of The Empire District Electric Company, to be effective September 10, 1990 and superseding Article VI issued October 14, 1987, by R. L. Lamb, President of the Company.

CANCELLED
September 16, 2020
Missouri Public
Service Commission

RECEIVED

AUG 31 1990

MISSOURI

Public Service Commission

MINIMUM ANNUAL REVENUE:

During any contract year (being twelve months period subsequent to the date of initial service hereunder and of each anniversary of such date, during the term of the contract), the total amount of all monthly bills for service hereunder shall not be less than \$50.00 per kilowatt of CUSTOMER'S highest Billing Demand during the contract period to date. The date of initial service hereunder shall be the date beginning the period billed next after the execution of this contract.

FILED

SEP 10 1990

90 - 138

Public Service Commission

Issued August 20, 1990 by R. L. Lamb, President of The Empire District Electric Company, to be effective September 10, 1990 and superseding Article VI issued October 24, 1986, by R. L. Lamb, President of the Company.

CANCELLED

September 16, 2020

Missouri Public

Service Commission

ER-2019-0374; EN-2021-0038; YE-2021-0041

AMENDED ARTICLE IV

of

CONTRACT FOR POWER SERVICE

RECEIVED

AUG 31 1990

MISSOURI
Public Service Commission

Between The Empire District Electric Company and Atlas Chemical Industries, Inc., now Atlas Powder Company, Subsidiary of Tyler Corporation, dated May 30, 1967 and subsequently amended by letter contract May 28, 1971.

ARTICLE IV

RATE

The following rate will apply to all power and energy supplied, sold and delivered hereunder:

*NET MONTHLY RATE:

Demand Charge:

First 6,000 Kw or less of Billing Demand	\$21,672.00
Excess of 6,000 Kw of Billing Demand, per Kw	3.52

Energy Charge:

First 400,000 Kwh, per Kwh	\$.0274
Next 250 Kwh per Kw of Billing Demand, per Kwh	.0263
All additional Kwh, per Kwh	.0252

DETERMINATION OF BILLING DEMAND:

The Billing Demand shall be the highest fifteen-minute integrated kilowatt demand registered during the month by a suitable demand meter, but no Billing Demand shall be less than 65% of the highest Billing Demand established during the twelve (12) months period ending with the current month, and in no event shall the Billing Demand be less than 6,000 kilowatts.

MINIMUM MONTHLY BILL:

The Minimum Monthly Bill hereunder shall be the Demand Charge.

Issued August 20, 1990 by R. L. Lamb, President of The Empire District Electric Company, to be effective September 10, 1990 and superseding Article IV issued October 14, 1987, by R. L. Lamb, President of the Company.

FILED

SEP 10 1990
90-130

Public Service Commission

CANCELLED
September 16, 2020
Missouri Public
Service Commission

RECEIVED

AUG 31 1990

MISSOURI
Public Service Commission

METERING:

The above rate applies for serviced metered at 69,000 volts. If, at EMPIRE'S option, service is metered at a lower voltage, or at a point other than the point of delivery, a correction factor shall be applied to the metered demand and energy to adjust to the 69,000 volt point of delivery.

REACTIVE DEMAND ADJUSTMENT:

The Rate set forth above has been formulated by EMPIRE to recognize service rendered to the CUSTOMER at a power factor which places minimum lagging reactive loading on EMPIRE'S system; consequently, the CUSTOMER agrees not to impose upon the EMPIRE'S system during any billing month a maximum reactive loading greater than 39.5% of the maximum power loading and to control such loading by means of electrical apparatus installed and maintained by the CUSTOMER for such purpose.

Issued August 20, 1990 by R. L. Lamb, President of The Empire District Electric Company, to be effective September 10, 1990 and superseding Article IV issued October 24, 1986, by R. L. Lamb, President of the Company.

FILED

SEP 10 1990
90 - 138

Public Service Commission

CANCELLED
September 16, 2020
Missouri Public
Service Commission

RECEIVED

OCT 14 1987

MISSOURI
Public Service Commission

AMENDED ARTICLE IV

of

CONTRACT FOR POWER SERVICE

Between The Empire District Electric Company and Atlas Chemical Industries, Inc., now Atlas Powder Company, Subsidiary of Tyler Corporation, dated May 30, 1967 and subsequently amended by letter contract May 28, 1971.

ARTICLE IV

RATE

The following rate will apply to all power and energy supplied, sold and delivered hereunder:

*NET MONTHLY RATE:

Demand Charge:

First 6,000 Kw or less of Billing Demand
Excess of 6,000 Kw of Billing Demand, per Kw

Energy Charge:

First 400,000 Kwh, per Kwh	\$0.0259
Next 250 Kwh per Kw of Billing Demand, per Kwh	\$0.0249
All additional Kwh, per Kwh	\$0.0238

CANCELLED
SEP 10 1990
BY 9-10-90 Contract
Public Service Commission
MISSOURI

DETERMINATION OF BILLING DEMAND:

The Billing Demand shall be the highest fifteen-minute integrated kilowatt demand registered during the month by a suitable demand meter, but no Billing Demand shall be less than .65% of the highest Billing Demand established during the twelve (12) months period ending with the current month, and in no event shall the Billing Demand be less than 6,000 kilowatts.

MINIMUM MONTHLY BILL:

The Minimum Monthly Bill hereunder shall be the Demand Charge.

FILED

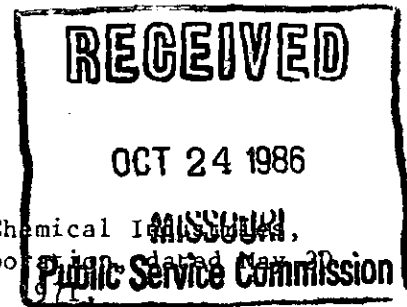
OCT 15 1987
A0-87-484 E0-88-114
Public Service Commission

Issued OCT 14 1987 by R. L. Lamb, President of the Empire District Electric Company, to be effective OCT 15 1987 and superseding Article IV issued October 24, 1986, by R. L. Lamb, President of the Company.

AMENDED ARTICLE IV

of

CONTRACT FOR POWER SERVICE



Between The Empire District Electric Company and Atlas Chemical Inc., now Atlas Powder Company, Subsidiary of Tyler Corporation, dated May 28, 1967 and subsequently amended by letter contract May 28, 1977.

ARTICLE IV

RATE

The following rate will apply to all power and energy supplied, sold and delivered hereunder:

*NET MONTHLY RATE:

Demand Charge:

First 6,000 Kw or less of Billing Demand	\$21,302.00
Excess of 6,000 Kw of Billing Demand, per Kw	\$ 3.46

Energy Charge:

First 400,000 Kwh, per Kwh	\$0.0269
Next 250 Kw per Kw of Billing Demand, per Kwh	\$0.0259
All additional Kwh, per Kwh	\$0.0247

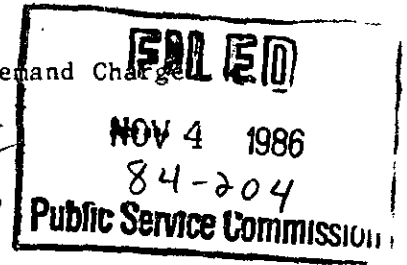
DETERMINATION OF BILLING DEMAND:

The Billing Demand shall be the highest fifteen-minute integrated kilowatt demand registered during the month by a suitable demand meter, but no Billing Demand shall be less than 65% of the highest Billing Demand established during the twelve (12) months period ending with the current month, and in no event shall the Billing Demand be less than 6,000 kilowatts.

MINIMUM MONTHLY BILL:

The Minimum Monthly Bill shall be the Demand Charge.

CANCELLED
OCT 15 1987
BY Amended Article IV
Public Service Commission
MISSOURI 10-15-87



Issued October 24, 1986 by R. L. Lamb, President of the Empire District Electric Company, to be effective November 4, 1986 and superseding Article IV issued March 21, 1984, by R. L. Lamb, President of the Company.

RECEIVED
OCT 24 1986
MISSOURI
Public Service Commission

METERING:

The above rate applies for service metered at 69,000 volt. At EMPIRE'S option, service is metered at a lower voltage, or at a point other than the point of delivery, a correction factor shall be applied to the metered demand and energy to adjust to the 69,000 volt point of delivery.

REACTIVE DEMAND ADJUSTMENT:

The Rate set forth above has been formulated by EMPIRE to recognize service rendered to the CUSTOMER at a power factor which places minimum lagging reactive loading on EMPIRE'S system; consequently, the CUSTOMER agrees not to impose upon the EMPIRE'S system during any billing month a maximum reactive loading greater than 39.5% of the maximum power loading and to control such loading by means of electrical apparatus installed and maintained by the CUSTOMER for such purpose.

CANCELLED

OCT 15 1987

BY *Amended Article IV*
Public Service Commission *date*
MISSOURI *Oct. 15, 1987*

FILED
NOV 4 1986
84-204
Public Service Commission

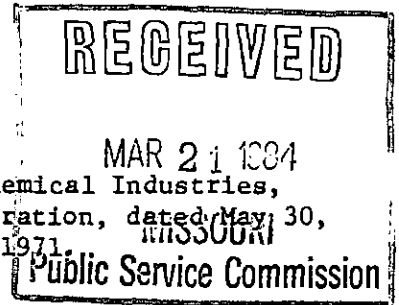
Issued October 24, 1986 by R. L. Lamb, President of the Empire District Electric Company, to be effective November 4, 1986 and superseding Article IV issued March 21, 1984, by R. L. Lamb, President of the Company.

AMENDED ARTICLE IV

of

CONTRACT FOR POWER SERVICE

Between The Empire District Electric Company and Atlas Chemical Industries, Inc., now Atlas Powder Company, Subsidiary of Tyler Corporation, dated May 30, 1967 and subsequently amended by letter contract May 28, 1971.



ARTICLE IV

RATE

The following rate will apply to all power and energy supplied, sold and delivered hereunder:

NET MONTHLY RATE:

Demand Charge:

First 6,000 Kw or less of Billing Demand	\$21,529.00
Excess of 6,000 Kw of Billing Demand, per Kw	\$ 3.52

Energy Charge:

First 400,000 KWH, per KWH	\$0.0270
Next 250 KWH per Kw of Billing Demand, per KWH	\$0.0260
All additional KWH, per KWH	\$0.0248

DETERMINATION OF BILLING DEMAND:

The Billing Demand shall be the highest fifteen-minute integrated kilowatt demand registered during the month by a suitable demand meter, but no Billing Demand shall be less than 65% of the highest Billing Demand established during the twelve (12) month period ending with the current month, and in no event shall the Billing Demand be less than 6,000 kilowatts.

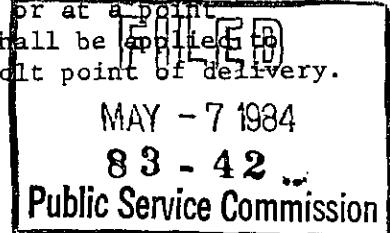
FILED stamp: NOV 4 1986, BY Contract 11/4/86, PUBLIC SERVICE COMMISSION OF MISSOURI

MINIMUM MONTHLY BILL:

The Minimum Monthly Bill shall be the Demand Charge.

METERING:

The above rate applies for service metered at 69,000 volts. If, at EMPIRE'S option, service is metered at a lower voltage, or at a point other than the point of delivery, a correction factor shall be applied to the metered demand and energy to adjust to the 69,000 volt point of delivery.



RECEIVED
MAR 21 1984
PUBLIC SERVICE COMMISSION

REACTIVE DEMAND ADJUSTMENT:

The Rate set forth above has been formulated by EMPIRE to recognize service rendered to the CUSTOMER at a power factor which places minimum lagging reactive loading on EMPIRE'S system; consequently, the CUSTOMER agrees not to impose upon the EMPIRE'S system during any billing month a maximum reactive loading greater than 39.5% of the maximum power loading and to control such loading by means of electrical apparatus installed and maintained by the CUSTOMER for such purpose.

CANCELLED

NOV 4 1986

BY *Contract 11/4/86*
PUBLIC SERVICE COMMISSION
OF MISSOURI

MAY - 7 1984

Issued March 21, 1984 by R. L. Lamb, President of the Empire District Electric Company, to be effective ~~April 2, 1984~~ and superseding Article IV issued August 4, 1980, by R. C. Allen, President of the Company.

FILED
MAY - 7 1984
83 - 42
Public Service Commission

AMENDED ARTICLE IV

of

CONTRACT FOR POWER SERVICE

RECEIVED
JUN 22 1983
Public Service Commission

Between The Empire District Electric Company and Atlas Chemical Industries, Inc., now Atlas Powder Company, Subsidiary of Tyler Corporation, dated May 30, 1967 and subsequently amended by letter contract May 28, 1971

ARTICLE IV

RATE

The following rate will apply to all power and energy supplied, sold and delivered hereunder:

NET MONTHLY RATE:

Demand Charge:

First 6,000 Kw or less of Billing Demand	\$21,302.00
Excess of 6,000 Kw of Billing Demand, per Kw	\$ 3.46

Energy Charge:

First 400,000 kWh, per kWh	\$0.0269
Next 250 kWh per Kw of Billing Demand, per kWh	\$0.0259
All additional kWh, per kWh	\$0.0247

DETERMINATION OF BILLING DEMAND:

The Billing Demand shall be the highest fifteen-minute integrated kilowatt demand registered during the month by a suitable demand meter, but no Billing Demand shall be less than 65% of the highest Billing Demand established during the twelve (12) months period ending with the current month, and in no event shall the Billing Demand be less than 6,000 kilowatts.

MINIMUM MONTHLY BILL:

The Minimum Monthly Bill hereunder shall be the Demand Charge.

CANCELLED

MAY - 7 1984

BY _____
PUBLIC SERVICE COMMISSION
OF MISSOURI

FILED
AUG - 1 1983
83 - 40
Public Service Commission

METERING:

The above rate applies for service metered at 69,000 volts. If, at EMPIRE'S option, service is metered at a lower voltage, or at a point other than the point of delivery, a correction factor shall be applied to the metered demand and energy to adjust to the 69,000 volt point of delivery.

RECEIVED
JUN 22 1983
MISSOURI
Public Service Commission

REACTIVE DEMAND ADJUSTMENT:

The Rate set forth above has been formulated by EMPIRE to recognize service rendered to the CUSTOMER at a power factor which places minimum lagging reactive loading on EMPIRE'S system; consequently, the CUSTOMER agrees not to impose upon the EMPIRE system during any billing month a maximum reactive loading greater than 39.5% of the maximum power loading and to control such loading by means of electrical apparatus installed and maintained by the CUSTOMER for such purpose.

CANCELLED
MAY - 7 1984

BY _____
PUBLIC SERVICE COMMISSION
OF MISSOURI

FILED
AUG - 1 1983
83 - 40
Public Service Commission

Issued June 22, 1983, by R. L. Lamb, President of The Empire District Electric Company, to be effective August 1, 1983, and superseding Article IV issued August 18, 1981, by R. C. Allen, President of the Company.

AMENDED ARTICLE VI
of
CONTRACT FOR POWER SERVICE

RECEIVED
OCT 14 1987
MISSOURI
Public Service Commission

Between The Empire District Electric Company and Linde Division, Union Carbide Corporation, dated January 2, 1968 and subsequently amended May 18, 1971.

ARTICLE VI

RATE

The following rate will apply to all power and energy supplied, sold and delivered hereunder:

*NET MONTHLY RATE:

Demand Charge:

First 5,000 Kw or less of Billing Demand	\$18,056.00
Next 1,000 Kw of Billing Demand, per Kw	\$ 3.43
Excess of 6,000 Kw of Billing Demand, per Kw	\$ 3.33

Energy Charge:

First 400,000 Kwh, per Kwh	\$0.0259
Next 250 Kwh per Kw of Billing Demand, per Kwh	\$0.0249
All additional Kwh, per Kwh	\$0.0238

DETERMINATION OF BILLING DEMAND:

The Billing Demand shall be determined as being the highest fifteen (15) minute integrated kilowatt demand registered during the month by a suitable demand meter; but no Billing Demand shall be less than 65% of the highest such demand established during the 12-month period ending with the current month, and in no event shall the Billing Demand be less than 5,000 kilowatts.

MINIMUM MONTHLY BILL:

Except as hereinafter provided in ARTICLES IX and XII, the Minimum Monthly Bill hereunder shall be the Demand Charge.

FILED

OCT 15 1987
A0-87-48 + E0-88-114
Public Service Commission

Issued OCT 14 1987 by R. L. Lamb, President of The Empire District Electric Company, to be effective OCT 15 1987 and superseding Article VI issued October 24, 1986, by R. L. Lamb, President of the Company.

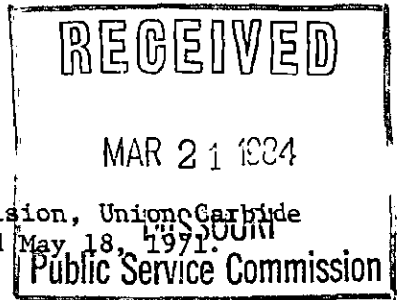
CANCELLED
SEP 10 1990
BY 9-10-90
Public Service Commission
MISSOURI

AMENDED ARTICLE VI

of

CONTRACT FOR POWER SERVICE

Between The Empire District Electric Company and Linde Division, Union Carbide Corporation, dated January 2, 1968 and subsequently amended May 18, 1971.



ARTICLE VI

RATE

The following rate will apply to all power and energy supplied, sold and delivered hereunder:

NET MONTHLY RATE:

Demand Charge:

First 5,000 Kw or less of Billing Demand	\$18,961.00
Next 1,000 Kw of Billing Demand, per Kw	\$ 3.62
Excess of 6,000 Kw of Billing Demand, per Kw	\$ 3.52

Energy Charge:

First 400,000 Kwh, per Kwh	\$0.0270
Next 250 Kwh per Kw of Billing Demand, per Kwh	\$0.0260
All additional Kwh, per Kwh	\$0.0248

DETERMINATION OF BILLING DEMAND:

The Billing Demand shall be determined as being the highest fifteen (15) minute integrated kilowatt demand registered during the month by a suitable demand meter; but no Billing Demand shall be less than 65% of the highest such demand established during the 12-month period ending with the current month, and in no event shall the Billing Demand be less than 5,000 kilowatts.

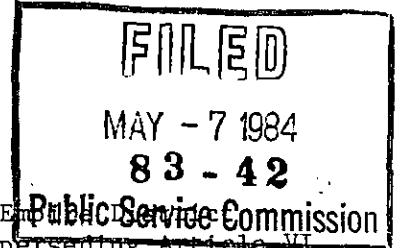
CHANGED

NOV 4 1986

MINIMUM MONTHLY BILL:

BY Contract 11/4/86
PUBLIC SERVICE COMMISSION
OF MISSOURI

Except as hereinafter provided in ARTICLES IX and XII, the Minimum Monthly Bill hereunder shall be the Demand Charge.



Issued March 21, 1984 by R. L. Lamb, President of The Empire District Electric Company, to be effective April 2, 1984 and superseding Article VI issued August 4, 1980, by R. C. Allen, President of the Company.

AMENDED ARTICLE VI

of

CONTRACT FOR POWER SERVICE

Between The Empire District Electric Company and Linde Division, Union Carbide Corporation, dated January 2, 1968 and subsequently amended May 18, 1971.

RECEIVED
OCT 24 1986
MISSOURI
Public Service Commission

ARTICLE VI

RATE

The following rate will apply to all power and energy supplied, sold and delivered hereunder:

*NET MONTHLY RATE:

Demand Charge:

First 5,000 Kw or less of Billing Demand	\$18,761.00
Next 1,000 Kw of Billing Demand, per Kw	\$ 3.56
Excess of 6,000 Kw of Billing Demand, per Kw	\$ 3.46

Energy Charge:

First 400,000 Kwh, per Kwh	\$0.0269
Next 250 Kwh per Kw of Billing Demand, per Kwh	\$0.0259
All additional Kwh, per Kwh	\$0.0247

DETERMINATION OF BILLING DEMAND:

The Billing Demand shall be determined as being the highest fifteen (15) minute integrated kilowatt demand registered during the month by a suitable demand meter; but no Billing Demand shall be less than 65% of the highest such demand established during the 12-month period ending with the current month, and in no event shall the Billing Demand be less than 5,000 kilowatts.

MINIMUM MONTHLY BILL:

Except as hereinafter provided in ARTICLES IX and XI, the Minimum Monthly Bill hereunder shall be the Demand Charge.

CANCELLED

OCT 15 1987

BY 10-15-87 Contract

Public Service Commission
MISSOURI

PAID
NOV 4 1986
84-204
Public Service Commission

Issued October 24, 1986 by R. L. Lamb, President of The Empire District Electric Company, to be effective November 4, 1986 and superseding Article VI issued March 21, 1984, by R. L. Lamb, President of the Company.

RECEIVED
OCT 24 1986
MISSOURI
Public Service Commission

MINIMUM ANNUAL REVENUE:

During any contract year (being twelve months period subsequent to the date of initial service hereunder and of each anniversary of such date during the term of the contract), the total amount of all monthly bills for service hereunder shall not be less than \$50.00 per kilowatt of CUSTOMER'S highest Billing Demand during the contract period to date. The date of initial service hereunder shall be the date beginning the period billed next after the execution of this contract.

CANCELLED
OCT 15 1987
BY *by 10-87-Contract*
Public Service Commission
MISSOURI

FILED
NOV 4 1986
84-204
Public Service Commission

Issued October 24, 1986 by R. L. Lamb, President of the Empire District Electric Company, to be effective November 4, 1986 and superseding Article VI issued March 21, 1984, by R. L. Lamb, President of the Company.

AMENDED ARTICLE VI

of

CONTRACT FOR POWER SERVICE

Between The Empire District Electric Company and Linde Division, Union Carbide Corporation, dated January 2, 1968 and subsequently amended May 18, 1971

RECEIVED
JUN 22 1983
MISSOURI
Public Service Commission

ARTICLE VI

RATE

The following rate will apply to all power and energy supplied, sold and delivered hereunder:

CANCELLED

MAY - 7 1984

NET MONTHLY RATE:

Demand Charge:

BY PUBLIC SERVICE COMMISSION OF MISSOURI

First 5,000 Kw or less of Billing Demand	\$18,761.00
Next 1,000 Kw of Billing Demand, per Kw	\$ 3.56
Excess of 6,000 Kw of Billing Demand, per Kw	\$ 3.46

Energy Charge:

First 400,000 kWh, per kWh	\$0.0269
Next 250 kWh per Kw of Billing Demand, per kWh	\$0.0259
All additional kWh, per kWh	\$0.0247

DETERMINATION OF BILLING DEMAND:

The Billing Demand shall be determined as being the highest fifteen (15) minute integrated kilowatt demand registered during the month by a suitable demand meter; but no Billing Demand shall be less than 65% of the highest such demand established during the 12-month period ending with the current month, and in no event shall the Billing Demand be less than 5,000 kilowatts.

MINIMUM MONTHLY BILL:

Except as hereinafter provided in ARTICLES IX and XII, the Minimum Monthly Bill hereunder shall be the Demand Charge.

FILED
AUG - 1 1983
83 - 40
Public Service Commission

Issued June 22, 1983, by R. L. Lamb, President of The Empire District Electric Company, to be effective August 1, 1983, and superseding Article VI issued August 18, 1981, by R. C. Allen, President of the Company.