THE EMPIRE DISTRICT ELECTRIC COMPA	NY				
P.S.C. Mo. No5	Sec.	5	3rd	Revised Sheet No.	<u> 17f </u>
Canceling P.S.C. Mo. No5	Sec.	5	<u>2nd</u>	Revised Sheet No.	<u>17f</u>
ForALL_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 EFFECTIVE

THE EMPIRE DISTRICT ELEC	TRIC COMPANY					
P.S.C. Mo. No	5	Sec	5	2nd	Revised Sheet No.	<u>17f</u>
Canceling P.S.C. Mo. No.	5	Sec		1st	Revised Sheet No.	<u> 17f </u>
For <u>ALL TERRITORY</u>						
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:

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.

DATE EFFECTIVE June 15. 2011

THE EMPIRE DISTRICT ELECTRIC COMPANY	(
P.S.C. Mo. No5	Sec.	5	1 st	Revised Sheet No.	<u>17f</u>
Canceling P.S.C. Mo. No5	Sec.	5		Original Sheet No.	<u>17f</u>
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 EFFECTIVE

January 27, 2007

December 14, 2007



ER-2006-0315

STATE OF MISSOURI, PUBLIC SERVICE COMMISSION

.s.	C.	Mo.	No.	5

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THE EMPIRE DISTRICT ELECTRIC COMPANY	THE EMPIRE	DISTRICT	ELECTRIC	COMPANY
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For <u>ALL TERRITORY</u> . No supplement to this rate schedule will be issued except for the purpose of cancelling this rate schedule.	Sec Original Sheet No Cancelling P.S.C. Mo. No Sec Revised Sheet No Which was issued
	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 nonrate 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 1/1/2007 & 12/14/07 ER-2006-0315 Missouri Public Service Commission

DATE EFFECTIVE

December 2, 2002

Filed

THE EMPIRE DISTRICT ELECTRIC COMPANY					
P.S.C. Mo. No. 5	Sec.	5	7th	Revised Sheet No.	18
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Canceling P.S.C. Mo. No. 5	Sec.	5	<u> </u>	Revised Sheet No.	18
For ALL TERRITORY					
RULES AND					
REGULATIONS					

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'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 by the Company and installed 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

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

THE EMPIRE DISTRICT ELEC	TRIC 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
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ForALL TERRITORY						
	· • • •	RULI	ES AND			
· · · · · · · · · · · · · · · · · · ·		REGU	LATIONS			

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 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

_____DATE EFFECTIVE June 15. 2011 CANCELLED April 2, 2020 Set Missouri Public ER-201 Service Commission AO-2020-0237; YE-2020-0133

June 15. 2011 FILED Missouri Public Service Commission ER-2011-0004; YE-2011-0615

THE EMPIRE DISTRICT ELECTRIC COMPA	ANY				
P.S.C. Mo. No. 5	Sec.	5	5 th	Revised Sheet No.	18
Canceling P.S.C. Mo. No5	Sec.	5	4 th	Revised Sheet No.	18
For ALL TERRITORY					
RULES AND REGULATIONS					

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 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 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 EFFECTIVE

January 27, 2007 December 14, 2007



ER-2006-0315

STATE OF MISSOURI, PUBLIC SERVICE COMMISSION	P.S.C. Mo. No5
THE EMPIRE DISTRICT ELECTRIC COMPANY	Sec. 5 4th Revised Sheet No. 18
For <u>ALL TERRITORY</u>	Cancelling P.S.C. Mo. No. <u>5</u>
No supplement to this rate schedule will be issued except	Sec. <u>5</u> <u>3rd</u> Revised Sheet No. <u>18</u>
for the purpose of cancelling this rate schedule.	Which was issued <u>07-14-98</u>
RULE	S AND
REGUL	ATIONS

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. Selfcontained 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 EFFECTIVE April 16, 2005



l		RULES AND REGULATIONS	JUL 1 3 1998
	ALL TERRITORY pplement to this rate schedule will be issued except a purpose of cancelling this rate schedule.	Sec.	Cancelling P.S.C. Mo. No5
THE	EMPIRE DISTRICT ELECTRIC COMPANY	Sec.	<u>5 3rd</u> Revised Sheet No. <u>18</u>
STA	TE OF MISSOURI, PUBLIC SERVICE COMMISSION		P.S.C. Mo. No5

MO. PUBLIC SERVICE COMM

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 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 2 7 2005 HAL RS /S Public Service Commission MISSOURI

FILED

AUG 13 1998

MISSOURI Public Service Commission

DATE EFFECTIVE August 13, 1998

STATE OF MISSOURI, PUBLIC SERVICE COMMISSIO	N	P.S.C. Mo. No5
THE EMPIRE DISTRICT ELECTRIC COMPANY	Sec. <u>5</u>	<u>5 2nd</u> Revised Sheet No. <u>18</u> Cancelling P.S.C. Mo. No. <u>5</u>
For <u>ALL TERRITORY</u> No supplement to this rate schedule will be issued except for the purpose of cancelling this rate schedule.	Sec. <u>5</u>	<u>5 1st</u> Revised Sheet No. <u>18</u> Which was issued <u>12-16-88</u>
	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 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
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 domain.
meter is required to allow for testing of matering appenent.

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MISSOURI Public Service Commission

DATE EFFECTIVE _____ February 9, 1995

	OF MISSOURI, PUBLIC SERVICE COMMISSION		P.S.C.Mo.No O riginal	
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-		Cance	lling P.S.C.Mo.No.	5
r or	ALL_TERRITORY	Sec. —	Original Revised- Sheet No.	18
		Which	Revised- Sheet No. was issued6-	22-83
				<u>)</u>
	MULES	AND REGULATIONS		
			<u> </u>	<u> </u>
ε.	Other 1. Aerials: Ratio or television receiving or transmitt be installed in such a manner that they of six (6) feet thereof.	ting aerials shall not be atta cross over or under Company ^{ir} a.	ched to Company's po lines, inor be place	les,
	 House Moving: Whenever a house, derrick, building or ot crossed by the Company's overhead wires o Company's district office and arrangement must be raised or moved. In no case sha raise, lift or move any of the Company's w 	or guys, advance written notif. a made for the proper handlin all anyone except the Company'	ication must be give g of any wires or gu s employees attempt	n at ys wha
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	OF 15SUEDECEMBER 16, 1988	DATE EFFECTIVE	JANUARY 15, 1989	5

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The Empire District Electric Company	Sec 5	. Original Sheet No
	•	Revised ncelling P.S.C. Mo. No
For. ALL TERRITORY	Sec	
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RULES AND	REGULATIONS	
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СНАРТ	FER IV	
		MISSOURI
EMERGENCY ENERGY	CONSERVATION PLAN	Public Service Commis
A. General		
The purpose of this plan is to define actions that will be t of the Company to continue services which are essential t		
	-	
The Plan will be a two phase plan, with the second phase adequate reduction in energy consumption. The Plan wil		
Should conditions deteriorate rapidly, Phase II may be in	nplemented before any or a	all steps in Phase I have been
completed.		
 B. Phase 1 1. Elimination of all non-essential Company consumption 	ń.	
 Voluntary elimination of all non-essential lighting, inc 		
2. Voluntary enhancement of an non-essentiar righting, inc	inding but not innited to.	
Stores		
Educational Institutions		
Industries Commercial Buildings		
Street Lighting		
Outdoor Advertising		
Parking Lot Lighting		
3. A voluntary 20% reduction in consumption for educat		-
4. Voluntary elimination of all night-time sporting events		
5. Interruption of service to all customers served on inter		
6. Voluntary reduction by industrial customers which wi		•
Voluntary reduction in the use of home heating equip tain life support systems.	ment and appliances to the	e lowest use necessary to main-
In the event the steps implemented in Phase I do not pro		-
imminent fuel shortage, State and Federal regulatory con to authorize The Empire District Electric Company to im		
to preserve the Company's fuel inventory and maintain e		
C. Phase II		
1. Mandatory elimination and reduction as outlined in Pl	hase I.	
 Mandatory elimination of consumption by all education Voltage reduction of 5% for all customers. 	onal institutions museums,	, art galleries and historie-outidings.
3. Voltage reduction of 5% for all customers.	VUELLE	AHG 1 - 1933
	. 15 1900 /	87 - 40
DATE OF ISSUEJUNE 22, 1983 BY ISSUED BY R. L. LAMB, President, Joplin; Mo.	at p. S. # 18	Public Service Commiss
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RULES AND REGULATIONS						
ForALL TERRITORY						
Canceling P.S.C. Mo. No5	Sec.	5	<u>4th</u>	Revised Sheet No.	19	
P.S.C. Mo. No5	Sec.	5	5th	Revised Sheet No.	19	
THE EMPIRE DISTRICT ELECTRIC COMP	ANY					

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.

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

DATE EFFECTIVE June 15. 2011

le 15. 2011 FILED Missouri Public Service Commission ER-2011-0004; YE-2011-0615

THE EMPIRE DISTRICT ELECTRIC COMP	PANY				
P.S.C. Mo. No. 5	Sec.	5	4 th	Revised Sheet No.	19
Canceling P.S.C. Mo. No. <u>5</u>	Sec.	5	3 rd	Revised Sheet No.	19
For <u>ALL TERRITORY</u>					
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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 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.

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

DATE EFFECTIVE September 5, 2008

August 23, 2008

THE EMPIRE DISTRICT ELECTRIC COMP	PANY				
P.S.C. Mo. No5	Sec.	5	3 rd	Revised Sheet No.	19
Canceling P.S.C. Mo. No5	Sec.	5	2 nd	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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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.

CANCELLED August 23, 2008 Missouri Public Service Commission

DATE EFFECTIVE <u>Isourov 27, 2007</u> December 14, 2007



	RULES AND REGULATIONS		007 7 1004
For <u>ALL TERRITORY</u> 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
THE EMPIRE DISTRICT ELECTRIC COMPANY	Sec.		2nd Revised Sheet No19 Cancelling P.S.C. Mo. No5
STATE OF MISSOURI, PUBLIC SERVICE COMMISSION	4		P.S.C. Mo. No5

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

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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.

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



FEB - 9 1995

MISSOURI Public Service Commission

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

DATE EFFECTIVE _____Fe

February 9, 1995

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	C1			Public Service Co	nnni sa
	General				
	ine pu	rpose of this plan is to defin	e actions that will be	taken when an imminent tu	IEL SNOT
		ns the ability of the Company to f the Company's customers.	Continue aervicea Mulci	n are essential to the heat	th and i
	berng (in the company a customers.			
	The Pla	n will be a two phaae plan, with	the second phase being	implemented in the event P	hase I fa
	to prov	ide adequate reduction in energy	consumption. The Plan	will be implemented as nece	sary an
		er shown. Should conditions det			
	steps i	n Phase 1 have been completed.			-
•	DL				
	Phase]	instica of all and consticl Com			
	1. [11]	ination of all non-essential Comp	bany consumption.		
	2. Volu	ntary elimination of all non-ess	ential lighting, includio	ng but not limited to D	
		ntary elimination of all non-ess		CANCELLE	
		Homes		0.	
		Stores			
		Educational In	natitutions	0.1995	
		Industries		FEB	•
		Commercial Bu	ldings	$P \leq 10$	1_
		Street Lightin	ng		noise
		Outdoor Adver Perking Lot L	Lising	BY Commin	
			rgireing	public Service OURI	
	3. A v	Parking Lot L. Juntary 20% reduction in consum	otion for educational in	FEB 9 - 1995 R.S.# 19 BY2 Public Service Commission MISSOURI Institutions, MISSOURI	alleries
	his	oric buildings.		·····; ·····; ····; ····;	
	4. Voi	ntary elimination of all night-t	ime sporting events and i	other recreational uses.	
	S Int.	rruption of service to all cust	mera gerved on interrun	tible rates as provided in	the rea
		rate or contract.	smera bertad on incertap		the rea
		ntary reduction by industrial	customers which will	result in a 20% reduction	n in en
	con	umption.			
	7 1/-7			- 14	
	1. AOTI	ntary reduction in the use of homaintsin life support systema.	me neating equipment and	appliances to the lowest up	se neces
	101	aintsin iire support systema.			
	In the	event the steps implemented in	Phase I do not provide	e adequate reduction in con	nsumptio
	mitiga	e the imminent fuel shortage,	State and Federal regul	atory commissions or other	appropr
	author	ity will be requested to authori	ze The Empire District	Electric Company to impleme	ent Phas
		res as they become necesasry to	preserve the Company's	. fuel inventory and maints:	in essen
	servic	*3.			
с.	Phase	r T			
		atory elimination and reduction	as outlined in Phase I.		
		latory elimination of consumptio	n by all educational in	stitutiona, museums, art ga	alleries
	h1 9	toric buildings.			
	3. Vol-	age reduction of 5% for all cust	0000		
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The Empire District Electric Company	Sec. 5	Original Sheet No. 19
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For	Sec	Original Bheet Bo V.ED. Revised EGEN V.ED. Which was issued
RULES AND F	REGULATIONS	JUN 22 1983
 Rotating two-hour service interruption on selected fee for implementing and controlling the interruptions, an possible, will avoid interruption of circuits which serv 	na, where possible, v	will avoid interruptions; and, where
The Company Energy Curtailment Plan will be reviewed tation so as to make any changes which may be either ne degree of familiarity with the plan.		
D. Essential Services: The following customers will be exempt from full complenature of the service they provide. Although exempted would be expected to cooperate to the fullest extent posservice for which the customer is responsible.	from the mandatory	provisions of this plan, such customers
 Any facility whose function is known to the Compan a. Certain hospital services and nursing homes. 	ly to be necessary to	the support of life.
b. Non-hospital facilities which may have iron lung o	r kidney machines.	
 Any facility whose function is necessary for National a. Civil Defense facilities 	, State or local secur	ity.
b. Other Governmental activities essential to national	defense	
 Any facility whose function is known to be necessary a. Police and fire control facilities 	y to provide essential	public services.
b. Public utilities – water, telephone, gas, sewage dis	posal facilities	
c. Transportation facilities		•
d. Communications media – newspapers, radio and t	elevision stations	
e Coal mining and related functions		
f. Petroleum refining and pipeline facilities		
g. Food processing, storage and distribution facilities	5	
h. Medical supply facilities		
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THE EMPIRE DISTRICT ELECTRIC COM	IPANY				
P.S.C. Mo. No5	Sec.	5	<u>4th</u>	Revised Sheet No.	20
Canceling P.S.C. Mo. No5	Sec.	5	3rd	Revised Sheet No.	20
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For ALL TERRITORY					
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		RULES AND REGUIATIONS			

- 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)

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

DATE EFFECTIVE June 15. 2011

une 15. 2011 FILED Missouri Public Service Commission ER-2011-0004; YE-2011-0615

THE EMPIRE DISTRICT E	LECTRIC COMP	PANY				
P.S.C. Mo. No.	5	Sec.	5	3 rd	Revised Sheet No.	20
Canceling P.S.C. Mo. No.	5	Sec.	5	2 nd	Revised Sheet No.	20
For <u>ALL TERRITOR</u>	<u> </u>					
			RULES AND EGULATIONS			

- 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.

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:

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)



DATE EFFECTIVE

January 27 2007 December 14, 2007



ER-2006-0315

	RULES AND REGULATIONS	OCT - 7 1994
For <u>ALL TERRITORY</u> No supplement to this rate schedule will be issued except for the purpose of cancelling this rate schedule.	Sec. <u>5</u>	1st Revised Sheet No. 20 Which was issued 12-16-88
THE EMPIRE DISTRICT ELECTRIC COMPANY	Sec. <u>5</u>	2nd Revised Sheet No. 20 Cancelling P.S.C. Mo. No. 5
STATE OF MISSOURI, PUBLIC SERVICE COMMISSIO	N	P.S.C. Mo. No5

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.

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

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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)

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



MO. PUBLIC SERVICE COMM.

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MISSOURI Public Service Commission

DATE EFFECTIVE _____ February 9, 1995

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he Empire District Electric Company	Original .
· · ·	Sec. <u>5</u> 1st Revised Sheet No. <u>2</u> Cancelling P.S.C.Mo.No.
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RULES AND REGUL	
4. Rotating two-hour service interruption on selecter responsible for implementing and controlling the interruptions, and, where possible, will avoid interpose of the community.	interruptions, and Where possible, Will a
The Company Energy Curtailment Plan will be reviewed implementation so aa to make any changes which may be maintain the desired degree of familiarity with the pl	either necessary or desirable, and in orde
D. Essential Services: The following customers will be exempt from full comp to the essential nature of the service they provide. of this plan, such customers would be expected to coo with the continued operation of the essential service	Although exempted from the mandatory provi perate to the fullest extent possible consis
l. Any facility whose function is known to the Company a. Certain hospital services and nursing homes.	to be necessary to the support of life.
b. Non-hospital facilities which may have iron lung	or kidney machines.
 Any facility whose function is necessary for Nation a. Civil Defense facilities. 	al, State or local security.
b. Other Governmental activities essential to natio	nal defense.
 Any facility whose function is known to be necessar a. Police and fire control facilities. 	y to provide essential public services.
b. Public utilities - water, telephone, gas, sewage	disposal facilities.
c. Transportation facilities.	
d. Communications media — newspapers, radio and tel	evision stations. CANCELLED
e. Coal mining and related functions.	
f. Petroleum refining and pipeline facilities.	FEB 9 ~ 1995 _
g. Food processing, storage and distribution facili	ties. $BY 2 \stackrel{nd}{\sim} R.S. \stackrel{\#}{\sim} 20$
h. Medical supply facilities.	Public Service Commission MISSOURI
	FILED JAN 1 5 1989
	Public Service Commission

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

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The Empire District Electric Company	Sec 5	Original Sheet No 20 Revised
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	RULES AND REGULATIONS	
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		0011 22 800
	CHAPTER V	MISSOURI
	BILLING PRACTICES	Public Service Commission
A Dilling and Desurgent Strends		
A. Billing and Payment Standards		
	I for each billing period to every custom r to receive a bill shall not relieve him of	
	the Company will be computed on actua	-
except as follows:		a bage doring the bining period
a. Company may render a bill based	-	
	s, provided an appropriate tariff is on fil th change in the seasonal cycle.	e with the Commission and an actual
	tions, emergencies, labor agreements, or	work stoppages prevent actual meter
readings.		
(3)When Company is unable to o	obtain access to the customer's premises	for the purpose of reading the meter,
	tomer makes reading the meter unnecess	
	eter reading for these reasons, where prac	cticable, it will undertake reasonable
	par reading of the mater, such as mailing	n or leaving postgaid, preaddressed
	ner reading of the meter, such as mailing tomer may note the reading, unless the	-
postcards upon which the cust		customer requests otherwise.
postcards upon which the cust b. Company will not render a bill ba	tomer may note the reading, unless the	customer requests otherwise. hree consecutive billing periods, except
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THE EMPIRE DISTRICT ELECT	TRIC COMPANY					
P.S.C. Mo. No.	5	Sec.	5	4th	Revised Sheet No.	21
Canceling P.S.C. Mo. No.	5	Sec		3rd	Revised Sheet No.	21
For ALL TERRITORY						
			ES AND			
		REGU	LATIONS			

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, cashiers 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 EFFECTIVE June 15. 2011

une 15. 2011 FILED

THE EMPIRE DISTRICT ELECTRIC COMPAN	Y				
P.S.C. Mo. No. 5	Sec.	5	3 rd	Revised Sheet No.	21
Canceling P.S.C. Mo. No5	Sec	5	2 nd	Revised Sheet No.	21
For ALL TERRITORY					
		ILES AND BULATIONS			

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 EFFECTIVE



ER-2006-0315

	RULES AND REGULATIONS	DCT - 7 1994
For <u>ALL TERRITORY</u> 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 112-16-88
THE EMPIRE DISTRICT ELECTRIC COMPANY	Sec	<u>5 2nd</u> Revised Sheet No. <u>21</u> Cancelling P.S.C. Mo. No. <u>5</u>
STATE OF MISSOURI, PUBLIC SERVICE COMMISSION		P.S.C. Mo. No5

E. OTHER

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MO. PUBLIC SERVICE COMM.

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



FEB - 9 1995

MISSOURI Public Service Commission

DATE EFFECTIVE _____ February 9, 1995

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ATE OF MISSOURI, PUBLIC SERVICE COMMISSION		P.S.C.Mo.No5
ne Empire District Electric Company	Sec5	-Original 1st Revised Sheet No. 21
DrALL_TERRITORY	Sec	Cancelling P.S.C.Mo.No. 5 Original Revised Sheet No. 21
	······	Revised - Sheet No <u>21</u> Which was issued <u>6-22-83</u>
RULES	AND REGULATIONS	
	CHAPTER V	LEC 1 4 1998
BILL	LING PRACTICES	
A. Billing and Payment Standards		Misch Lift
 Company will normally render a bill for its applicable rate schedule. Failure of obligation for payment thereof. 	each billing period t a customer to receive	o every customer in accordance with a bill shall not relieve him of his
 Each billing statement rendered by the Corperiod except as follows: a. Company may render a bill based on est (1) To seasonally billed customers, Commission and an actual reading is 	imated usage: provided an appropr	iate tariff is on file with the
(2) When extreme weather conditions, actual meter readings.	emergencies, labor ag	reements, or work stoppages prevent
difficult. If the Company is una where practicable, it will underta	s where the customer m able to obtain an actu ke reasonable alternat leaving postpaid. pre	akes reading the meter unneceasarily al meter reading for these reasons, ives to obtain a customer reading of addressed postcards upon which the
b. Company will not render a bill based o periods, except under conditions descr	on estimated usage for ibed in Psragraph A2a(more than three consecutive billing 1) and A2a(2) of this rule.
c. Under no circumstances will Company re (1) Unless the estimating procedures those proceudres have been approve	employed by the Comp	
(2) As a customer's initial or final the Company prevent an actual mete	bill for service unle r reading.	es conditiona beyond the control of
d. When Company renders an estimated bill (1) Maintain accurate records of the reading.	in accordance with th reasons therefore and	ese rules, it will: g efforta made to secure an actual
(2) Clearly and conspicuously note on	the bill that it is ba	sed on estimated usage.
Use customer supplied readings, wh	enever poasible, to de	termine usage.
e. When Company underestimates a custome requested, to make payment in installm		r will be given the opportunity, if
3. If Company is unable to obtain an actual Company will advise the customer by first dered are estimated, that the estimation read and report electric usage to the (reading and reporting may be initiated wi meter reading from customere reporting include personal contact with the custo	class mail or persons may not reflect the ac Company on a regular b 11 be explained. Comp	l delivery that the bills being ren- tual usage and that the customer may pasis. The procedure by which such any will attempt to aecure an actual

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		BY 2 R.S. 21 Public Service Commission MISSOURI	Public Service Commission
DATE OF ISSUE	DECEMBER 16, 1988	PUDIIO MISSOU DATE EFFECT	IVE

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

he Empire District Electric Company	Sec. 5	Original Sheet No 21
	C	Revised ancelling P.S.C. Mo. No.
ALL TERRITORY	Sec	Original Steep VE I.V. ED Revised EDE I.V. ED /hich was issued.
RULES ANO REG	BULATIONS	JUN 22 (593
day. Company will offer appointments for meter readin The charge for this special reading will be Five Dollars (\$ (\$10.00) outside normal business hours. Discontinuance reporting usage on a regular basis because of inability to	s5.00) during normal t e of the service of a cu	stomer who is reading and
4. If a customer fails to report usage to the Company, the C The Company will notify the customer that if usage is no tomer fails, after written request, to grant access to the r Section C following.	ot reported regularly b	by the customer and if the cus-
 Notwithstanding section A2 of this rule, Company may I Plan at the election of the customer. 	bill its customers in ac	cordance with an Average Billing
 Company will bill its customers on a cyclical basis so eac the same day of each billing period. If Company change significant alteration of a billing cycle, notice will be give 	s a meter reading rout	e or schedule which results in a
7. Company will permit each residential customer at least t of each bill for payment in full. All other customers will the applicable rate schedule. If the last calendar day for day when the offices of the Company regularly used for public, the final payment date will be extended through tance by mail is the date on which the Company receives day for remittance are delinquent.	I be permitted the num remittance falls upon the payment of custor the next business day.	nber of calendar days specified on a Sunday, legal holiday, or any other mer bills are not open to the general The date of payment for remit-
 Every bill for utility service will clearly state: a. The beginning and ending meter readings of the billin 	g period and the dates	thereof.
b. The date when the bill will be due and the date when	it will be considered o	
c. Any previous balance.		CANOLA
d. The amount due for electric usage.		JAN 15 1989
e. The amount due for other authorized charges.		JAN 15 (900 BY CALOS #21 Service Commissi
f. The total amount due.		BILL Service Commune
 e. The amount due for other authorized charges. f. The total amount due. g. The address of the Company designating where the cut the bill as rendered or the service provided. h. License, occupation, gross receipts, franchise, and sale 	ustomer may initiate a	n inquiry or combilinit regarding
h. License, occupation, gross receipts, franchise, and sale	es taxes.	
i. The fuel adjustment cost as a cents per unit basis.		
9. Company will render a separate billing for service provid customer and agreed to by the Company.		jene - statistic o statistic mentate
10. Company may include charges for special services togeth special services are designated clearly and separately fror will first credit all payments to the balance outstanding	m utility charges. If p	artial payment is made, the configency AUG 1 - 1933 8 2 - 4 0
		5

		RULES AND REGULATIONS	M1071	·	
For <u>ALL TERRITORY</u>					
Canceling P.S.C. Mo. No. <u>5</u>	Sec.	5	5th	Revised Sheet No.	22
P.S.C. Mo. No. <u>5</u>	Sec.	5	<u>6th</u>	Revised Sheet No.	22
THE EMPIRE DISTRICT ELECTRIC COMPA	ANY				

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. PHASEl

- 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 EFFECTIVE June 15, 2011

e 15, 2011 FILED Missouri Public Service Commission ER-2011-0004; YE-2011-0615

THE EMPIRE DISTRICT ELECTRIC COMPANY	Y				
P.S.C. Mo. No5	Sec.	5	5 th	Revised Sheet No.	22
Canceling P.S.C. Mo. No5	Sec.	5	4 th	Revised Sheet No.	22
ForALL TERRITORY					
	F	RULES AND REGULATIONS			

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B. PHASE I

- 1. Elimination of all non-essential Company consumption.
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CANCELLED
June 15, 2011
Missouri Public
Service Commission
ER-2011-0004: YE-2011-0615

DATE EFFECTIVE

January 27, 2007 December 14, 2007



ER-2006-0315

STATE OF MISSOURI, PUBLIC SERVICE COMMISSION		P.S.C. Mo. No5
THE EMPIRE DISTRICT ELECTRIC COMPANY	Sec.	5 4th Revised Sheet No. 22 Cancelling P.S.C. Mo. No. 5
For <u>ALL TERRITORY</u> No supplement to this rate schedule will be issued except for the purpose of cancelling this rate schedule.	Sec.	5 3rd Revised Sheet No. 22 Which was issued 12-16-88
	RULES AND REGULATIONS	NEGENVED
	CHAPTER IV	OCT - 7 1994
EMERGENCY EN	NERGY CONSERV	ATION PLAN MO. PUBLIC SERVICE COMM.

A. GENERAL

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- 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.
- Voluntary reduction by industrial Customers which will result in a 20% reduction in energy consumption.
- 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.

CANCELLED	PHASE II
1/1/2007 & 12/14/	07

ER-2006-0315 1. Mandatory elimination and reduction as outlined in Phase I. Missouri Public Service Commission



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

-32

ine La	npire District Electric Company	- Origir Sec. <u>5</u> <u>Jrd</u> Revise	ed Sheet No. 22
For	ALL TERRITORY	Cancelling - Grigi r	P.S.C.Mo.No5
· UI		Sec. 5 2nd Revise	ed Sheet No. 22
		Which was i	issued <u>5-31-85</u>
<u> </u>	RULES #	ND REGULATIONS	ECEVED
			EC 1 4 1939
	day. Company will offer appointments for m days. The charge for this special readi hours and Ten Dollars (\$10.00) outside nor cuatomer who is reading and reporting usa actual meter reading shall not be required.	ng will be Five Dollars (\$5.00) mal business hours. Discontinuan ge on a regular basis because(of)	during normal busine
	4. If a customer fails to report usage to the least annually. The Company will notify the customer and if the customer fails, af service may be discontinued pursuant to Sec	the customer that if usage is not ter written request, to grant acc	reported regularly
	 Notwithstanding Section A2 of this rule, Average Billing Plan at the election of the 		in accordance with
	 Company will bill its customers on a cy billing on or about the same day of each t or schedule which results in a significant the affected customer. 	billing period. If Company changes	s a meter readi∩g rou
	7. Company will permit each residential custo of rendition of each bill for payment in for calendar days specified on the applicable falls upon a Sunday, legal holiday, or any for the payment of customer bills are not be extended through the next business day. on which the Company receives the remitt remittance are delinquent.	Il. All other customers will be p rate schedule. If the last calen other day when the offices of the open to the general public, the f The date of payment for remittar	permitted the number dar day for remittar Company regularly us final payment date wi nce by mail is the da
	 Every bill for utility service will clearly a. The beginning and ending meter readings 		es thereof.
	b. The date when the bill will be due and t		ANCELLED
		Ū	
	d. The amount due for electric usage.		
	e. The amount due for other authorized cha	rges.	EB 9-1995
	f. The total amount due.		ThR.STJ.
	 e. The amount due for other authorized cha f. The total amount due. g. The address of the Company designating regarding the bill as rendered or the s h. License, occupation, gross receipts, fr 	where the customer may initial e ervice provided. Public	Servicery or nealisfall
	h. License, occupation, gross receipts, fr	anchise, and sales taxes.	MIDDO
1	i. The fuel adjustment cost as a cents per		
	 9. Company will render a separate billing requested by the customer and agreed to by 	for service provided at each add	dress unless otherw
1	10. Company may include charges for special at the charges for special services are desi partial payment is made, the Company will utility charges.	ervices together with utility char gnated clearly and separately fro	om utility charges.
			FILED
			JAN 1 5 1989
		Public S	Service Commissi
DATE	OF 1SSUE DECEMBER 16, 1988	DATE EFFECTIVEJJ	ANUARY 15, 1989

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The Empi	re District Electric Compsny	Sec. E	-Original 2nd_Revised_Sheet_No.
		JEC	Cancelling P.S.C.Mo.No.
or	ALL TERRITORY	Sec5	Original 1st. Revised Sheet No.
			Which WBEBER
	RILLES	AND REGULATIONS	
	102-0		
 11	At locations where, as provided under Cha	when II Section C4 has	
11.	At locations where, as provided under the nected upon vacation of premises, a custom Company office, and receive, either in p final meter reading by customer. Upon either by mail or in person, settlement of or by mail.	per desiring to terminal	te service shallimobrfort
	arantee of Payment Company may require a security deposit or of the following:	r other guarantee as a d	condition of new service
	a. The customer has outstanding with a ut vice account which accrued within the vice, remains unpaid and not in dispute	last five years and a	me type of service, an u t the time of the reques
	b. The cuatomer has in an unauthorized ma providing the same service situated or the last five years.		
	 c. If the customer is unable to establish (1) To establish an acceptable credition following criteria: (a) Owns or is purchasing a home. (b) Is and has been regularly emplied (c) Has an adequate regular source (d) Can provide adequate crediting (2) Customers other than reaidential or information: (a) References from previous utility (b) Banking references. (c) Financial statementa. (d) Reports from commercial credit 	t rating, a residential oyed on a full-time bas of income. ferences from a commerc may provide, but are no ty.	el customer must meet o is for at lesst one year ial credit source.
2.	Company may require a security deposit on to any of the following:	r other guarantee as a	condition of continued a
	s. The service of the customer has been a account not in dispute.	discontinued by the Com	pany for nonpayment of a
	b. In an unauthorized manner, the custom on or about or delivered to the custom	er interfered with or o er's premises.	liverted the service of
*	c. A reaidential customer has failed to p billing periods out of twelve consect Cold Weather Rule, deposits for elec payment or for excessive late paymer unless the Company can show a likeling service. The Company shall not assess the cold weather period to those custo payments in accordance with the Cold W	utive billing periods. tric service assessed ats may be paid by ing ood that the customer d new deposits nor bill mers who enter into s s	During the period def: because of discontinuend stallments over a six-mu oes not intend to pay fo previously assessed depo
	d. A customer other than residential has date for two billing periods out of si		
3.	No deposit shall be required by the Compa gin, marital status, age, number of residence.	dependents, source of	
	CAN	CELLED	JUN 30 1985
	ISSUE <u>MAY 31, 1985</u> BY R. L. LAMB, President, Joplin, Philo St	R.S. Mission	Public Service Com
	21	PRICE COMMISSION OF THE COMMIS	

The Empir	e District Electric Company	Sec5	1st Original Sheet No. 22
			Revised Cancelling PrS. C-Mo- No.
For	ALL TERRITORY	Sec5	
			Which was issued 6 - 22 - 83
	RULES AND	REGULATIONS	SEP 2 3 1983
<u> </u>			MISSOURI
t e t	At locations where, as provided under Chapter II, s ion of premises, a customer desiring to terminate either in person at the office or by mail, a regular he final meter reading to the Company office eith may be completed, either directly or by mail.	e service shall notify card form for final	y the nearest Company-office-and-receive,
B. Gua	arantee of Payment		
1. 0	Company may require a security deposit or other owing:	guarantee as a cond	lition of new service due to any of the fol-
a	a. The customer has outstanding with a utility p which accrued within the last five years and at dispute.	providing the same the time of the req	type of service, an unpaid service account uest for service, remains unpaid and not in
ł	b. The customer has in an unauthorized manner the same service situated on or about or delivered	interfered with or d to the customer's	diverted the service of a utility providing premises within the last five years.
(c. If the customer is unable to establish an acceptate (1) To establish an acceptable credit rating, a (a) Owns or is purchasing a home. (b) Is and has been regularly employed on a (c) Has an adequate regular source of incom (d) Can provide adequate credit references * (2) Customers other than residential may provide 	residential custom a full-time basis for a ne. from a commercial o	at least one year. Credit source. Credit source. Credit to, the following credit information:
	(a) References from previous utility. (b) Banking references.		JUN 3 0 1985
	(c) Financial statements.(d) Reports from commercial credit source:		BY 2nd B.S.#2
2. Cor foll	mpany may require a security deposit or other g lowing:	uarantee as a condi	tion of continued BUALLE SERVICE COMMISS
	The service of the customer has been discontinued in dispute.	d by the Company f	for nonpayment of a delinquent account not
	In an unauthorized manner, the customer interference delivered to the customer's premises.	ed with or diverted	the service of the Company on or about or
	A residential customer has failed to pay an undisp of twelve consecutive billing periods. Deposits for of this section during the months of November, D entire deposit, be paid by installments over a six- the cusotmer does not intend to pay for continued	electric service asses December and Janua -month period, unle	sed under the provisions of subsection a or carry may, if the customer is unable to pay the
	A customer other than residential has failed to pa periods out of six consecutive billing periods.		
3. No age	deposit shall be required by the Company because, number of dependents, source of income, or geog	se of a customer's ra praphical area of resid	ce, sex, creed, national origin, marital status, dence. OCT 231983

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

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The Empire District Electric Company	Sec. 5 Ori	iginal Sheet No. 22
the Empire District Electric Company	Ke	vised
		g P.S.C. Mo. No.
For. ALL TERRITORY	Ke	vised DECEIVED
RULES AND REG	ULATIONS	JUN 22 1983
11. At locations where, as provided under Chapter II, Section vacation of premises, a customer desiring to terminate ser receive, either in person at the office, or by mail, a regular Upon return of the final meter reading to the Company o customer's account may be completed, either directly or	r card form for final meter re office either by mail or in pers	ading by-customer.
B. Guarantee of Payment		
 Company may require a security deposit or other guarant following: The customer has outstanding with a utility providing which accrued within the last five years and at the time in dispute. 	the same type of service, an u	unpaid service account
b. The customer has in an unauthorized manner interfere the same service situated on or about or delivered to the same service	ha ayata — sufa aya — tasa yutah is	the less five voers
 c. If the customer is unable to establish an acceptable creater a residential customer must meet one of the following (1)Owns or is purchasing a home. 	edit rating, To establish an ac criteria:	CANCELLEU OCT 2 3 1983
(2) Is and has been regularly employed on a full-time b	asis for at least one year.	OCT2 SISCO
(3) Has an adequate regular source of income.		
(4) Can provide adequate credit references from a com	mercial credit source.	BY BY CE COMMISSION
 (4) Can provide adequate creat references from a contact of the current of the curr		
b. In an unauthorized manner, the customer interfered w or delivered to the customer's premises.	vith or diverted the service of	the Company on or about
c. A residential customer has failed to pay an undisputed out of twelve consecutive billing periods. Deposits for a or C of this section during the months of November to pay the entire deposit, be paid by installments over likelihood that the customer does not intend to pay for	r electricservice assessed unde er, December, and January m a six month period, unless th	r the provisions of subsection ay, if the customer is unable
d. A customer other than residential has failed to pay an billing periods out of six consecutive billing periods.	undisputed bill before the de	linquency date for two
No deposit shall be required by the Company because of age, number of dependents, source of income, or geograp		national origin, marital status,
 A security deposit required pursuant to these rules is subjuiced a. A deposit will not exceed the utility charges applicable puted on the basis of the estimated annual billing for subjuiced puted. 	e to one billing period plus th	irty days and shall be com-
		Public Service Commiss

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THE EMPIRE DISTRICT ELEC	TRIC 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	
Canceling F.S.C. MO. NO.		000					
For <u>ALL TERRITORY</u>							
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 EFFECTIVE _____ June 15. 2011

une 15. 2011 FILED Missouri Public Service Commission ER-2011-0004; YE-2011-0615

THE EMPIRE DISTRICT ELECTRIC COMP	ANY								
P.S.C. Mo. No5	Sec.	5	5 th	Revised Sheet No.	23				
Canceling P.S.C. Mo. No5	Sec.	5	4 th	Revised Sheet No.	23				
For <u>ALL TERRITORY</u>									
	RULES AND REGULATIONS								
2. Mandatory elimination of consumpti	on by all educ	ational institutio	ns, museums, ar	t galleries and historic b	uildings.				
3. Voltage reduction of 5% for all Cust	omers.								
 Rotating two-hour service interrup implementing and controlling the in avoid interruption of circuits which s 	nterruptions, a	ind, where poss	sible, will avoid i	em Operator will be interruptions, and, whe	responsible for re possible, will				

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 - g. Food processing, storage and distribution facilities.
 - h. Medical supply facilities.

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

	RULES AND REGULATIONS	OCT - 7 1994	
For <u>ALL TERRITORY</u> No supplement to this rate schedule will be issued except for the purpose of cancelling this rate schedule.	Scc.	5 3rd Revised Sheet No 23 Which was issued V 12/16-8	8
THE EMPIRE DISTRICT ELECTRIC COMPANY	Sec.	<u>5 4th</u> Revised Sheet No. <u>23</u> Cancelling P.S.C. Mo. No. <u>5</u>	<u>د</u>
STATE OF MISSOURI, PUBLIC SERVICE COMMISSIO	N	P.S.C. Mo. No5	

- 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.

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 - g. Food processing, storage and distribution facilities.



FEB - 9 1995

MISSOURI Public Service Commission

CANCELLED ' 1/1/2007 & 12/14/07 ER-2006-0315 9. Missouri Public Service Commission h.



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

DATE EFFECTIVE _____ February 9, 1995

STATE OF MISSOURI, PUBLIC SERVICE COMMISSION P.S.C. Mo. No. 5 THE EMPIRE DISTRICT ELECTRIC COMPANY Sec. <u>5</u> 3rd Revised Sheet No. Cancelling P.S.C. Mo. No. ALL TERRITORY For 5 2nd Revised No supplement to this tariff will be issued except Sec.

for the purpose of cancelling this tariff.

RULES AND REGULATIONS

AUG 3 1994

Which was

- 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 nealest 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:
 - The customer has outstanding with a utility providing the same type of service, an unpaid service account a. 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 diversed the service of the Company on or about or delivered to the customer's premises.

		FEB 9-1995 BY 4 D. R. S. # 13 Public Service Commission MISSOURI	$\begin{array}{c} \text{AUG 151994}\\ \text{on} 94 - 172\\ \text{MISSOURI}\\ - \text{Public Service Complexity}\\ \end{array}$
DATE OF ISSUE	August 2, 1994	DATE EFFECTIVE	August 15, 1994

August ISSUED BY M. W. MCKINNEY, Vice President, Joplin, MO <u>August 15, 1994</u>

TATE OF MISSOURI, PUBLIC SERVICE COMMISSION		P.S.C.Ma.No5
The Empire District Electric Company	5an 5 %	Original nd_ Revised Sheet No23
		ancelling P.S.C.Mo.No5
orALL_TERRITORY	5 m 5 l	-Original- st_Revised_Sheet No23
	Sec	st_Revised_Sheet_No23 nich was issued 9-20-83
	·	
RULES AND	REGULATIONS	
, ,		DEC 14 1998
11. At locations where, as provided under Chapter nected upon vacation of premises, a customer d Company office, and receive, either in person final meter reading by customer. Upon retur either by mail or in person, settlement of the or by mail.	esiring to terminate _r s at the office or by on of the final meter	service shall notify the neare whail, a regular card form (f reading to the Company offi
 B. Guarantee of Payment 1. Company may require a security deposit or othe of the following: 	er guarantee as a conc	dition of new service due to a
a. The customer has outstanding with a utility vice account which accrued within the last vice, remains unpaid and not in dispute.		
*b. Within the customer's last twelve consecut. furnishing similar service, the customer h than five times, or rendered more than one	as been diaconnected	
*c. The customer has in an unauthorized manner providing similar service aituated on or a the last five years.		
 d. If the customer is unable to establish an a To establish an acceptable credit ra following criteria: (a) Owns or ia purchasing a home. (b) Is and has been regularly employed (c) Has an adequate regular source of i (d) Can provide adequate credit referen (2) Customers other than residential may p information: 	ting, a residential on a full-time basis f ncome. ces from a commercial	customer must meet one of the for at least one year.
(a) References from previous utility.		- T 109A
(b) Banking references. (c) Financial statements.		AUG 10100
	ces.	AUG 151994 2 ml R.S.#23
 (d) Reports from commercial credit sour 2. Company may require a security deposit or oth to any of the following: a. The service of the customer has been diaco 	er guarantee as a con	ndition BY antinued Service Public Service MISSOURI
a. The service of the customer has been diaco account not in diapute.	ntinued by the Company	y for nonpayment of a delingu
b. In an unauthorized manner, the customer in on or about or delivered to the customer's		erted the service of the Comp
c. A residential customer has failed to pay an billing perioda out of twelve consecutive Cold Weather Rule, deposita for electric payment or for excessive late payments m unless the Company can show a likelihood t service. The Company shall not asseas new the cold weather period to those customers payments in accordance with the Cold Weather	billing periods. Du service assessed bec way be paid by instal hat the customer does deposits nor bill pre who enter into a sett	uring the period defined in ause of discontinusnce for n llments over a six-month per not intend to pay for continu vioualy assessed deposits dur
d. A customer other than residential has fai date for two billing periods out of six con	secutive billing peri	ods.
 No deposit shall be required by the Company be gin, marital status, age, number of depen residence. 	ecause of a customer's dents, source of in	come, sex, creed, national of come, or geographical area JAN 151989
	Pi	ublic Service Commissio
DATE OF ISSUE DECEMBER 16, 1988	DATE EFFECTIV	/E JANUARY 15, 1989

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

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The Empire	District Electric Company	Sec 5	st Original Sheet No 23
rue Empite	District Dectre Company		Revised
			ancelling P.S.C. Mo. No
For	ALL TERRITORY	Sec	Original Sheet No. Revised D) E C E [W E [] Which was issued E []
			
	RULES AND REC	GULATIONS	SEP 2 3 1983
4. A	security deposit required pursuant to these rules is su	bject to the following	g terms and conditionSISSOURI
a.	A deposit will not exceed the utility charges application puted on the basis of the estimated annual billing f terms of Section 2 of this rule, in which case the customer during the preceding twelve months.	or service, unless the	security deposit is required under the
` b.	Interest at the rate of six percent per annum compose be either credited to the service account of the co- deposit. Interest shall not accrue on any cash depose to return such deposit to the customer. The Compa- such deposit. This rule shall not preclude the Compa- one complete billing cycle annually.	ustomer on an annua sit after the date the any will keep in its r	al basis or paid upon the return of the Company has made a reasonable effort records evidence of its efforts to return
, C.	Upon termination of service, the deposit with accruin if any, will be returned promptly to the customer.	ied interest will be cr	edited to the final bill, and the balance,
• d.	The credit of a residential customer shall be establi promptly by the Company upon satisfactory paym for a period not to exceed twelve successive month prior to the date upon which the bill becomes delin funds pending the resolution of a matter in dispute interference by the customer.	ent by the customer is, For purposes of the inquent, The Compar	of all proper charges for utility service his rule, payment is satisfactory if made hy may withhold refund of the deposit
*e.	Deposits from customers other than residential may final bills.	y be retained by the	Company as a guarantee of payment of
f.	Company will maintain a record of all deposits rec the location of the premises occupied by the custor location while the deposit is retained, the date and a	mer at the time the d	leposit was required and each successive
g. 	 Each customer posting a security deposit shall receive bill, a receipt as evidence thereof, unless the Compacustomer's bill, in which event the receipt shall not 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 Com (5) Statement of the terms and conditions governing 	any shows the exister t be required unless mpany employee rece	nce or non-existence of a deposit on the requested by the customer. The receipt eiving payment.
h	Company will provide means whereby a person entrefund even though he may be unable to produce adequate identification to insure that he is the custo	the original receipt f	or the deposit, provided he can produce
i-	Company will apply deposit standards uniformly a	as a condition of uti	lity service to all residential customers.
j. 	BYZ		tomer does fot (intend_to pay for such
	2110110		Public Service Commission

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The Empire District Electric Company	Sec. 5. Original Sheet No. 23
	-Revised Cancelling P.S.C. Mo. No.
For ALL TERBITORY	Sec Original Sheer No. E. WED. Which was issued E. Sheer No. E. WED.
	JUN 22 1983
terms of section 2 of this rule, in which case the de customer during the preceding twelve months.	posit will not exceed two times the highest bill of thatURI Public Service Commission
will be either credited to the service account of the deposit. Interest shall not accrue on any cash depo to return such deposit to the customer. The Comp.	bunded annually will be payable on all deposits. Interest customer on an annual basis or paid upon the return of the sit after the date the Company has made a reasonable effort any will keep in its records evidence of its efforts to return pany from crediting interest upon each service account
c. Upon termination of service, the deposit, with accruin if any, will be returned promptly to the customer.	ued interest, will be credited to the final bill and the balance,
by the Company upon satisfactory payment by the period not to exceed twelve successive months. Fo prior to the date upon which the bill becomes deline	te deposit and accrued interest shall be refunded promptly a customer of all proper charges for utility service for a or purposes of this rule, payment is satisfactory if made aquent. The Company may withhold refund of the deposit involving discontinuance for non-payment or unauthorized
the location of the premises occupied by the custor	eived from customers, showing the name of each customer, ner at the time the deposit was required and each successive amount of deposit, and the date and amount of interest
first bill, a receipt as evidence thereof, unless the Co	ive in writing at the time of tender of deposit or with the ompany shows the existence or non-existence of a deposit hall not be required unless requested by all subtractions of ormation:
(2)Date of payment.	UFALINE 3 1983
(3)Amount of payment.	At BS SIGN
(4)Identifiable name, signature, and title of the Co	mpany employee receiving payment
(5)Statement of the terms and conditions governing	g the payment retention and retunned deposits.
g. Company will provide means whereby a person ent refund even though he may be unable to produce t adequate identification to insure that he is the cust	mpany employee receiving payment A B C SERVICE COMMISSION g the payment retention and retunded deposities of the deposit titled to a return of a deposit is not deprived of the deposit he original receipt for the deposit, provided he can produce comer entitled to refund of the deposit.
h. Company will apply deposit standards uniformly as	s a condition of utility service to all residential customers.
deposit in installments unless the Company can sho for such service.	customer, required to make a deposit, may pay such a
 In lieu of a security deposit required by these rules, C party as surety for a customer service account. 	ompany may accept the written guarantee of a responsible AUU 1 8 2 - 4 0 Public Service Commis
DATE OF ISSUE JUNE 22, 1983	DATE EFFECTIVE AUGUST 1, 1983

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THE EMPIRE DISTRICT ELECTRIC COMPA	NY				
P.S.C. Mo. No5	Sec.	5	3rd	Revised Sheet No.	23a
Canceling P.S.C. Mo. No5	Sec.	5	2nd	Revised Sheet No.	23a
	000.				
For <u>ALL TERRITORY</u>					
		RULES AND			
		REGULATIONS			

RESERVED FOR FUTURE USE

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

DATE EFFECTIVE _____ June 15. 2011_

ine 15. 2011 FILED Missouri Public

THE EMPIRE DISTRICT ELECTRIC COM	IPANY				
P.S.C. Mo. No5	Sec.	5	2 nd	Revised Sheet No.	23a
Canceling P.S.C. Mo. No5	Sec.	5	1 st	Revised Sheet No.	<u>23a</u>
For <u>ALL TERRITORY</u>					
		RULES AND EGULATIONS			

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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

	RULES AND REGULATIONS		-			
for the purpose of cancelling this rate schedule.			v		s issued	
For <u>ALL TERRITORY</u> No supplement to this rate schedule will be issued except	Sec.	5		Original	Sheet No.	<u>23a</u>
	Sec.	5		Revised celling P.S	Sheet No. S.C. Mo. No.	<u>23a</u> 5
THE EMPIRE DISTRICT ELECTRIC COMPANY						
STATE OF MISSOURI, PUBLIC SERVICE COMMISSION	Ē.			P.S	5.C. Mo. No.	5

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MO. PUBLIC SERVICE COMM.

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

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FEB - 9 1995

MISSOURI Public Service Commission

DATE OF ISSUE February 9, 1995 ISSUED BY M. W. MCKINNEY, Vice President, Joplin, MO

DATE EFFECTIVE _____ February 9, 1995

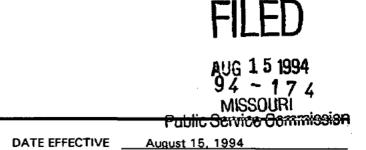
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STATE OF MISSOURI, PUBLIC SERVICE COMMISSION	P.S.C. Mo. No5
THE EMPIRE DISTRICT ELECTRIC COMPANY ForALL TERRITORY No supplement to this tariff will be issued except for the purpose of cancelling this tariff.	Sec. <u>5</u> Original Speet No. <u>23a</u> Cancelling P.S.C. NE. VED Sec. <u>Revised</u> Sheet No. Which was iss NetC <u>3 1994</u>
	ES AND JLATIONS 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 101 R.S. 230 Public Service Commission MISSOURI



THE EMPIRE DISTRICT ELEC	TRIC 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 <u>ALL TERRITORY</u>									
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
Missouri Public
Service Commission
ER-2019-0374; EN-2021-0038; YE-2021-0041

THE EMPIRE DISTRICT ELEC	TRIC COMPANY					
P.S.C. Mo. No	5	Sec	_5	6th	Revised Sheet No.	24
Canceling P.S.C. Mo. No.	5	Sec		5th	Revised Sheet No.	24
For <u>ALL TERRITORY</u>						
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 - (1) Unless the estimating procedures employed by the Company and any substantive changes to those procedures have been approved by the Commission; and
 - As a Customer's initial or final bill for service unless conditions beyond the control of the Company prevent an (2) actual meter reading;

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

THE EMPIRE DISTRICT ELECT	TRIC COMPANY					
P.S.C. Mo. No.	5	Sec	_5	5 th	Revised Sheet No.	24
Canceling P.S.C. Mo. No.	5	Sec	5	4 th	Revised Sheet No.	24
For <u>ALL TERRITORY</u>						
			ES AND LATIONS			

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 - c. Under no circumstances shall Company render a bill based on estimated usage:
 - 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;



DATE EFFECTIVE

January 27, 2007

December 14, 2007



ER-2006-0315

STATE OF MISSOURI, PUBLIC SERVICE COMMISSION

THE EMPIRE DISTRICT ELECTRIC COMPANY

	Sec. <u>5</u>	4th Revised Sheet No. 24 Cancelling P.S.C. Mo. No. 5
For <u>ALL TERRITORY</u> No supplement to this rate schedule will be issued except for the purpose of cancelling this rate schedule.	Sec. <u>5</u>	<u>3rd</u> Revised Shect No. <u>24</u> Which was issued <u>12-16-88</u>
	RULES AND REGULATIONS	· · · · · · · · · · · · · · · · · · ·
	CHAPTER V	OCT - 7 1994
τ.	BILLING PRACTICES	MO. PUBLIC SERVICE COMM.

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 - 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.
 - Under no circumstances shall Company render a bill based on estimated usage: C.
 - (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:

FEB - 9 1995

MISSOURI Public Service Commission

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

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

Service Commission

DATE EFFECTIVE February 9, 1995

			Ca	Revised Sheet No. <u>24</u> Incelling P.S.C.Mo.No. 5
For	ALL TERRITORY			Revised Sheet No 24 ich was issued 1 42-16-88
			۳ ۵: 	1ch was 13sued 1 * 12-16-88
		RULES AND REGULATI	10N5	AUG 31 1990
4. A	security deposit required p onditions:	ursuant to these ru	les is subjects	ublicheeroklowigenterniese
a	. A deposit will not exceed the and shall be computed on th security deposit is required sit will not exceed two time months.	e basis of the estimuder the terms of Se	mated annual bil ection 2 of this	lling for service, unless t rule, in which case the dep
⊀ b	. Interest at the rate of nine sits. Interest will be eit basis or paid upon the retur after the date the Company ha The Company will keep in its shall not preclude the Compa complete billing cycle annual	her credited to the n of the deposit. I as made a reasonable of records evidence of any from crediting in	service account nterest shall n effort to return its effort to re	of the customer on an annu- ot accrue on any cash depos such deposit to the custome eturn such deposit. This ru
с	. Upon termination of service, bill, and the balance, if any	, the deposit with ac , will be returned pro	crued interest o omptly to the cu	will be credited to the fir stomer.
d	. The credit of a residential shall be refunded promptly proper charges for utility s purposes of this rule, payme becomes delinquent. The Comp of a matter in dispute invol- the customer.	by the Company upon service for a period ant is satisfactory if any may withhold refu	satisfactory pa not to exceed t f made prior to nd of the deposi	ayment by the customer of a welve successive months. A the date upon which the bi It funds pending the resolut
e	 Deposits from customers other payment of final bills. 	r than residential may	/ be retained by	[,] the Company as a guarantee
f	 Company will maintain a reconcustomer, the location of the required and each successive deposit, and the date and amo 	he premises occupied location while the	by the customer deposit is reta	r at the time the deposit w
9	 Each customer posting a secur sit or with the first bill existence or non-existence of not be required unless reques mum information: Name of customer. Date of payment. Amount of payment. Identifiable name, signat Statement of the terms deposits. 	l, a receipt as evid a deposit on the cust ited by the customer. cure and title of the f	dence thereof, to tomer's bill, in The receipt sha Company employee	unless the Company shows to which event the receipt sha all contain the following min e receiving payment.
h	Company will provide means whe the deposit refund even thoug provided he can produce adage refund of the deposit.	h he may be unable to	produce the ori	iginal receipt for the deposi
i	 Company will apply deposit at tial customers. 	andards uniformly as a	a condition of u	tility service to all reside
j.	. Company will provide means a such a deposit in installmen not intend to pay for such se	ts, unles CANG (Company srvice.	yten show a lik	red to make a deposit may p elihood that the Customer do
		FEB 9-19 BY 4th R.S.	195 # 24 P	SEP 10 1990 90 - 138 Jublic Service Commissi
L	ISSUE AUGUST 20, 1990	Public Service C	DATE EFFECTIV	

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

The Emp	ire District Electric Company	-Original
		Sec. <u>5</u> <u>2nd</u> Revised Sheet No. <u>Cancelling</u> P.S.C.Mo.No.
For	ALL TERRITORY	- Original
		Sec. <u>5 lst</u> Revised Sheet No. Which was issued 9-20
		tere inn in a real in a
	RU	LES AND REGULATIONS
		DEC 1 4 1998
4.	A security deposit required pursuar conditions:	t to these rules is subject to the following ter
	and shall be computed on the bas security deposit is required under	Public Second Const ity charges applicable to one billing period plus third is of the estimated annual billing for service, unle the terms of Section 2 of this rule, in which case the highest bill of that customer during the preceding
	sits. Interest will be either c basis or paid upon the return of after the date the Company has mad The Company will keep in its recor	t per annum compounded annually will be payable on all edited to the service account of the customer on an the deposit. Interest shall not accrue on any cash e a reasonable effort to return such deposit to the cus ds evidence of its effort to return such deposit. Th om crediting interest upon each service account duri
		deposit with accrued interest will be credited to the be returned promptly to the customer.
	shall be refunded promptly by th proper charges for utility service purposes of this rule, payment is becomes delinquent. The Company ma	er shall be established and the deposit and accrued in c Company upon satisfactory payment by the customer of a period not to exceed twelve successive monthe satisfactory if made prior to the date upon which the y withhold refund of the deposit funds pending the res iscontinuance for non-payment or unauthorized interfer
	e. Deposits from customers other than payment of final bills.	residential may be retained by the Company as a guara
	customer, the location of the pre	all deposits received from customers showing the name mises occupied by the customer at the time the depo tion while the deposit is retained, the date and am interest paid.
	 sit or with the first bill, a existence or non-existence of a depoint of the required unless requested by mum information: (1) Name of cuatomer. (2) Date of payment. (3) Amount of payment. (4) Identifiable name, signature and the required of	posit shall receive in writing at the time of tender o receipt as evidence thereof, unleas the Company sho osit on the customer's bill, in which event the receip the customer. The receipt shall contain the followin d title of the Company employee receiving payment. conditions governing the payment retention and ret
	the deposit refund even though he r	a person entitled to a return of a depoait is not depr may be unable to produce the original receipt for the d identification to insure that he is the cuatomer enti
	i. Company will apply deposit standard tial customers.	Is uniformly as a condition of utility service to all r
	such a deposit in installments, ur not intend to pay for such service	y a residential customer required to make a deposit less the Ompany can show a likelihood that the custom FILED
	SET ISSUE DECEMBER 16, 1988 BY BY R. L. LAMB, President, Jop?!	JAN 1 5 1989 JAN 1 5 1989 Public Service Commission
	DECEMBER 16 1999 BV	VICE URI DATE EFFECTIVE JANUARY 15, 1989

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The Empire District Electri	c Company	Sec. 5.	1st Ori	ginal Sheet	No	24
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or ALL TERRITO	<u> </u>	Sec	Orig	ginal Sheet	<u> 7 П.5</u> й	V! 24. [n] .
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			Which 'wa	s issued	0	
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	RULES AN	ND REGULATIONS	:1	SEP	231	583
						
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E In lieu of a cecurity	deposit required by these r	rules. Company may ac	cent the writ	tér⊳⊮ouecanfi	a of a	restions (bli
narty as surety for a	deposit required by these r customer service account.	ules, company may ac		adie Serv	Tice C	០៣៣៣៩៩ល
			۹			
	d by the Company is subject					
a. It will be in writ	ing and shall state the terms	of guarantee and the m	iaximum amo	unt guaranti	eed, Th	ne Company
	guarantor liable for sums in		i amount of th	ne required of	cash de	eposit unles
the guarantor cor	nsents thereto in a separate w	ritten instrument,				
* h Cradit will be a	stablished for the residentia	d customer and the au	arantor chall	he released	unon	satisfactor
	customer of all proper charge					
	rule, payment is satisfactory					
	delinquent. Payment of a dis					
or withdrawal of	dispute. The Company may	y withhold the release	of the guaran	tor pending	the res	olution of
	te involving discontinuance					
	y all deposits subject to refu					
	ntified and disclosed on the	bill. Deposits otherwise	subject to re	rund may be	e withh	ield pendin
the outcome of any	dispute.				ELI	- Fall
				fund may be		- 0
C. Discontinuance of Serv	vice ontinue service to any custom a delinguent account. security deposit or quaranter			<u> </u>	1 5 19	389
1. Sufficient Reasons:				IAI	10.	b.c.
Company may disco	ontinue service to any custom	ner for one or more of t	the following	reasons:	widd .	Ster
a. Nonpayment of a	a delinquent account.			avd	12	
				CAL	90/y	I I RI
b. Failure to post a	security deposit or guarantee	e acceptable to the Con	npany. Oi	IDIIC Ser	1195	DUR!
c Unauthorized in	terference, diversion or use	of the utility service	situated or c	elivered on	or ab	out the cu
	. The above includes the follo		5.109150 07 0	CAREFED ON	07 80	
	ns or any device are found o		tomer of the (Company wi	hich wo	ould preven
the meter fr	om registering the total energ	gy used or to be used; o)r			
	or anyone connected with hi					
	used on his premises from b	eing registered by the n	neter installed	on said pre	mises f	for such pu
poses; or	terrette en berte en b	ulas tak sha i	and all all a	•••••••		ماد الحما ا
	installs a check meter in se					
	er amount of energy is being he meter provided for custom					ni nie CU6C
	is more provided for custon			- Giarry Corre		
d. Failure to compl	y with the terms and conditi	ions of a settlement agr	eement.			
						-
	t access at reasonable times		upon the pre	mises of th	e custo	omer for th
purpose of inspe	ction, meter reading, mainter	nance or replacement.				
f Microprosontatio	n of identity for the purpose	of obtaining utility or	vice			
i. misichiesenratio	a schematy for the purpose	s of obtaining utility set	• 1 0 0.			
g. Violation of an	y other rules of the Compa	iny on file with and ap	proved by th	e Commissio	on whi	ch adversel
	of the customer or other pe					
			iii îi	יייייי ז בו	ഞംഗ് വെറ്റ	
2. Insufficient Reason				5	111 5	5 (N)
None of the follow	ing shall constitute sufficient	cause for Company to	discontinue s	ervice:		- 19 <u>-</u>
a. The failure of a c	customer to pay for merchan		ces not subjec	t to Commis	ssion ju	irisdiction i
		J DY THE COMDANY	k,	UU [23	1983
an integral part o	of the utility service provided	,	(4			.000
an integral part o	of the utility service provided	-,,,				
an integral part o	of the utility service provided	,		unlie Son		

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

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The Empire District Electric Company	Sec 5	Original Sheet No
	С	ancelling P.S.C. Mo. No.
For. ALL TERRITORY		Original Tsher Roll Revised C U Coll Which was issued.
RULES	AND REGULATIONS	JUN 22 1
6. A guarantee accepted by the Company is subject a. It will be in writing and shall state the term will not hold the guarantor liable for sums in the guarantor consents thereto in a separate w	s of guarantee and the maximu n excess of the maximum amo	ditions: MISSOU um ampanatslenes. unt of the required cash de
b. Credit will be established for the customer a customer of all proper charges for utility servi payment is satisfactory if, as to undisputed quent. Payment of a disputed bill will be s dispute. The Company may withhold the re involving discontinuance for nonpayment of page 1.	ice for a period of twelve succes bills, it is made prior to the da satisfactory if made within ter elease of the guarantor pending	ssive months. For purposes ate upon which the bill be n days of resolution or wi g the resolution of a matte
 Company may apply all deposits subject to refut the refund is identified and disclosed on the bioutcome of any dispute. 	 Deposits otherwise subject t 	o refund may be withheld
C. Discontinuance of Service 1. Sufficient Reasons: Company may discontinue service to any custon a. Nonpayment of a delinquent account.	ner for one or more of the follo	wing reasons: OCT 2 3 1
b Eailure to past a security deposit or guerante	a accordable to the Company	
 c. Unauthorized interference, diversion or use premises. The above includes the following: (1) If connections or any device are found of the meter from registering the total energy 	on the premises of a customer	
 (2) If customer or anyone connected with h total energy used on his premises from t poses; or (3) If Company installs a check meter in s that a greater amount of energy is being and the meter provided for customer be termined. 	being registered by the meter is series with the meter provided used by such customer, and up	nstalled on said premises f for customer and the che on such showing, both the
d. Failure to comply with the terms and conditi	ions of a settlement agreement.	
e. Refusal to grant access at reasonable times to pose of inspection, meter reading, maintenan		e premises of the custome
f. Misrepresentation of identity for the purpose	e of obtaining utility service.	
g. Violation of any other rules of the Company the safety of the customer or other persons,		
 Insufficient Reasons: None of the following shall constitute sufficient The failure of a customer to pay for mercha an integral part of the utility service provided 	andise, appliance or services no	
		Public Service (

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THE EM	IPIRE DISTRICT	ELECTRIC COM	PANY				
P.S.C. N	Mo. No.	5	Sec.	5	<u> </u>	Revised Sheet No.	25
Canceli	ng P.S.C. Mo. No	5	Sec.	5	5th	Revised Sheet No.	25
For _	ALL TERRIT	ORY					
	d. When Com	nany renders an	RI estimated bill in a	EGULATIONS	h these rules if	shall	······
	(1) Maintai (2) Clearly	n accurate record and conspicuous	ds of the reasons sly note on the bil readings, whene	therefor and t It that it is base	he effort made ed on estimated	to secure an actual reading Lusage; and	ı; and
		pany underestim ent in installment		's usage, the (Customer shall	be given the opportunity, if	requested, to
3.	 Determ Otherw Determ six mor Determ Base U Determ Base U Determ corresp to the c Determ Weather For ligh year mit For ligh year mit For acc in curres If Company is u the Customer be estimation may on a regular base shall attempt to shall include pe shall offer appoir reading during reses. Discontin	ine the custome ise, determine the ine the custome inths with outliers ine the custome sage. ine the custome conding to the cu- customer's Actual ine the custome ar Multiplier and the customer's Actual ine the customer's Actual ine the customer's actual	e Actual Metered r's Base Usage a removed. er's Weather Ser er's Weather Ser stomer's Actual I Metered Usage r's Estimated Us he current month he estimate will b umber of days to ted history, the e an actual meter re ass mail or per- tual usage, and t ire by which such I reading from Cu ith the Customer readings on Sa hours and outsi	red Usage for I Usage for the as the usage the I usage for the I usage for the I usage for the I usage as the of I is Degree Day De based on the I is Degree Day Degree Day D	the same mo month closest nat is the lowes as the differen iding Weather e. In the event e used as the e ustomer's Base (Current Deg be prior year's u or the current m based on a prior that the bills mer may read a reporting may be rting their own Customer of the to 9:00 p.m. or siness hours ar	t actual monthly usage in t ce between Actual Metere Sensitive Usage by the there are no degree days estimate. e Usage plus the product ree Days). Isage per day for the same	he prior thirty- ed Usage and Degree Days corresponding of customer's e month of the tiplied by days ated, that the the Company ed. Company hese attempts ay. Company for this special Credit Action
4.	If a Customer fa Company shall	ils to report usag notify the Custor	ge to the Compa ner that if usage	ny, the Comparison not reported	any shall obtair d regularly by	n a meter reading at least a the Customer and if the C inued pursuant to Section F	ustomer fails,
5.	Notwithstanding programs at the the Commission	election of the C	is rule, the Com ustomer, provide	pany may bill d the equal pa	its Customers i ayment billing p	n accordance with equal p rogram has been previousl	ayment billing y approved by
6.	same day of ea nine (9) days or	ch billing period. more to the billin	If Company cha	anges a meter hall be given to	reading route	ner receives each billing or or schedule which results i sustomer at least fifteen (15	n a change of
NCELLED mber 16, 2020 souri Public e Commission	utility charges. Company regula be extended thro receives the re discontinuance of	If the delinquer arly used for the ough the next bu mittance. Com	it date falls upor payment of Custo siness day. The pany shall not	n a Sunday, le omer bills are date of payme base an ass	egal holiday, or not open to the ent for remittand essment of a	s from the rendition of the r any other day when the general public, the delinqu ce by mail is the date on wh deposit or late payment or before the delinquent da	offices of the lent date shall nich Company charge, or a
374; EN-2021-0 -2021-0041	a. Non-resider		shall have the r he utility charges		ys specified in	the applicable rate sche	dule from the

DATE EFFECTIVE June 15. 2011

P.S.C. I	IPIRE DISTRICT E	<u>5</u>	Sec.	5	5th	Revised Sheet No.	25
Canceli	ng P.S.C. Mo. No.	5	Sec.	5	4th	Revised Sheet No.	25
For	ALL TERRITO	<u> </u>					
	d. When Compa	ny renders an e	estimated bill in a	EGULATIONS		shall:	
	 Maintain Clearly and 	accurate record nd conspicuous		therefor and t I that it is base	he effort made t ed on estimated	o secure an actual reading usage; and	; and
		ny underestima it in installment		s usage, the (Customer shall	be given the opportunity, if	f requested, to
3.	 (1) Determin Otherwise (2) Determin six month (3) Determin Base Usa (4) Determin correspon to the cus (5) Determin Weather (6) For lightin year mult (7) For accod in current If Company is una the Customer by f not reflect the act basis. The proced to secure an actual personal contact of appointments for the customer of the customer 	e the custome e, determine the e the customer as with outliers e the customer age. e the custome ding to the cus stomer's Actua e the custome Multiplier and ng accounts, the iplied by the nu- unts with a limit billing cycle. able to obtain a irst-class mail of ual usage, and dure by which s al reading from with the Custometer readings	e Actual Meterer i's Base Usage a removed. r's Weather Sen r's Weather Sen r's Weather Mu stomer's Actual I Metered Usage r's Estimated U the current mont be estimate will b umber of days to ted history, the estimate will b umber of days to ted history, the estimate of personal deliver that the Custom such reading and Customers report mer to advise th on Saturday or	red Usage for d Usage for the as the usage to sitive Usage ltiplier by div Metered Usage a, the Weather sage as the of h's Degree Da e based on the be estimated for stimate will be eading for three ery that the bill her may read reporting may orting their own the Customer of prior to 9:00 p	or the same more e month closes: hat is the lowes as the difference iding Weather ge. In the event Multiplier will be customer's Bass ays (Current De the prior year's us or the current m based on a prior ee (3) consecution is being rendered and report elect be initiated shift usage at leas of the regular m b.m. on weekda	t actual monthly usage in the same set of the the prior thirty- ed Usage and Degree Days corresponding of customer's e month of the tiplied by days hy shall advise estimation may y on a regular y shall attempt s shall include any shall offer special reading	
4.	Company's inabilit	y to secure an s to report usag	actual meter read ge to the Compa	ling shall not b ny, the Comp	be required. any shall obtair	usage on a regular bas a meter reading at least Customer and if the Custo	annually. The
						ied pursuant to Section F	
5.						n accordance with equal p rogram has been previousl	
6.	same day of each	billing period. ore to the billin	If Company cha g cycle, notice s	anges a meter hall be given to	reading route	ner receives each billing or or schedule which results i sustomer at least fifteen (15	in a change of
7. ELLED 5, 2011 ri Public ommission ; YE-2011-06	utility charges, un payment date plar Company regularly be extended throu receives the rem discontinuance of a. Non-residentia	less a Custom n. If the deling y used for the p gh the next bu- ittance. Com service, on a pa	ner has selected uent date falls u payment of Custo siness day. The pany shall not ayment that was hall have the num	a preferred p pon a Sunday omer bills are date of payme base an ass made to a pay	bayment date in , legal holiday, not open to the ent for remittance essment of a ment agent on o	s from the rendition of the n accordance with Compa or any other day when the general public, the delinquice by mail is the date on w deposit or late payment or before the delinquent dat pplicable rate schedule from	any's preferred e offices of the uent date shall hich Company charge, or a te.

DATE EFFECTIVE October 28, 2009

FILED Missouri Public Service Commission

JE-2010-0231

THE EMPIRE DISTRICT ELECTRIC CC	MPANY				
P.S.C. Mo. No5	Sec.	5	4 th	Revised Sheet No.	25
Canceling P.S.C. Mo. No5	Sec.	5	3 rd	Revised Sheet No.	25
For ALL TERRITORY					
		RULES AND			

- 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).
- 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

a.437	LES AND ULATIONS		~	AT 7 100	л
For <u>ALL TERRITORY</u> No supplement to this rate schedule will be issued except for the purpose of cancelling this rate schedule.	Sec.	<u>5 2nd</u>	Revised Which was		25 2216-88
THE EMPIRE DISTRICT ELECTRIC COMPANY	Sec			Sheet No. S.C. Mo. No.	<u>25</u> 5
STATE OF MISSOURI, PUBLIC SERVICE COMMISSION			P.S	i.C. Mo. No.	5_

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

Non-residential Customers shall have the number of days specified in the applicable rate schedule from the a. rendition of each bill to pay the utility charges. FEB - 9 1995

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

February 9, 1995

MISSOURI Public Service Commission

	OF MISSOURI, PUBLIC SERVICE COMMISSION		P.S.C.Ma.No. 5
1 NE EN	npire District Electric Company	Sec.	- Original 5 _ <u>2nd</u> Revised Sheet No25 Cancelling P.S.C.Mo.No5
or	ALL TERRITORY		-Original
		Sec.	<u>5 lst Revised Sheet No. 25</u> Which was issued
			DEC 14 1998
	RULES ANI	D REGULATIONS	DF0 14 1320
			<u> </u>
:	5. In lieu of a security deposit required by th a responsible party as surety for a customer		y may laccept (the (written; guarantee)
Ċ	6. A guarantee accepted by the Company is subject a. It will be in writing and shall state the The Company will not hold the guarantor required cash deposit unless the guaranto	e terms of guarant liable for sums in	ee and the maximum amount guarantee exceas of the maximum amount of t
	b. Credit will be established for the resider satisfactory payment by the customer of a twelve successive months. For purpose undisputed bills, it is made prior to the of a disputed bill will be satisfactory a dispute. The Company may withhold the matter in dispute involving discontinuan cuatomer.	all proper chargea a of this rule, e date upon which if made within ten release of the g	for utility service for a period payment is satisfactory if, as the bill becomes delinquent. Payme days of resolution or withdrawal parantor pending the resolution of
	7. Company may apply all deposits subject to revided the amount of the refund is identified to refund may be withheld pending the outcom	and disclosed on	
C. (Discontinuance of Service		
	 Sufficient Reasons: Company may discontinue service to any custo a. Nonpayment of a delinquent account. 	mer for one or mor	e of the following reasons:
	b. Failure to post a security deposit or gua	rantee acceptable	to the Company.
	 c. Unauthorized interference, diversion or about the customer's premises. The above (1) If connections or any device are fou would prevent the meter from register (2) If customer or anyone connected with prevent the total energy used on his on said premises for such purposes; o (3) If Company installs a check meter in check indicated that a greater amour such showing, both the check meter at to be commercially correct. 	includes the foli ind on the premise ing the total ener him has tampered premises from bei r n series with the nt of energy is be	owing: is of a customer of the Company wh gy used or to be used; or with, or shall by any manner or me ing registered by the meter instal meter provided for customer and eing used by such customer, and u
	d. Failure to comply with the terms and cond	itions of a settle	ment agreement.
	e. Refusel to grant accesa st reasonable t customer for the purpose of inspection, m		
	f. Misrepresentation of identity for the pur	pose of obtaining	utility service.
	g. Violation of any other rules of the Com adversely affects the safety of the custo delivery system.		
	 Insufficient Reasons: None of the following shall constitute suffi a. The failure of a customer to pay for Commission jurisdiction as an integral back 	pmerchandise, ap	pliance or services not subject service provided by the Company.
		1995	FILED
	CANULLA FEB 9 BY 324 R BY 324 R OF ISSUE DECEMBER 16, 1988 PUDITO MIST	S#25	JAN 1 5 1989
	BY Service	Cominie	Public Service Commiss
DATE	OF ISSUE DECEMBER 16, 1988 PUDIC MID	DATE EFF	FOLLYF JANUARY 15, 1989

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

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The Fmn	ire	SSOURI, PUBLIC SERVICE COMMISSION District Electric Company		Original
	110		Sec. <u>5 1st</u>	t_ Revised Sheet No ncelling P.S.C.Mo.No
For		ALL TERRITORY		Original
			Sec. <u>5</u> Whi	_ Revised Sheet No ich was issued6-22-83
		RUL	ES AND REGULATIONS	REGEIVED
		The failure of a residential cust metering point, residence or location vice at a separate residential meter rules, Company may transfer any unp customer.	on. In the event of a discont ering point, residence or loca waid balance to any other resi	tinuance brAterminationPofs ation in accordance with th dential pervice account of
		The failure of the customer to pay f ferent location. The placing of m billing the usage of specific dev construed as a different class of se	ore than one meter at the sem vices under optional rate sc	hedules or provisions is
3.		tice Service shall not be discontinued a after an account becomes delinquent which case discontinuance may be eff the notice.	: except where written notice	is delivered to a customer
*	b.	Company will not discontinue servic to the customer or at least 48 hou Notice by mail is complete upon ma accurate record of the date of mail	irs after written notice is h ailing by first class mail.	and-delivered to the custom
		Notice of discontinuance shall not ject of a dispute pending with the for any bill or portion of a bill w breach of a settlement agreement, u case the Company will take necessary	Company or the Commission, nor which is the subject of a aett nless the Company inadvertent.	r shall such a notice be iss lement agreement, except af ly issues such notice, in wh
	C,	At least five (5) days prior to dis at a multi-dwelling unit residenti notices of the Company's intent to of the building, provided, however, aware that said structure is a sin notices shall include the date on on be required to provide notice i consideration.	al building at which usage i discontinuance will be conspi that auch notices will not be gle metered multi-dwelling un r after which discontinuance ma	s measured by a single met cuously posted in public as required if the Company is it residential building. S ay occur. The Company will
		At least five (5) days prior to dia at a multi-dwelling unit residentia a single customer is responsible f residence in which the occupant u occupant(s) shall be given written vided, however, that such notice Company or the Company is otherwise dwelling unit residential building single family residence, the not discontinued shall outline the proc name for service of the same charact	al building where each unit is or payment for service in all using electric service is no notice of the Company's inter shall not be required unless a aware that he is not the cua where each unit is individual ice provided to the occupant cedure by which the occupant t	individually metered at we units in the building or a t the Company's customer, it to discontinue service, p the occupant has advised tomer. In the case of a mu ly metered or in the case of nt of the unit about to thereof may apply in his or
-	d.	At least twenty-four (24) hours reasonable efforts to contact the cu steps must be taken to avoid diacon	ustomer by telephone to sdvise	
*	e,	Form and Contents of Notice: The disconnect notice shall be tit: in height and shall contain the fol: (1) The name and address of the cus (2) A clear and concise statement o (3) The date on or after which serv. action.	lowing: tomer and the address of servi f the reasons for proposed dis ice will be diacontinued unless	ce, if diff erence continuance of service () a the customer takes appropr
		(4) Total amount owed by the custom	SELLED	
		Ci	JAN 15 1989 JAN 15 1989 BY2 Service Commission In SSOURI	Public Service Commis
DATE O		SUEMAY 31, 1985	JAIN SH ZATE EFFECTIVE	JUNE 30, 1985
ISSUED	BY	R. L. LAMB, President, Joplin, MO.	ava Com	

STATE OF MISSOURI, PUBLIC SERVICE	E COMMISSION P.S.C. Mo. No
The Empire District Electric Company	Sec 5 Original Sheet No
	Cancelling P.S.C. Mo. No.
NGELLED "	
	RULES AND REGULATIONS
SERVICE Stresidence or location in accordance w	to pay for concurrent service received at a separate metering point, residential and the service at a separate residential metering point the service at a separate residential metering point the service at a separate residential metering point to be a separate residential metering point to be a separate residential metering point to be a separate residential metering point to be a separate residential metering point residential metering point residential metering point residential metering point as the separate residential metering point residential meter
The placing of more than one meter a	for a different class of service received at the same or different locat at the same location for the purpose of billing the usage of specific dev ovisions is not construed as a different class of service for the purpose
	r nonpayment of a delinquent account within five (5) days after an acco itten notice is delivered to a customer in which case discontinuance may) hours after delivery of the notice.
customer at least six (6) days prior to the customer, it shall be done at least mailing. Company will maintain an ac shall not be issued as to a bill or port or the Commission nor shall such a r settlement agreement except after brea	e pursuant to section C1 unless written notice by first class mail is sent to to the date of the proposed discontinuance. If written notice is delivered at 48 hours prior to discontinuance. Service of notice by mail is complete courate record of the date of mailing. A notice of discontinuance of serv rtion of a bill currently the subject of a dispute pending with the Compa notice be issued as to any bill or portion of a bill which is the subject of each of a settlement agreement, unless the Company inadvertently issues will take necessary steps to withdraw or cancel such notice.
unit residential building at which usa continuance will be conspicuously po will not be required if the Company dential building. Such notices shall in	ntinuance of service for non-payment of a bill or deposit at a multi-dwel sage is measured by a single meter, notices of the Company's intent to posted in public areas of the building, provided, however, that such not r is not aware that said structure is a single metered multi-dwelling unit r nclude the date on or after which discontinuance may occur. The Comp tice in individual situations where safety of employees is a considerat
unit residential building where each payment for service in all units in the the Company's customer, the occupa service, provided, however, that such the Company is otherwise aware that ing where each unit is individually me occupant of the unit about to be dis	ntinuance of service for non-payment of a bill or deposit at a multi-dwel unit is individually metered at which a single customer is responsible e building or at a residence in which the occupant using utility service is ant(s) shall be given written notice of the Company's intent to disconti notice shall not be required unless the occupant has advised the Compa t he is not the customer. In the case of a multi-dwelling unit residential letered or in the case of a single family residence, the notice provided to iscontinued shall outline the procedure by which the occupant thereof m of the same character presently received through that meter.
	ceding discontinuance of service, Company will make reasonable effort. The pending action and what steps must be taken to avoid discontinual
8:00 a.m. and 4:00 p.m. on the date spe	
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THE EMPIRE DISTRICT ELECTRIC COM	IPANY									
P.S.C. Mo. No5	Sec.	5	7th	Revised Sheet No.	26					
Canceling P.S.C. Mo. No5	Sec.	5	<u> </u>	Revised Sheet No.	26					
For <u>ALL TERRITORY</u>										
		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.

DATE EFFECTIVE _

June 15, 2011

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

THE EMPIRE DISTRICT ELECTRIC COMPAN	NY							
P.S.C. Mo. No5	Sec.	5	6 th	Revised Sheet No.	26			
Canceling P.S.C. Mo. No5	Sec.	5	5 th	Revised Sheet No.	26			
For ALL TERRITORY								
RULES AND REGULATIONS								

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 - f. The total amount due;
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DATE EFFECTIVE

January 27, 2007 December 14, 2007



ER-2006-0315

	RULES AND REGULATIONS	JUL 1 3 1998
For <u>ALL TERRITORY</u> No supplement to this rate schedule will be issued except for the purpose of cancelling this rate schedule.	Sec	5 4th Revised Sheet No2 26 Which was issued 2 2010-7-94
	Sec	5 <u>5th</u> Revised Sheet No. <u>26</u> Cancelling P.S.C. Mo. No. <u>5</u>
STATE OF MISSOURI, PUBLIC SERVICE COMMISSIO THE EMPIRE DISTRICT ELECTRIC COMPANY	N	P.S.C. Mo. No5

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;
 - 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

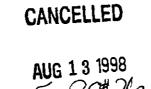
DATE OF ISSUE July 14, 1998 ISSUED BY R. B. Fancher, Vice President, Joplin, MO

DATE EFFECTIVE August 13, 1998



STATE OF MISSOURI, PUBLIC SERVICE COMMISSIO THE EMPIRE DISTRICT ELECTRIC COMPANY	N	P.S.C. Mo. No5
ForALL TERRITORY		<u>4th</u> Revised Sheet No. <u>26</u> Cancelling P.S.C. Mo. No. <u>5</u>
No supplement to this rate schedule will be issued except for the purpose of cancelling this rate schedule.		3rd Revised Sheet Nor 26 Which was issued 1 108-02-94
	RULES AND REGULATIONS	OCT - 7 1994

- 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:
 - The beginning and ending meter readings of the billing period and the dates of these readings; a.
 - The date when the bill will be considered delinquent; b.
 - Any previous balance which states the balance due for utility charges separate from charges for services not с. 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.
 - The amount due for other authorized charges; e.
 - The total amount due; f.
 - The telephone number the Customer may call from the Customer's service location without incurring toll a. 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.
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FEB - 9 1995

MISSOURI Public Service Commission

DATE EFFECTIVE

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February 9, 1995

The cmp1	re District Electric Company		<u>26</u>
For	ALL TERRITORY	Cancelling P.S.C.Mo.No.	5
		Sec. <u>5</u> 2nd Revised Sheet No	26
		Which was issued 5-31-4	85
-		to the second second second second second second second second second second second second second second second	
	r	AULES AND REGULATIONS DEC 14 1998	
	metering point, residence or loca vice at a separate residential mu	stomer to pay for concurrent service received at a sepa tion. In the event of a discontinuance or termination of etering point, residence or location in accordance with a unpaid balance to any other residential service account of	se the
	ferent location. The placing of billing the usage of specific of	/ for a different class of service received at the same or more than one meter at the same location for the purpos devices under optional rate schedules or provisions is service for the purpose of this rule.	se
3.	after an account becomes delinque	d for nonpayment of a delinquent account within five (5) ent except where written notice is delivered to a customa effected not less than forty-eight (48) hours after delive	er
	to the customer or at least 48 H	ice until at least six (6) days after written notice is manours after written notice is hand-delivered to the custa mailing by first class mail. The Company will maintai iling.	ome
	ject of a dispute pending with th for any bill or portion of a bill breach of a settlement agreement,	t be issued for a bill or portion of a bill currently the The Company or the Commission, nor shall such a notice be is I which is the subject of a settlement agreement, except unless the Company inadvertently issues such notice, in ary steps to withdraw or cancel such notice.	ssi aft
	at a multi-dwelling unit residen notices of the Company's intent of of the building, provided, however aware that said structure is a s notices shall include the date on	discontinuance of service for non-payment of a bill or dep tial building at which usage is measured by a single mu to discontinuance will be conspicuously posted in public a r, that such notices will not be required if the Company is single metered multi-dwelling unit residential building. or after which discontinuance may occur. The Company wil in individual situations where safety of employees	ete are s n Su 1 n
	at a multi-dwelling unit resident a single customer is responsible residence in which the occupant occupant(s) shall be given writte vided, however, that such notice Company or the Company is otherwi dwelling unit residential buildin single family residence, the m discontinued shall outline the pr	discontinuance of service for non-payment of a bill or dep tial building where each unit is individually metered at for payment for service in all units in the building or using electric service is not the Company's customer, en notice of the Company's intent to discontinue service, e shall not be required unless the occupant has advised use aware that he is not the customer. In the case of a m og where each unit is individually metered or in the case notice provided to the occupant of the unit about t occedure by which the occupant thereof may apply in his of acter presently received through that meter.	whi at pr d t ult of
		rs preceding discontinuance of aervice, Company will customer by telephone to advise of the pending action and ontinuance.	
	in height and shall contain the fu (1) The name and address of the cu (2) A clear and conciae statement (3) The date on or after which as action.	itled: "SHUI-OFF NOTICE" in type at least one-half inch (ollowing: ustomer and the address of service, if different of the reasons for proposed discontinuance of service. rvice will be diacontinued unless the customer takes approp over for past service and/or deposit. JAN 151929	
		FEB 9 - 1995 Public Service Commis	98
DATE OF	ISSUE DECEMBER 16, 1988 BY R. L. LAMB, President, Joplin Pub	H H R. DATELEFFECTIVE JANUARY 15. 1989	

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ne Emp	pire Diatrict Electric Company	Sec. 5 2	- Original nd_Reviaed Sheet No. <u>26</u>
			ancelling P.S.C.Mo.No5
or	ALL TERRITORY	Sec. 5 1	Original st_ Revised Sheet No. <u>26</u>
			hich was issued <u>10-13-83</u> DC心ርጠ까운데
		RULES AND REGULATIONS	
	(5) A statement that if cust	omer is unable to pay in full, d	MAY 3 () 1985 liscontinuance may be avoided by
	entering into a settlement	t agreement. number of the Company office whe	1
	(7) The financial charges the	customer will have to bear for rec	onnect anusile delete Commis
4.	. Time of Discontinuance:		
	the hours of 8:00 a.m. and 4:0	these rules, Company may discontinu O p.m. on the date specified on	the notice of discontinuance of
	within a reasonable time thereaf	ter. Service shall not be discont	inued on a day when Company per-
	such day.	connect the customer's service, or	on a day inmediately preceding
۲,	. Delay of Discontinuance:		
	Notwithstanding any other provi	sion of this rule, Company will	postpone the diacontinuance o
	electric service to a residentia	l cuatomer for a time not in excea uance will aggravate an exiatent me	se of twenty-one (21) days if the
	a member of his family or othe	er permanent resident of the premi	ises where service is rendered
	Company may require customer to p	provide satisfactory evidence that	a medical emergency exists.
6	. Cold Weather Rule		
	e. Application The Cold Weather Rule applid	es to residential heat-related el	ectric service from November 1
	through and including March 3	1.	
¥			
	(1) A customer having deling this rule or its predeces	uent payments under a payment agr ssors may be discontinued unleas th	reement entered into pursuant to he customer pays the smount that
	is delinquent under the to	erms of the settlement agreement.	
		inued for unauthorized use of elect e is otherwise limited to custom	
	attempt to pay as defined		-
*	c. Payment Procedure		
	During the cold weather per his/her bill in full must:	iod of November 15 through March	31, a cuatomer who cannot pa
	(1) Contact the Company, sta	te inability to pay in full, prov	
		e customer's income for determinat: a cold weather settlement agreement	
	(2) Apply for financial assi	istance in paying the customer's	electric bill from any federal
		ting payment fund program for which agreement consisting of an init	
	payments which provides	for payment of any emount in an	rrears, current amounts and al
		including the billing period which eligible for financial assistance	
	Assistance Program a	and/or Utilicare, the initial pa	yme⊓t shall be the greater o
		(\$75.00) or Twenty-five Percent (2 recent billing period. The Compar	
	mer's eligibility by	the Division of Family Service	es and/or the agency that ha
		sibility for the Energy Crisis I ermined by accumulating the arrear	
	payment, the unpaid c	urrent charges, and the estimated t	cotsl of enauing bills during th
	months in the contrac	uding reasonable changes to the es t period. This payment agreement a	shall be confirmed in writing.
	(b) All other customers s or Twenty-five Percer	shall make payments of the greater nt (25%) of the total amount owed	of Seventy-five Dollars (\$75.00
	and each month for a	<pre>11 billing periods through March :</pre>	Subsequent payments throug
	the billing period e amount in arrears.	nding closest to October 31 shall current amounts_gand ensuing bi	L be designed to dispess of an ills during that ring corid
	(c) The Company will not	assess a per dendrit or bill dep	osits previously assessed to th
	with this rule.	current amounts rend ensuing bi aasess a per denotit or bill dep into a structment agreement and ma	Ke Limety payments in accordanc
		JAN 15 1989	JUN 30 1985
		JAN 15 1985 BY31 S.#26 BY31 COMMBISSION	
DATE O	F ISSUE MAY 31, 1985	BV3 Commission BV3 Commission MISSOURI MISSOURI	ve Public Service Commission
		SALVICE	

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TATE OF MISSOURI, PUBLIC SERVICE COMMISSIC		4	P.S.C. Mo. No.	
he Empire District Electric Company	Sec. 5	1st	Original Sheet No. Revised	
			ling P.S.C. Mo. No.	5
ALL TERRITORY	Sec. 5		Original Sheet No	26.
·		Which	REGEN	20
RULES AND RE			OCT 14 198	33
5. Delay of Discontinuance: Notwithstanding any other provision of this rule, Com a residential customer for a time not in excess of twenty will aggravate an existent medical emergency of the cus of the premises where service is rendered. Company may emergency exists.	tomer, a memb	er of his fa	TIME Service Com	e_th <u>at</u> a medi
6. Cold Weather Rule				999
 * a. Application * The Cold Weather Rule applies only to heat-related e quarters from November 15 through and including Ma 	electric service t rch 31.			Rahent living
b. Limits on Discontinuance			and R.S.	726
 (1) During this period, discontinuance of service is line pay. A customer has made a good faith attempt to a (a) Contacts the Company when a bill for service full, provides the Company with sufficient infor the terms of a settlement agreement and enters arrears, current amounts and all ensuing bills to (b) Pays a minimum of twenty-five percent (25%) 	pay when the cu is not paid in fu mation regardin is into a settleme be disposed of p	astomer: all during th g the custor ent agreeme prior to the	is period, states inabi ner's income for dete nt which includes ar next November 15.	ility to pay ir ermination o ny amount ir
Dollars (\$75.00), whichever is greater. (c) Applies for financial assistance in paying the c heating payment fund program for which the cu (2) The Company shall seek to enter into a reasonab during the period of this rule if that customer con continuance and agrees to comply thereafter with (customer has not defaulted on a settlement agreem	stomer may be de settlement ag ntacts the Comp C6b(1) above, pe	eligible. reement wi bany within	th a customer who is three working days	discontinued after the dis
 c. Procedures Prior to Discontinuance If a registered elderly or handicapped customer or C6b above, the following procedures shall be observed are above the age of 62 or are handicapped to the assistance and who file with the Company a form app these qualifications. This form shall further set forth forth in C6c(1)(a)[2] below. (1) Registered elderly or handicapped (a) Procedure 	d. Registered eld extent that th proved by the Co	ierly or han ey are unal ommission a	dicapped customers a ble to leave the prer ttesting to the fact th	are those who mises withou hat they mee
A Company representative must make contact customer or some member of the family abor shall include: [1] Two or more phone call attempts.				
 Mailing to the customer and a social age C6c(2)(b)[2]. 			er's form the notice	e described i
 [3] Prior to discontinuance, the Company shall * (b) Notice 	attempt person	al contact.		
If contact is made, the Company shall advise whether the customer intends to pay the bill. satisfactory reasonable payment arrangement,	If the customer	indicates a	n hability topay th	ရကြားကြာ mak
 (2) Non-registered customer (a) Procedure [1] Mail a notice by first class mail, or [2] Attempt a perconal contact by phone or in 	Parson		NOV 1	4 1983
[2] Attempt a personal contact by phone or in	person.		Public Service	e Commiss
		<u></u>		
DATE OF ISSUE	DATE EI		<u>NOV 1 4</u>	4 1983

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

DATE EFFECTIVE

The Empire District Electric Company	Sec. 5	Original Sheet No
		Cancelling P.S.C. Mo. No.
For ALL TERRITORY	_	-
For	Sec	Which was used of EIIV. ED.
RULES AND F	REGULATIONS	JUN 22 1993
 Delay of Discontinuance: Notwithstanding any other provision of this rule, Com a residential customer for a time not in excess of twent will aggravate: an existent medical emergency of the cust the premises where service is rendered. Company may rec emergency exists. 	ty-one (21) days if the tomer, a member of h	is family or other permanent resident of
6. Cold Weather Rule		
 a. Application The Cold Weather Rule applies only to heat-related a quarters from November 15 through and including Ma 		y premises occupied as permanent living
b. Limits on Discontinuance		
 (1) During this period, discontinuance of service is lipay. A customer has made a good faith attempt to (a) Contacts the Company when a bill for service full, provides the Company with sufficient infor the terms of a settlement agreement and enters arrears, current amounts and all ensuing bills to 	pay when the custom is not paid in full dur rmation regarding the is into a settlement ag	ner: ring this period, states inability to pay in customer's income for determination of greement which includes any amount in
(b) Pays a minimum of twenty-five percent (25%) Dollars (\$75.00), whichever is greater.		
(c) Applies for financial assistance in paying the c heating payment fund program for which the cu		
(2) The Company shall seek to enter into a reasonal during the period of this rule if that customer co continuance and agrees to comply thereafter with customer has not defaulted on a settlement agreem	ontacts the Company C4b(1) above, provide	within three working days after the dis-
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 (a) Procedure A Company representative must make contact customer or some member of the family abo shall include: [1] Two or more phone call attempts.	ove the age of fifteen	(15) years in the premises. The contact
C4c(2)(b)[2]. [3] Prior to discontinuance, the Company shall		
(b) Notice If contact is made, the Company shall advise whether the customer intends to may the self satisfactory reasonable payment advises wheth	they shall be referred	impending discontinuance and ascertain ates an inability to pay the bill or make to the notice described in C4c(2)(b)[2].
[1] Mail a notice by first class mail, or	1 4 1983 RVICE COMMISSION	AUG 1 - 1983 8 2 - 4 0 Public Service Commission

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

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THE EMPIRE DISTRICT ELECTR	RIC COMPANY								
P.S.C. Mo. No. 5	5	Sec.	5	7th	Revised Sheet No.	27			
		S	F	Gth	Deviced Sheet No.	27			
Canceling P.S.C. Mo. No. 5	<u>) </u>	Sec	5	001	Revised Sheet No.	27			
For <u>ALL TERRITORY</u>									
		RULE	S 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

THE EMPIRE DISTRICT ELEC	TRIC COMPANY					
P.S.C. Mo. No.	5	Sec.	5	6th	Revised Sheet No.	27
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	-	0	-	Eth	Revised Sheet No.	27
Canceling P.S.C. Mo. No.	_5	Sec.	5	<u>5th</u>	Revised Sheet No.	
For <u>ALL TERRITORY</u>						

			RULES AND			
		- KE	GULAHUNG			

- 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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CANCELLED

August 24, 2014

Missouri Public Service Commission JE-2015-0022

DATE EFFECTIVE June 15. 2011

THE EMPIRE DISTRICT ELECTRIC COMPAN	١Y				
P.S.C. Mo. No5	Sec.	5	5 th	Revised Sheet No.	27
Canceling P.S.C. Mo. No. 5	Sec.	5	4 th	Revised Sheet No.	27
For ALL TERRITORY					
		RULES AND REGULATIONS			ce. coes

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

DATE EFFECTIVE

January 27 2007

December 14, 2007



ER-2006-0315

	RULES AND REGULATIONS	JUL 1	3 1998
For <u>ALL TERRITORY</u> No supplement to this rate schedule will be issued except for the purpose of cancelling this rate schedule.	Sec.	5 3rd Revised Sheet Which was issued	
THE EMPIRE DISTRICT ELECTRIC COMPANY	Sec.	5 4th Revised Sheet Cancelling P.S.C. Mo.	
STATE OF MISSOURI, PUBLIC SERVICE COMMISSION	i i	P.S.C. Mo.	No. <u>5</u>

- 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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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

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

- CANCELLED 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 for an application of the request for service of the request of



	RULES AND REGULATIONS	OCT ~ ? 1994
For <u>ALL TERRITORY</u> No supplement to this rate schedule will be issued except for the purpose of cancelling this rate schedule.	Sec. <u>5</u>	Revised Sheet No. 27 Which was issued <u></u>
THE EMPIRE DISTRICT ELECTRIC COMPANY	Sec. <u>5</u>	<u>3rd</u> Revised Sheet No. <u>27</u> Cancelling P.S.C. Mo. No. <u>5</u>
STATE OF MISSOURI, PUBLIC SERVICE COMMISSION	N	P.S.C. Mo. No. <u>5</u>

- 12. During the billing period prior to any rate scheduled seasonal rate change, Company shall for the proving each affected Customer, on the bill or on a notice accompanying the bill, of the direction of the upcompany Grate Late 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 gad shages endered 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 stable beriod 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

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MISSOURI

DATE EFFECTIVE

PUDIIC Service Comm February 9, 1995

The Emp	ire District Electric Company	- Original Sec. <u>5 2nd</u> Revised Sheet No. 2
		Cancelling P.S.C.Mo.No.
For	ALL TERRITORY	Original Sec. 5 1st Revised Sheet No. 2
		Which was issued 5-31-6
r		NC - (ISB)
	RULES	AND REGULATIONS
L		DEC 1 4 1998
	(5) A statement that if customer is u	nable to pay in full, discontinuance may be avoide
	entering into a settlement agreemen (6) The address and telephone number c inquiries,	t. f the Company office where customer may make paymen
		will have to bear for reconnection of service.
4.	Time of Discontinuance: Subject to the requirements of these rule the hours of 8:00 a.m. and 4:00 p.m. on within a reasonable time thereafter. Ser sonnel are not available to reconnect th such day.	s, Company msy discontinue service term customer bet the date specified on the notice of discontinuanc vice shall not be discontinued on a day when Company e customer's service, or on a day immediately prece
5.	Company is advised the discontinuance will	his rule, Company will postpone the discontinuance of for a time not in excess of twenty due (T) cdays if aggravate an existent medical emergency of the custo nt resident of the premises where service is render tisfactory evidence that a medical emergency exists.
6.	Cold Weather Rule a. Application	idential heat-related electric service from Novembe
	this rule or its predecessors may is delinquent under the terms of th (2) A customer may be discontinued for	
	<pre>his/her bill in full must: (1) Contact the Company, state inabil. information regarding the customer agreement and enter into a cold wea (2) Apply for financial assistance in atste, local or other heating payme (3) Enter into a aettlement agreemen paymenta which provides for paym ensuing bills through and including (a) If the customer is eligible Assistance Program and/or Uti Seventy-five Dollars (\$75.00) vided during the most recent bi mer's eligibility by the Div adminiatrative responsibility payments will be determined by payment, the unpsid current cha contract period, including rea months in the contract period. (b) All other customers shall make or Iwenty-five Percent (25%) of and each month for all billing the billing period ending clo amount in arrears, current (c) The Company will not assess a</pre>	vember 15 through March 31, a customer who cannot ity to pay in full, provide the Company with suffic 's income for determination of the terms of a settle ther aettlement agreement as defined below. paying the customer's electric bill from any fede at fund program for which the customer may be eligible t consisting of an initial payment and a achedul ent of any amount in arrears, current amounts and the billing period which ends closeat to October 31. for financial assistance under the Low Income En- licere, the initial payment shall be the greate or Twenty-five Percent (25%) of the bill for service lling period. The Company must be notified of the cu- ision of Family Services and/or the agency that for the Energy Criais Intervention Program. Subsec- accumulating the arrears that remain after the in- inges, and the estimated total of ensuing bills during bonable changes to the estimate, divided by the number This payment agreement shall be confirmed in writing payments of the greater of Seventy-five Dollars (\$77 of the total amount owed for electric service, initian payments of the greater of Subsequent payments that asst to October 31 shall be designed to diapoae of amounts and ensuing bills during that time pe- new deposit or bill deposite previously assessed to the total arrears and make timely payments in accor
	with this rule.	JAN 1 5 1989

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

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The Emp	pire District Electric Company	-	Original	~7
For	ALL TERRITORY	Sec	5 lst Revised Sheet No Cancelling P.S.C.Mo.No	$\frac{27}{5}$
· · · ·		Sec.	Original <u>5</u> Revised Sheet No Which w ps=issued=	
	RUL	ES AND REGULATIONS	neve	
¥	d. Continuance or Reconnection During C	old Weather Period	MAY 3	
	(1) During the cold weather period enter into a reasonable settlem	ent agreement in order	to reconnect service for the	he noe siden
	tial customer who has been disco the customer contacts the Compa-	nnected. No deposit wi any. makes a good faith	ill be required before fection n attempt to bain fangemine	nfiection i rs ^p antanon
	makes timely paymenta on a set cause of delinquent payments u	crement agreement, unre	esa une custo unes mas <u>disco</u>i	mected be
	unauthorized use of electric ser		WEALTEL SELLIEMENT AVIES	
	A deposit may be collected if t			
	thirty (30) days or more due t rule or its predecessors.	o noncompliance with t	he payment plan provided f	or by thi
	(2) The Company shall reconnect any paid on his behalf the greater of			
	of the total outstanding balance	ce at the time of disc	onnection, who has not defe	eulted on
	previous cold weather payment a within the last twelve (12) mont	the, and who enters into	o and makes a good faith att	
	under the terms of a settlement	-		
	The Missouri Stste Legislature o which has as its head a pers			
	currently drawing or has exhaus household is no more than one h	sted his or her unemplo	oyment benefits if the inco	ome for th
	aixty percent (60%) of the Misso	ouri median income, whic	chever is greater.	-
	(3) If a customer is not eligible f payments on a payment agreement			
	customer shall become eligible ahall continue or reconnect ser			
	that is delinquent under the tex provisions of this rule.	rms of the agreement and	d the customer complies with	h all othe
*	e. Procedures Prior to Discontinuence [During Cold Weather Per	iod	
	During the Cold Weather Period of fails to meet the good-faith-attempt	November 15 through M	March 31, when a residentia	
	procedures will be observed.	tequirementa u	T the cold weacher hule, th	6 10110#11
	(1) Notice requirements(a) Mail the disconnect notice	e at least aix (6)	days prior to the date c	of propose
	discontinuance. (b) Attempt to contact the custo	omer within ninety-six	(96) hours preceding discon	itinuance (
	service. (c) Attempt to contact the custo	-		
	(d) All notices and contacta sh	hall advise that electr	ic service will be discont:	inued on a
	within a reasonable time af provisions of the Cold Weat	her Rule and advise that	t the customer may apply fo	or financia
	assistance in paying bill Services. A list of the		ervices from the Division or charitable organizations	
	notified the Company that t (e) The due date specified on	hey render auch assiste	nce shall be provided to th	ne customer
	mailing date and discontinu	ance must not be execu-	ted on a day preceding a w	
	holiday unlesa Company perso (2) Registered elderly or handicappo	ed		
	Registered elderly or handicapp or above or are handicapped to	the extent that they ar	e unable to leave the premi	lses withou
	assistance and who file with th fact that they meet these qual	ne Company a form appro	ved by the commission attes	sting to th
	agency or person which the Comp	any shall contact befor	e service may be discontinu	
	These additional notice requir registered customer has failed (ements must be met be	fore disconnection may oc to-nay requirements	Sur when
	These additional notice requir registered customer has failed (ANCEL		らし
		- 1084	JUN 30	1985
		JAN 15 1903 BY200 R S#27 BY200 Commission ic Service Commission MISSOURATE EF	00	
		BY Commission Commission Service Commission Commis	Public Service	Commissi

The Empire District Electric Company	Sec 5	Original Sheet No
		Kevised-
•		Cancelling P.S.C. Mo. No.
or ALL TERRITORY	Sec	Revised EIWEI
		Which was is wald U 154
		al a 19
RULES AND REGU		JUN 22 (683
BELLED _{tice}		MICOONDI
The notice and contact shall:		MISSOURI
[1] Advise that electric service shall be discontinu 3 0 1985 reasonable arrangements made with the Compa	ied unless payr anv for paym	ent within live (6) days except da
ceding a weekend or holiday, following the con	ntact unless Co	ompany personnel are available to rec
< # 17 [2] Advise the customer that they may be eligible	e to receive fir	nancial assistance in paying the bill o
assistance from social service or charitable organ	nizations that I	have notified the Company that they
VICE COMMISSIONSUCH assistance. The Company shall provide a list	t of those orga	nizations to the customer.
d, Procedures at Discontinuance	econtinue "	in the Company shall take a patient
When the Company goes to a customer's premises to dis that such customer may be eligible to receive financial a	assistance in pa	aying the bill or other assistance from
service or charitable organizations that have notified the	e Company tha	at they render such assistance, and th
pany shall provide a list of those organizations to the cust	tomer.	
 Exceptions to Rules: Notwithstanding any other provision of this rule, Company 	v mav discont	inue any service temporarily for rea
maintenance, health, safety or a state of emergency.	y may discont	and any service temporarily for rec
8. Manner of Discontinuance:		
Immediately preceding the discontinuance of service, an en		
tion shall, except in individual situations where the safety effort to contact and identify himself to the customer or		
nounce the purpose of his presence. The employee shall b	be authorized	to accept payment due on the account
shall not discontinue service if the customer then and then of Eight Dollars (\$8.00) for sending the employee to the p		
leave a notice upon the premises in a manner conspicuous t	to the custome	er that service has been discontinued
address and telephone number of the Company where the cu	ustomer may a	rrange to have service restored.
9. Reconnection of Service:		a the same of discontinuation of the
Upon the customer's request, Company will restore service been eliminated, applicable restoration charges paid, and	, if required	satisfactory credit arrangements have
made. At all times, a reasonable effort shall be made to re- any event, restoration shall be made no later than the next	store service u	pon the day restoration is requested
The Company will charge the customer a reconnection fee	of Eighteen Do	ollars (\$18.00) during normal workin
and Thirty-three Dollars (\$33.00) after normal working ho any facility or changes Company deems necessary or app		
energy by customer may have to be paid for by customer.		· · · · · · · · · · · · · · · · · · ·
D. Settlement Agreements		
1. When Company and customer arrive at a mutually satisfac		
dispute liability to the Company but claims inability to pa may enter into a settlement agreement. A settlement agre		
writing and mailed or otherwise delivered to the customer.		
2. Every settlement agreement resulting from the customer's	inability to p	bay the outstanding bill in full shall
that service will not be discontinued if the customer pays ment and agrees to pay a reasonable portion of the remaining	the amount of	f the outstanding bill specified in the bill belance in installments until the bill
For purposes of determining reasonableness, the parties v	will consider t	he following: the size of the deling
count; the customer's ability to pay; the customer's paym the reasons why debt has been outstanding; and, any other r	ent history; the relevant factor	he time that the debt has been outs s relating to the customer's service.
 If a customer fails to comply with the terms and condition service after notifying the customer in writing by personal 	service or first	class mail: that the customer is in de
the settlement agreement; the nature of the default; that to (5) days from the date of mailing, Company will discontinu	unless full pays	ment of all balances due is made wit
discontinued.	ue sei vice, dilu	, the date upon of after which service $AUG \ 1 - iGi$
		82-4
·····		
DATE OF ISSUE JUNE 22, 1983	DATE FF	FECTIVE

THE EMPIRE DISTRICT ELECTRIC	COMPANY				
P.S.C. Mo. No. 5	Sec.	5	<u>6th</u>	Revised Sheet No.	28
Canceling P.S.C. Mo. No. <u>5</u>	Sec.	5	5th	Revised Sheet No.	28
For <u>ALL TERRITORY</u>					
	F	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

THE EMPIRE DISTRICT	ELECTRIC COMPA	NY				
P.S.C. Mo. No.	5	Sec.	5	5 th	Revised Sheet No.	28
Canceling P.S.C. Mo. No	5	Sec.	5	4 th	Revised Sheet No.	28
ForALL TERRIT	ORY					

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.
- The Applicant, has in an unauthorized manner, interfered with or diverted the service of the Company or another C. utility providing service to the Customer's premise within the last five (5) years.
- The Applicant, is unable to establish an acceptable credit rating under the standards contained in the Company's d. 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.

- 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.
- The non-residential Applicant, shall provide at least the following credit information: The Company has the right to 2. 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.
 - Banking references. b.
 - Financial statements. C.
 - d. Reports from commercial credit sources.
- 3. Company may require a deposit or guarantee as a condition of continued service if:
 - The service of the Customer has been discontinued by Company for nonpayment of a delinquent account not in a. 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
 - A residential Customer has failed to pay an undisputed bill on or before the delinquent date for five (5) billing periods C. 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
 - Prior to requiring a Customer to post a deposit under this subsection, Company has sent the Customer a written e. notice explaining Company's right to require a deposit or has included such explanation with the written discontinuance notice.

August 24, 2014 Missouri Public

Service Commission

JE-2015-0022

January 27 2007 December 14, 2007



	RULES AND REGULATIONS	JUL 1 3 1998
For <u>ALL TERRITORY</u> No supplement to this rate schedule will be issued except for the purpose of cancelling this rate schedule.	Sec.	<u>5</u> 3rd Revised Sheet No. 28 Which was used V 10-07-94
THE EMPIRE DISTRICT ELECTRIC COMPANY	Sec.	5 4th Revised Sheet No. 28 Cancelling P.S.C. Mo. No. 5
STATE OF MISSOURI, PUBLIC SERVICE COMMISSION	N	P.S.C. Mo. No5

- 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.
 - References from previous utility. a.
 - Banking references. b.

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

- c. Financial statements.
- d. Reports from commercial credit sources.
- 3. Company may require a deposit or guarantee as a condition of continued service if:
 - The service of the Customer has been discontinued by Company for nonpayment of a delinquent account not in a. 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.

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MISSOURI Public Service Commission

DATE OF ISSUE July 14, 1998 ISSUED BY R. B. Fancher, Vice President, Joplin, MO DATE EFFECTIVE August 13, 1998

	RULES AND REGULATIONS	OCT - ? 1994
For <u>ALL TERRITORY</u> No supplement to this rate schedule will be issued except for the purpose of cancelling this rate schedule.	Sec. <u>5</u>	2nd Revised Sheet No. 28 Which was issued 12.16-88
THE EMPIRE DISTRICT ELECTRIC COMPANY	Sec. <u>5</u>	<u>3rd</u> Revised Sheet No. <u>28</u> Cancelling P.S.C. Mo. No. <u>5</u>
STATE OF MISSOURI, PUBLIC SERVICE COMMISSIO	N	P.S.C. Mo. No5

- 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
 - 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

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JRI Public Service Commission

DATE EFFECTIVE _____ February 9, 1995

The Emm	pire District Electric Company	- Original-
		Sec. <u>5</u> 2nd Revised Sheet No. 28 Cancelling P.S.C.Mo.No. 5
or	ALL TERRITORY	Original Sec. 5 lst Revised Sheet No. 28
		Which was issued 5-31-85
	RULES	AND REGULATIONS
		DEC <u>14</u> 1938
	tial customer who has been disconne the customer contacts the Company, makes timely payments on a settle	November 15 through March 31, the Company shall seek a agreement in order to reconnect service for the resider ected. No deposit will be required before reconnection makea a good faith attempt to pay, and enters into a ment agreement, unless the customer was disconnected be a previous cold weather settlement agreement or for
	 thirty (30) days or more due to a rule or its predecessors. (2) The Company shall reconnect any c paid on his behalf the greater of S of the total outstanding balance previous cold weather payment agre within the last twelve (12) monthage 	customer's service has been disconnected for a period concompliance with the payment plan provided for by th uatomer eligible for Utilicare funds who has paid or h Seventy-five Dollars (\$75.00) or Twenty-five Percent (25 at the time of disconnection, who has not defaulted on ement after reconnection pursuant to Section 660.122 RS , and who enters into and makes a good faith attempt to p reement as defined in the Cold Weather Rule.
	 which has as its head a person currently drawing or has exhausted household is no more than one hund sixty percent (60%) of the Missour; (3) If a customer is not eligible for payments on a payment agreement en customer shall become eligible for shall continue or reconnect service 	inea eligibility for Utilicare assistance as any househo who is elderly or disabled, or who is unemployed a d his or her unemployment benefita if the income for t ired fifty percent (150%) of the federal poverty level i median income, whichever is greater. continuance or reconnection of service, due to delinque tered into pursuant to this rule or its predecessors, t r continuance or reconnection of service and the Compa ce, provided the Company receives payment for the amou of the agreement and the customer complies with all oth
	<pre>fails to meet the good-faith-attempt-to procedures will be observed. (1) Notice requirements (a) Mail the disconnect notice discontinuance. (b) Attempt to contact the custome. service. (c) Attempt to contact the custome. (d) All notices and contacts shall within a reasonable time after provisions of the Cold Weather assistance in paying bills Services. A list of the gom notified the Company that they (e) The due date specified on the meiling date and discontinuand holiday unless Company personn (2) Registered elderly or handicapped Registered elderly or handicapped or above or are handicapped to the assistance and who file with the (fact thst they meet these qualif. agency or person which the Company These additional notice requirement of the second of the company agency or person which the company agency or person which the company These additional notice requirement of the company company agency or person which the company agency or person which the company agency or person which the company agency or person which the company agency or person which the company agency or person which the company agency or person which the company agency or person which the company agency or person which the company agency or person which the company agency or person which the company agency or person which the company agency or person which the company agency or person where the person person where the person where the person where the person person where the person person where the person person person person person person person person person person person person person person person person person pers</pre>	ing Cold Weather Period vember 15 through March 31, when a residential custom o-pay requirements of the Cold Weather Rule, the followi at least aix (6) days prior to the date of propose r within ninety-six (96) hours preceding diacontinuance r immediately preceding the discontinuance of service. I advise that electric aervice will be discontinued on the due date specified on the mailed notice, explain to Rule and advise that the customer may apply for financi for heat-related services from the Division of Fami vernmental, social or charitable organizations that has render such assistance shall be provided to the custome e mailed notice must be at least aix (6) days from i e nust not be executed on a day preceding a weekend or al are available to reconnect the service. customers are those residential customers who are age extent that they are unable to leave the premises with company a form approved by the Commission attesting to t ications. The registered customer may also designate shall contact before service may be discontinued.
		0. 1995 JAN 1 5 1989
	F	EB S 28 3 R. S 28 3 R. S 28 3 R. S 28 Service Connection Service Connection Service Connection JANUARY 15, 1989
DATE D	F ISSUE DECEMBER 16, 1988 BY. BY R. L. LAMB, President, Joplin, Mopublic	3 CODATE EFFECTIVE JANUARY 15, 1989

	OF MISSOURI, PUBLIC SERVICE COMMISSION		P.S.C.Mo.No
ne Emp	pire District Electric Company	Sec. <u>5 1s</u> Ca	Original E Revised Sheet No28 ncelling P.S.C.Mo.No5
)f1	ALL TERRITORY		Original Revised Sheet No ich was issued 5000000000000000000000000000000000000
	RULES AND	D REGULATIONS	<u> Kereive</u>
	 (a) Initially, make two or more phone (b) Mail a copy of the disconnect notition so stipulates. (c) Make personal contact on the predicted fifteen (15) years immediately predicted states and the		
*	f. Procedures at Discontinuance When the Company goes to a customer's pres notice stating that such customer may be bill from the Division of Family Services organizations that have notified the Comp shall provide a list of those organization	mises to discontinue ser eligible to receive fin a or other assistance fr pany that they render su	vice, the Company shall leave a ancial assistance in paying the om social service or charitable
7.	. Exceptions to Rules: Notwithstanding any other provision of these for reasons of maintenance, health, safety or		ontinue any service temporarily
8.	. Manner of Discontinuance: Immediately preceding the discontinuance of form auch function shall, except in individ consideration, make a reasonable effort to o sible person then upon the premiaes and shal shall be authorized to accept payment due or customer then and there renders payment of (\$8.00) for sending the employee to the prem leave a notice upon the premises in a mani discontinued and the address and telephone of have service restored.	dual aituations where the contact and identify him ll announce the purpose n the account and shall auch account together n miaea. When service is ner conspicuous to the	he safety of the employee is a self to the customer or respon- of hia presence. The employee not diacontinue service if the with a charge of Eight Dollars discontinued, the employee will customer that service haa been
9	Reconnection of Service: Upon the customer's requeat, Company will re of service has been eliminated, applicable r credit arrangements have been made. At all service upon the day restoration is requester than the next working day following the day customer a reconnection fee of Eighteen Dol three Dollars (\$33.00) after normal working cost of any facility or changes Company deem future diversion of energy by customer may h	estoration charges paid, l timea, a reasonable e d, and in any event, res requested by the custome llars (\$18.00) during no hours. If discontinuan a necessary or appropria	and, if required, satisfactory ffort shall be made to restore toration shall be made no later r. The Company will charge the ormal working houra and Thirty- ce waa caused by diversion, the te in order to prevent possible
	ettlement Agreementa . When Company and cuatomer arrive at a mut customer does not dispute liability to the C in full, Company and the customer may ente which extends beyond aixty (60) days shall b customer.	company but claims inabil r into a settlement agro	ity to pay the outstanding bill eement. A acttlement sgreement
2	Every settlement agreement resulting from t full shall provide that service will not be outstanding bill specified in the agreement outstanding balance in installments until t ableness, the parties will consider the fol- mer's ability to pay; the customer's payment the reasons why debt has been outstanding; mer's service.	e diacontinued if the c and agrees to pay a reas the bill is paid. For lowing: the size of the t history; the time that and, any other relevant	ustomer pays the amount of the onable portion of the remaining purposea of determining reason- delinquent account; the custo- the debt has been outstanding;
	BY	NICE COMMISSION	JUN 30 1985
	aublic Se	NISSOUP!	Public Service Commission

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

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The E	Impire District Electric Company	Sec. , 5	Original Sheet No
			Cancelling P.S.C. Mo. No
For	ALL TERRITORY	Sec	Original Sheet Nov E Revised GENVE
	RULES AND RE	EGULATIONS	JUN 22 1983
E. C	Customer Complaints		MISSOURI
1	 General When a customer initiates a complaint or inquiry, th the complaint or inquiry is made; investigate it prom mally in a manner mutually satisfactory to both parti 	• • • • •	mediately reports the date GAR
	b. If the Company does not resolve the complaint to t shall advise the customer that each party has a right t the address and telephone number where the customer	the satisfaction of the to register an informa	l complaint with the Commission
	c. The Company may treat a customer complaint or dis facts as already adjudged (res judicata) and is not re continuance of service.		
2	 Disputed Bills: A customer may advise the Company that a bill is i in person or by a telephone call directed to the Cor tered with the Company at least 24 hours prior to discontinuance of service as provided by these rules. 	mpany during norma the date of the prope	I business hours. A dispute mus
	b. Company, in attempting to resolve the dispute in munications, personal meetings, on-site visits or an dispute.		
	c. The failure of a customer who has lodged a dispute the Company's offer to negotiate, or to enter into a the customer's right to continuance of service, and notice required by these rules, proceed to discontin- the Commission within the five day period.	a reasonable settleme Company may not les	nt agreement shall constitute a ss than five (5) daγs after provis
	d. Customers presenting frivolous disputes shall have r discontinue service of a customer presenting a di Division of the Commission of the circumstances.	na right to continued ispute it deems frivo	service. Company, before prod lous, will advise the Consumer
	e. If a customer makes a complaint on a disputed bill, the bill not in dispute. The amount not in dispute consider the customer's prior consumption history pertinent factors in determining the amount not in d	shall be mutually det , weather variations,	ermined by the parties. The pa
	f. If the Company and the customer are unable to mu pay to the Company at the Company's option, fiftu usage during a like period and under similar condition	y percent (50%) of the	he bill in dispute or an amount
	g. Failure of the customer to pay to the Company the date that the complaint is lodged shall constitute a the Company may then proceed to discontinue service	waiver of the custon	ner's right to a continuance of s
	h. If the dispute is ultimately resolved in favor of the customer will be refunded promptly.	ം പറ്റിത്	AUG 1 - 1833
	JUN	301985	82 - 40 Public Service Commis

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THE EMPIRE DISTRICT ELECTRIC CO	MPANY				
P.S.C. Mo. No5	Sec.	5	6th	Revised Sheet No.	29
Canceling P.S.C. Mo. No5	Sec.	5	<u> </u>	Revised Sheet No.	29
For <u>ALL TERRITORY</u>					
		RULES AND REGULATIONS	An pressure of the second second second second second second second second second second second second second s		

- 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

June 15. 2011

THE EMPIRE DISTRICT ELE	ECTRIC COMPAN	Y				
P.S.C. Mo. No	5	Sec	5	5 th	Revised Sheet No.	29
Canceling P.S.C. Mo. No.	5	Sec		4 th	Revised Sheet No.	29
For ALL TERRITORY	<u>(</u>					
. 1996 201			ES AND ILATIONS			

- 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:



January 27, 2007 December 14, 2007



	RULES AND REGULATIONS	JUL 1 3 1998
For <u>ALL TERRITORY</u> No supplement to this rate schedule will be lesued except for the purpose of cancelling this rate schedule.	Sec. <u>5</u>	3rd Revised Sheet No. 29 Which was sued D 10-07-94
THE EMPIRE DISTRICT ELECTRIC COMPANY	Sec. <u>5</u>	<u>4th</u> Revised Sheet No. <u>29</u> Cancelling P.S.C. Mo. No. <u>5</u>
STATE OF MISSOURI, PUBLIC SERVICE COMMISSIO	N	P.S.C. Mo. No5

- 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:

FILED

AUG 13 1998

MISSOURI Public Service Commission

CANCELLED 1/1/2007 & 12/14/07

ER-2006-0315 Missouri Public Service Commission

DATE EFFECTIVE _____August

August 13, 1998

STATE OF MISSOURI, PUBLIC SERVICE COMMISSIO	N	P.S.C. Mo. No5
THE EMPIRE DISTRICT ELECTRIC COMPANY	Sec. <u>5</u>	<u>_3rd</u> Revised Sheet No. <u>29</u> Cancelling P.S.C. Mo. No. <u>5</u>
For <u>ALL TERRITORY</u> No supplement to this rate schedule will be issued except for the purpose of cancelling this rate schedule.	Sec. <u>5</u>	2nd Revised Sheet No. 29 Which was issued 15 /12:16-88
	RULES AND REGULATIONS	00T 7 1004

- 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 Compary strice the distance or nonexistence of a deposit on the Customer's bill, in which event the receipt shall not be required unless requested by the Gustomer. The receipt shall contain the following minimum information:

NIG 1 3 1998 ommission

FEB - 9 1995

MISSUURI Public Service Commission

DATE EFFECTIVE _____ February 9, 1995

STATE OF MISSOURI, PUBLIC SERVICE COMMISSION	P.S.C. Mo. No5
	Sec. <u>5</u> 2nd Revised Sheet No. <u>29</u> Cancelling P.S.C. Mo. No. <u>5</u>
For <u>ALL TERRITORY</u> No supplement to this tariff will be issued except for the purpose of cancelling this tariff.	Sec. <u>5 1st</u> Revised Sheet No. <u>29</u> Which was issued 12.16.88.
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	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 appropriate and the second se 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 these Brganizations to the customer.

7. Exceptions to Rules:

Notwithstanding any other provision of these rules, Company may discontinue any perfice 1995 borarily for reasons of maintenance, health, safety or a state of emergency Y 2 nd R.S.#29 of maintenance, health, safety or a state of emergency.

8. Manner of Discontinuance:

Immediately preceding the discontinuance of service, an employee of the Grand by designated to perform such function shall, except in individual situations where the safety of the employee his 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.

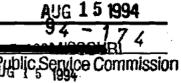
9. Reconnection of Service:

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 outstanding; the reasons why debt has been outstanding; and, any other relevant factors relating to service.

DATE EFFECTIVE



STATE OF M	ISSOURI, PUBLIC SERVICE COMMISSION		P.5.C.Mo.No5
he Empire	District Electric Company	5 an 5	-Original-
		Sec	lst Revised Sheet No. 29 Cancelling P.S.C.Mo.No. 5
or	ALL TERRITORY		Original
		Sec	Revised Sheet No29
			Which was issued 5-31-85
		RULES AND REGULATIONS	
			DEC 14 1998
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	(b) Mail a copy of the discon tion so stipulates. (c) Make personal contact on	nect notice to a designated	mailing of the disconnectinotice. third party if customer's registr FUDIO DELECTOR ON MINES mber of the family above the age inuance of service.
e	Procedures at Discontinuance		
1	When the Company goes to a custom notice stating that such custome bill from the Division of Family	r may be eligible to receive Services or other assistand the Company that they rend	e service, the Company shall leave e financial assistance in paying t ce from social service or charitab ler such assistance, and the Compa
N	ceptions to Rules: otwithstanding any other provision or reasona of maintenance, health,	of these rules, Company may safety or a state of emerge	discontinue any service temporari ncy.
ן נ ר ג ג ג ג ג ג ג ג ג ג ג ג ג ג ג ג ג ג	anner of Discontinuance: mediately preceding the discontinu orm such function shall, except is onsideration, make a reasonable ef- ible person then upon the premises hall be authorized to accept payme ystomer then and there renders pa \$8.00) for sending the employee to eave a notice upon the premises is iscontinued and the address and te ave service restored.	n individual situations whe fort to contact and identif and shall announce the pur nt due on the account and s yment of such account toget the premises. When servic in a manner conspicuous to	ere the safety of the employee is y himself to the customer or response pose of his presence. The employ shall not discontinue service if t ther with a charge of Eight Dolla e is discontinued, the employee wi the customer that aervice has be
U o c t t c	econnection of Service: pon the customer's request, Company f service has been eliminated, appl redit arrangements have been made. ervice upon the day restoration is nan the next working day following ustomer a reconnection fee of Eigl hree Dollars (\$33.00) after normal pat of any facility or changes Comp uture diversion of energy by custom	Licable restoration charges At all times, a reasonab requested, and in any event the day requested by the cu hteen Dollars (\$18.00) duri working houra. If discont pany deems necessary or appr	paid, and, if required, satisfactor ole effort ahall be made to restor , restoration shall be made no lat stomer. The Company will charge t ng normal working hours and Thirt inuance waa caused by diversion, to opriate in order to prevent possib
1. W c i w	lement Agreements hen Company and customer arrive ustomer does not dispute liability n full, Company and the customer hich extends beyond sixty (60) day ustomer.	to the Company but claims i may enter into a settlement	nability to pay the outstanding bi agreement. A settlement agreem
f o a m t	very settlement agreement resultin ull shall provide that service wi utstanding bill specified in the ag utstanding belance in inatallments bleness, the parties will consider er's ability to pay; the customer' he reasons why debt has been outst er's service.	Il not be discontinued if f greement and agrees to pay a until the bill is paid. the following: the size o s payment history; the time canding: and and other rele CANCELLED other rele	the customer pays the amount of the remain: reasonable portion of the remain: For purposes of determining reason of the delinquent account; the cust that the debt has been outstanding evant factors relating to the cust
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DATE OF I	SSUE DECEMBER 16, 1988	DATE EFFE	CTIVE JANUARY 15, 1989

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

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STATE OF MISSOURI, PUBLIC SERVICE COMMISSION	P.S.C.Mo.No5
he Empire Diatrict Electric Company Sec5	Original Revised Sheet No. <u>29</u>
orALL_TERRITORY	Cancelling P.S.C.Mo.No.
Sec. 5	Revised Sheet Nn.
RULES AND REGULATIONS	
	MAY 3 () 1985
3. If a cuatomer fails to comply with the terms and conditions of diacontinue service after notifying the customer in writing b mail: that the customer is in default of the settlement agreeme unless full payment of all balances due is made within five (Company will discontinue service; and, the date upon or after wh	ov personal service or first class
E. Customer Complaints 1. General	المالة في المناسبين من المركز والمالة ومن المركز والتي والتي والتي والتي المركز التي والتي والتي الم
a. When a customer initiates a complaint or inquiry, the Company time and place the complaint or inquiry is made; investigat attempt to resolve the matter informally in a manner mutually	te it promptly and completely; and
b. If the Company does not resolve the complaint to the satisfa respresentative shall advise the customer that each party h complaint with the Commission; and, of the address and telep file an informal complaint with the Commission.	nas a right to regiater an informa
c. The Company may treat a customer complaint or dispute involvi upon the same facts as already adjudged (res judicata) and i rules more than once prior to discontinuance of aervice.	ng the same question or issue base a not required to comply with thes
 Disputed Bills: A customer may advise the Company that a bill is in diapute written notice, in person or by a telephone call directed to hours. A dispute must be registered with the Company at leas proposed discontinuance for cuatomer to avoid discontinuance rules.) the Company during normal busines at 24 hours prior to the date of th
b. Company, in attempting to resolve the dispute in a mutual telephone communications, personal meetings, on-site visits conducive to settlement of the dispute.	ly satisfactory manner, may emplo or any other technique reasonabl
c. The failure of a customer who has lodged a dispute to coop dispute, to respond to the Company'a offer to negotiate, or ment agreement shall constitute a waiver of the customer's r Company may not less than five (5) days after provision of t proceed to discontinue aervice unleas the customer files Commission within the five day period.	to enter into a reasonable settle right to continuance of service, ar the notice required by theae rules
d. Customers presenting frivolous disputes shall have no righ before proceeding to discontinue aervice of a customer prese will advise the Consumers Services Division of the Commission	enting a dispute it deems frivolous
e. If a customer makes a complaint on a disputed bill, he shall to that part of the bill not in dispute. The amount not in d by the parties. The parties shall consider the customer's variations, the nature of the dispute and any other pertiner not in dispute.	dispute shall be mutually determine prior consumption history, weathe
f. If the Company and the customer are unable to mutually deter customer shall pay to the Company at the Company's option, dispute or an amount based on usage during a like period shall represent the amount not in dispute.	fifty percent (50%) of the bill i
g. Failure of the customer to pay to the Company the amount not days from the date that the complaint is lodged shall con right to s continuance of service and the Compsny may then provided in this rule.	netitute a waiver of the customer'
h. If the dispute is ultimately resolved in favor of the custor moneys paid by the customer will be refunded promptly.	JUN 30 1985
cancelled promptly.	Dublic Comics C
	CTIVE Public Service Commissio
SSUED BY R. L. LAMB, President, Joplin, MBY LOIR SALT DATE EFFEL public Service Commission	
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THE EMPIRE DISTRICT ELECTRIC COMP	ANY				
P.S.C. Mo. No. 5	Sec.	5	4th	Revised Sheet No.	30
Canceling P.S.C. Mo. No. <u>5</u>	Sec.	5	3rd	Revised Sheet No.	30
For <u>ALL TERRITORY</u>					
		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;



THE EMPIRE DISTRICT ELECTRIC COMPAN	١Y				
P.S.C. Mo. No5	Sec.	5	<u>3rd</u>	Revised Sheet No.	30
Canceling P.S.C. Mo. No5	Sec.	5	2 nd	Revised Sheet No.	30
For ALL TERRITORY					
		RULES AND REGULATIONS		474 A	
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August 24, 2014 Missouri Public

Service Commission

JE-2015-0022

January 27, 2007 December 14, 2007



STATE OF MISSOURI, PUBLIC SERVICE COMMISSION

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>	S.	C	Mo.	No.	ş

THE EMPIRE	DISTRICT	ELECTRIC	COMPANY

No supplement to this rate schedule will be issued except

ALL TERRITORY

for the purpose of cancelling this rate schedule.

For

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Sec.	 2nd	Revised	Sheet No.	30
	 Can	celling P.S	.C. Mo. No.	5
		and the state of t		

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

RULES AND REGULATIONS

(1) Name of Customer;

(2) Date of payment;

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

Service Commission

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MISSOURI Public Service Commission

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

DATE EFFECTIVE ____ August 13, 1998

STATE OF MISSOURI, PUBLIC SERVICE COMMISSION	N	P.S.C. Mo. No5
THE EMPIRE DISTRICT ELECTRIC COMPANY		
	Sec. <u>5</u>	<u>1st</u> Revised Sheet No. <u>30</u>
		Cancelling P.S.C. Mo. No. 5
For ALL TERRITORY		
No supplement to this rate schedule will be issued except	Sec. <u>5</u>	Original Sheet No30
for the purpose of cancelling this rate schedule.		Which was issued 1-12-16-88
	<u> </u>	
	RULES AND	
	REGULATIONS	

Name of Customer;
 Date of payment;

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Public Service Commission

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ihe Emo	pire District Electric Company	Original
		Sec. <u>5</u> <u>Revised</u> Sheet No. <u>30</u> Cancelling P.S.C.Mo.No.
07	ALL TERRITORY	Cancelling P.5.C.Mo.No.
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		Which was issued
_	RULES	AND REGULATIONS DEC 14 1938
3.	discontinue service after notifying the mail: that the customer is in default of unless full payment of all balances due	rms and conditions of a settlement agreement, Company customer in writing by personal service or first cl the settlement agreement; the nature of the default; t is made within five (5) days from the date of mail date upon or after which service will be discontinued
	ustomer Complaints	
1	. General a When a customer initiates a complaint (or inquiry, the Company will: immediately record the da
	time and place the complaint or inqui	ry is made; investigate it promptly and completely; a y in a manner mutually satisfactory to both parties.
	representative shall advise the custo	mplaint to the satisfaction of the customer, the Comp mer that each party has a right to register an infor the address and telephone number where the bustomer mission.
	c. The Company may treat a customer comple upon the same facts as already adjudge	nint or dispute involving the same question or issue by different of the same question or issue by different of the same question of th
2	. Disputed Bills:	
-	hours. A dispute must be registered w	a bill is in dispute in any reasonable manner such as phone call directed to the Company toring formal busin th the Company at least 24 hours or is the date of to avoid discontinuance of bervice as provided by the
		e dispute in a mutually satisfactory manner, may emp etings, on-site viaits or any other technique reasona
	dispute, to reapond to the Company's o ment agreement shall constitute a waiv Company may not less than five (5) day	ged a dispute to cooperate in the investigation of a offer to negotiate, or to enter into a reasonable set er of the customer's right to continuance of service, a after provision of the notice, required by these ru as the customer files an informal complaint with
	before proceeding to discontinue servi	es shall have no right to continued service. Comp ce of a customer presenting a dispute it deems frivelo ision of the Commission of the circumstances.
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	customer shall pay to the Company at	hable to mutually determine the amount not in dispute, the Company's option, fifty percent (50%) of the bil during a like period and under similar conditions w ate.
	days from the date that the complain right to a continuance of service and provided in this rule.	Company the amount not in dispute within four (4) wor t is lodged ahall constitute a waiver of the custom t the Company may then proceed to discontinue service
	h. If the diapute is ultimately resolved moneys paid by the customer will be re	in favor of the customer in whole or in part, any ex funded promptly. JAN 151989
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DATE OF ISSUE DECEMBER 16, 1988

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DATE EFFECTIVE ____ JANUARY 15, 1989

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

THE EMPIRE DISTRICT ELEC	TRIC 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 <u>ALL TERRITORY</u>							
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)
 - I. An Explanation of the fuel adjustment clause

THE EMPIRE DISTRICT ELECTRIC COM	PANY				
P.S.C. Mo. No5	Sec.	5	3 rd	Revised Sheet No.	31
Canceling P.S.C. Mo. No5	Sec.	5	2 nd	Revised Sheet No.	31
For ALL TERRITORY					
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 - 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;
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lanuary 27, 2007 December 14, 2007

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

	RULES AND REGULATIONS	UCT - 7 1994
For <u>ALL TERRITORY</u> No supplement to this rate schedule will be issued except for the purpose of cancelling this rate schedule.	Sec	5 1st Revised Sheet No.5 12-16-88
THE EMPIRE DISTRICT ELECTRIC COMPANY	Sec	5 2nd Revised Sheet No. 31 Cancelling P.S.C. Mo. No. 5
STATE OF MISSOURI, PUBLIC SERVICE COMMISSION		P.S.C. Mo. No5

MO. PUBLIC SERVICE COMM.

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FEB - 9 1995

MISSOURI Public Service Commission

DATE EFFECTIVE _____ February 9, 1995



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

Service Commission

The Empire Distric	t Electric Company		-0	P.S.C.Mo.No riginel	
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ISSUED BY M. W. MCKINNEY, Vice President, Joplin, MD

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STATE OF 1	MISSOURI, PUBLIC SERVICE COMMIS	SION	P.S.C.Mo.No5
he Empire	e District Electric Company	Sec	Original 5 Revised Sheet No <u>31</u>
		JUC	Cancelling P.S.C.Mo.No.
)r	ALL TERRITORY	Sec	Original 5 Revised Sheet No
			Which was issued
		RULES AND REGULATIONS	DCC 1 A some
			DEC 14 1998
	•	CHAPTER VI	》和1441、公司4
			Public Service Commission
		PROMOTIONAL PRACTICES	· · · · · · · · · · · · · · · · · · ·
	loyee Purchase Plan		
1.F	Participant in the plan must be	a regular, full time employed	e and a retail customer of the Company.
6	electric HVAC (heating, ventilat a. Existing Residence- The emplo system is to be installed.	ion and air conditioning). I by e must be the owner of and	s well as the complete installation of The installation of HVAC requires: d living in the residence in which the
	the residence in which the sy	stem is to be installed.	uction, must be the owner of end occupy
3.E T	<pre>Imployee will be responsible for the invoice will be provided to</pre>	negotiating the price and an the Company for payment.	rranging for delivery and installation.
+ 6	VAC systems may be financed for exceed one hundred twenty-five	or up to sixty (60) months w. dollars (\$125.00) per ton.	months without interest. Total house ithout interest. An allowance, not to will be paid by the Company to aid ve standard insulation levels and high
5.E	mployees will make monthly payn will become due in thirty (30) o	ents to the Company for the a lays if a regular payment is n	above mentioned purchases. The balance not met when due.
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DATE OF ISSUE

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

THE EMPIRE DISTRICT ELECTRIC COMPAN	NY				
P.S.C. Mo. No5	Sec.	5	1 st	Revised Sheet No.	32
Canceling P.S.C. Mo. No5	Sec.	5		Original Sheet No.	32
ForALL TERRITORY	211				
		RULES AND REGULATIONS			1

- 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:
 - 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
 - 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

December 14, 2007

	RULES AND REGULATIONS	001 - (1554
For <u>ALL TERRITORY</u> No supplement to this rate schedule will be issued except for the purpose of cancelling this rate schedule.	Sec	Cancelling P.S.C., Mo., No. HELEFIVED Original Sheet No. Which was issued
THE EMPIRE DISTRICT ELECTRIC COMPANY	Sec. <u>5</u>	Original Sheet No32
STATE OF MISSOURI, PUBLIC SERVICE COMMISSION	N	P.S.C. Mo. No5

MO. PUBLIC SERVICE COMM.

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

FEB - 9 1995

MISSOURI Public Service Commission

DATE EFFECTIVE February 9, 1995

THE EMPIRE DISTRICT ELECTRIC COMP	ANY						
P.S.C. Mo. No. <u>5</u>	Sec.	5	2nd	Revised Sheet No.	33		
Canceling P.S.C. Mo. No. <u>5</u>	Sec.	5	1st	Revised Sheet No.	33		
For <u>ALL TERRITORY</u>							
		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

FILED Missouri Public Service Commission JE-2015-0022

THE EMPIRE DISTRICT ELECTRIC COMPA	NY					
P.S.C. Mo. No5	Sec.	5	1 st	Revised Sheet No.	33	
Canceling P.S.C. Mo. No5	Sec.	5		Original Sheet No.	3	
For ALL TERRITORY						
RULES AND REGULATIONS						

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- 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. 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.

August 24, 2014 Missouri Public

Service Commission

JE-2015-0022

January 27, 2007 December 14, 2007



	RULES AND REGULATIONS	001 - 1 1554	
For <u>ALL TERRITORY</u> No supplement to this rate schedule will be issued except for the purpose of cancelling this rate schedule.	Sec	Original Sheet No.)
THE EMPIRE DISTRICT ELECTRIC COMPANY	Sec. <u>5</u>	Original Sheet No.	33
STATE OF MISSOURI, PUBLIC SERVICE COMMISSION		P.S.C. Mo. No.	5

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- 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 delinguent 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.
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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.

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

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

Service Commission

THE EMPIRE DISTRICT ELECTRIC COMPA	NY					
P.S.C. Mo. No5	Sec.	5	1 st	Revised Sheet No.	34	
Canceling P.S.C. Mo. No5	Sec.	5		Original Sheet No.	34	
For ALL TERRITORY						
RULES AND REGULATIONS						

F. DISCONTINUANCE OF SERVICE 4 CSR 240-13.050

- 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;
 - Unauthorized interference, tampering, diversion or use of the utility service situated or delivered on or about the Customer's premises;
 - Failure to comply with terms of a settlement agreement;
 - 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.
- None of the following shall constitute sufficient cause for Company to discontinue service:
 - 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;



DATE EFFECTIVE

January 27, 2007 December 14, 2007



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13.						
STATE	OF N	AISSOURI, PUBLIC SERVICE COMMISS	SION	P.S.C. Mo. No5		
THE EM	PIRE	DISTRICT ELECTRIC COMPANY				
			Sec	5 Original Sheet No34		
For	A I I	TERRITORY		Cancelling P.S.C. Mo. No.		
101000000000000000000000000000000000000		to this rate schodule will be issued except	Sec	Original Sheet No		
for the pu	rpose	of cancelling this rate schedule.		Which was issued		
			RULES AND REGULATIONS	ILVENED		
F. DIS	CON	ITINUANCE OF SERVICE 4 CSR 240-	13.050	OCT - 7 1994		
1.	Ser	vice may be discontinued for any of th	e following reasons:	MO. PUBLIC SERVICE COMM.		
	a.	Nonpayment of an undisputed delingu	uent charge;			
	b.	Failure to post a required deposit or g	uarantee;			
	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 Compa Customer or other persons or the inte		nission which adversely affects the safety of the n; or		
	h.	As provided by local, state or federal	law.			
2.	No	ne of the following shall constitute suf	ficient cause for Company	to discontinue service:		
	a.	The failure of a Customer to pay for as an integral part of the utility service		r services not subject to Commission jurisdiction		
	b.	the event of discontinuance or term accordance with these rules, Compar the Customer and may discontinue so	ination of service at a se ny may transfer and bill an ervice after twenty-one da dule for non-residential Cu	parate metering point, residence or premises. In parate metering point, residence or premises in y unpaid balance to any other service account of ys for residential Customers (or after number of astomers) after rendition of the combined bill, for		
	c.	The placing of more than one (1) me	eter at the same premises	vice received at the same or different premises. s for the purpose of billing the usage of specific onstrued as a different class of service for the		
ELLED & 12/14/07	d.	The failure to pay the bill of ano discontinued received substantial ben		he Customer whose service is sought to be ;		
06-0315 iri Public commission				FEB - 9 1995		

MISSOURI Public Service Commission

DATE EFFECTIVE _____ February 9, 1995

THE EMPIRE DISTRICT E	LECTRIC COMF	ANY					
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 <u>ALL TERRITO</u>	RY						
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.

THE EMPIRE DISTRICT ELEC	TRIC COMPANY						
P.S.C. Mo. No	5	Sec.	5	2nd	Revised Sheet No.	35	
Canceling P.S.C. Mo. No.	5	Sec.	5	1 <u>st</u>	Revised Sheet No.	35	
For <u>ALL TERRITORY</u>							
RULES AND							
REGULATIONS							

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- 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

August 24, 2014

Missouri Public Service Commission JE-2015-0022 June 15, 2011

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

THE EMPIRE DISTRICT ELECTRIC COMPANY	(
P.S.C. Mo. No5	Sec.	5	1 st	Revised Sheet No.	35		
Canceling P.S.C. Mo. No5	Sec.	5		Original Sheet No.	35		
For ALL TERRITORY							
RULES AND REGULATIONS							

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 - c. The date on or after which service will be discontinued unless appropriate action is taken;
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January 27, 2007 December 14, 2007



ER-2006-0315

	ES AND LATIONS	00T - 7	1994
For <u>ALL TERRITORY</u> No supplement to this rate schedule will be issued except for the purpose of cancelling this rate schedule.	Sec	Uriginal Sheet No. Cancelling P.S.C. Mo. No. Original Sheet No.	
THE EMPIRE DISTRICT ELECTRIC COMPANY	Sec. <u>5</u>		35
STATE OF MISSOURI, PUBLIC SERVICE COMMISSION		P.S.C. Mo. No	5_

- e. The failure of a previous owner or occupant of the premises to pay an unpaid or delinguent 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.
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 - 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
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CANCELLED 1/1/2007 & 12/14/07 ER-2006-0315 Missouri Public Service Commission

FEB - 9 1995

MISSOURI Public Service Commission

DATE EFFECTIVE _____ Feb

February 9, 1995

THE EMPIRE DISTRICT ELECTRIC COMP	PANY						
P.S.C. Mo. No. 5	Sec.	5	3rd	Revised Sheet No.	36		
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Canceling P.S.C. Mo. No. <u>5</u>	Sec.	5	<u>2nd</u>	Revised Sheet No.	36		
For ALL TERRITORY							
RULES AND REGULATIONS							
	I.						

- 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 delinguent 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.

DATE EFFECTIVE August 24, 2014

THE EMPIRE DISTRICT ELECTRIC CO	MPANY						
P.S.C. Mo. No. 5	Sec.	5	2 nd	Revised Sheet No.	36		
Canceling P.S.C. Mo. No5	Sec.	5	1 st	Revised Sheet No.	36		
For ALL TERRITORY							
RULES AND REGULATIONS							

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 - 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.
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- 9. Notwithstanding any provision of this rule, Company shall postpone a discontinuance for a time not in excess of twentyone (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.

August 24, 2014 Missouri Public

Service Commission

JE-2015-0022





ER-2006-0315

STATE OF MISSOURI, PUBLIC SERVICE COMMISSION	P.S.C. Mo. No5
THE EMPIRE DISTRICT ELECTRIC COMPANY	Sec. <u>5</u> <u>1st</u> Revised Sheet No. <u>36</u>
ForALL TERRITORY	Canceling P.S.C. Mo. No5
No supplement to this rate schedule will be issued except for the purpose of canceling this rate schedule.	Sec. <u>5</u> Original Sheet No. <u>36</u> Which was issued <u>10-07-94</u>
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- 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 twentyone (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

April 2, 2005



STATE OF MISSOURI, PUBLIC SERVICE COMMISSION	P.S.C. Mo. No5
THE EMPIRE DISTRICT ELECTRIC COMPANY	Sec. <u>5</u> Original Sheet No. <u>36</u> Cancelling P.S.C. Mo. No.
For <u>ALL TERRITORY</u> No supplement to this rate schedule will be issued except for the purpose of cancelling this rate schedule.	Sec Original SheetiNo-
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- 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

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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 ELEC	TRIC 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 <u>ALL TERRITORY</u>						
		RIII	ES AND			

REGULATIONS

- 9. Notwithstanding any provision of this rule, Company shall postpone a discontinuance for a time not in excess of twentyone (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.
 - Notice Requirements. From November 1 through March 31, prior to discontinuance of service due to nonpayment, 3. Company shall:
 - Notify the Customer, at least ten (10) days prior to the date of the proposed discontinuance, by first class mail, and in a. 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;
 - Make further attempts to contact the Customer within ninety-six (96) hours preceding discontinuance of service either b. 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;
 - Attempt to contact the Customer at the time of the discontinuance of service in the manner specified in Section F.8 (4 C. 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
 - Ensure that all notices and contacts required in this subsection describe the terms for continuance of service under e. 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

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 <u>ALL TERRITOR</u>	<u> </u>					

RULES AND REGULATIONS	

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 - 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 EFFECTIVE August 24, 2014

ust 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	<u>3rd</u>	Revised Sheet No.	37		
Concelling D.S.C. Mo. No. 5	Sec.	5	2nd	Revised Sheet No.	37		
Canceling P.S.C. Mo. No. <u>5</u>	3ec.	5		Revised Offeet No.			
For <u>ALL TERRITORY</u>							
RULES AND							
REGULATIONS							

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

THE EMPIRE DISTRICT ELECTRIC CO	OMPANY				
P.S.C. Mo. No. 5	Sec.	5	2 nd	Revised Sheet No.	37
Canceling P.S.C. Mo. No5	Sec.	5	1 st	Revised Sheet No.	37
ForALL TERRITORY					
		RULES AND			

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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.



January 27, 2007 December 14, 2007



ER-2006-0315

STATE OF MISSOURI, PUBLIC SERVICE COMMISSION	P.S.C. Mo. No5
THE EMPIRE DISTRICT ELECTRIC COMPANY	Sec. <u>5</u> <u>1st</u> Revised Sheet No. <u>37</u> Canceling P.S.C. Mo. No. <u>5</u>
For <u>ALL TERRITORY</u> No 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
	S AND ATIONS

- 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.
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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 March 3, 2005 ISSUED BY D. W. GIBSON, Vice President, Joplin, MO

DATE EFFECTIVE

April 2, 2005

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



STATE OF MISSOURI, PUBLIC SERVICE COMMISSION	J	P.S.C. Mo. No5
THE EMPIRE DISTRICT ELECTRIC COMPANY	Sec.	5 Original Sheet No37 Cancelling P.S.C. Mo. No
For <u>ALL TERRITORY</u> No supplement to this rate schedule will be issued except for the purpose of cancelling this rate schedule.	Sec	Original Sheet No: CETUS
	RULES AND REGULATIONS	OCT - 7 1994

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 - 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.

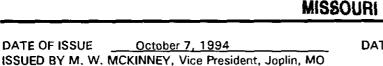
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MISSOURI Public Service Commission



DATE EFFECTIVE _____ Fe

THE EMPIRE DISTRICT ELECTRIC COMPAN	NY				
P.S.C. Mo. No5	Sec.	5	2 nd	Revised Sheet No.	38
Canceling P.S.C. Mo. No. 5	Sec.	5	1 st	Revised Sheet No.	38
For <u>ALL TERRITORY</u>					
		RULES AND REGULATIONS			

- The Company will not make oral representation of service termination for nonpayment when termination would occur on 4 a known "no-cut" day as governed by the temperature moratorium.
- Weather Provisions: Discontinuance of electric service to all residential users, including all residential tenants of 5. 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--
 - 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);
 - From November 1 through March 31, for any registered low income elderly or low income disabled Customer (as C. 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.
- 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:
 - The Customer contacts Company and states his/her inability to pay in full; a.
 - 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;
 - The Customer complies with Company's requests for information regarding the Customer's monthly or annual C. income; and
 - d. There is no other lawful reason for discontinuance of utility service.
- Transfer of Service: Whenever a Customer, with a cold weather rule payment agreement, moves to another residence 7. 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.
- Deposit Provisions: Company shall not assess a new deposit or bill deposits that were previously assessed during or 8. 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

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December

Missouri Public Service Commission

ER-2006-0315

STATE OF MISSOURI, PUBLIC SERVICE COMMISSION	P.S.C. Mo. No5
THE EMPIRE DISTRICT ELECTRIC COMPANY	Sec. <u>5 1st</u> Revised Sheet No. <u>38</u>
For <u>ALL TERRITORY</u> No supplement to this rate schedule will be issued except for the purpose of canceling this rate schedule.	Canceling P.S.C. Mo. No. <u>5</u> Sec. <u>5</u> Original Sheet No. <u>38</u> Which was issued <u>10-07-94</u>
	5 AND ATIONS

- 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 EFFECTIVE ____ April 2, 2005



	RULES AND REGULATIONS	DCT - 7 1994
For <u>ALL TERRITORY</u> No supplement to this rate schedule will be issued except for the purpose of cancelling this rate schedule.	Sec	Cancelling P.S.C. Mo. No. PECENVED Original Sheet No. Which was issued
THE EMPIRE DISTRICT ELECTRIC COMPANY	Sec5	Original Sheet No38
STATE OF MISSOURI, PUBLIC SERVICE COMMISSIO	IN	P.S.C. Mo. No5

- MO. PUBLIC SERVICE COMMA.
- 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.
- 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;

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MISSOURI Public Service Commission

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THE EMPIR	EDIS	TRICT ELECTRIC COMP	ANY				
P.S.C. Mo. N	No.	5	Sec.	5	<u> </u>	Revised Sheet No.	39
Canceling P	.S.C.	Mo. No. <u>5</u>	Sec.	5	<u>2nd</u>	Revised Sheet No.	39
For	ALL T	ERRITORY					
				RULES AND REGULATIONS		· · ·	
nor Cu:	npaym stome The	ection Provisions: If the C nent of a delinquent cha er without requiring a depo Customer contacts Comp	rge, from No sit provided any, requests	vember 1 throug Company to rea	gh March 31 C connect service	ompany shall reconnect and states an inability to	t service to that pay in full;
b.	The com	Company receives an ini pliance with section (10)	tial payment a of this rule;	and the Custome	r enters into a p	payment agreement, both	n of which are in
C.	The inco	Customer complies with me;	the requests	of Company for	information rega	arding the Customer's m	onthly or annual
d.	Non use	e of the amount owed is of the Company's service	an amount du , and the Cus	le as a result of t tomer has not er	ampering, diver ngaged in such a	sion or unauthorized inte activity since last receivir	erference with or ng service; and
e.	e. There is no other lawful reason for continued refusal to provide utility service.						
10. Pa	yment	t Agreement: The payme	nt agreement	for service unde	r this Cold Wea	ther rule shall comply wit	h the following:
a.	shal	edge of an amount equa il be deemed to be the eement under this rule, un	payment rec	quired. Compai	ny shall confirm	n in writing the terms	of any payment
b.	Payr	ment Calculations:					
	(1)	Company shall first offer arrears, current bills and	a twelve (12) Company's es	month budget p stimate of the en	lan which is des suing bills.	signed to cover the total	of all preexisting
		If the Customer states a mutual agreement enter reasonable period in exc the Customer shall cons	 into a payr ess of twelve 	nent agreement (12) months. In	which allows determining a r	payment of preexisting easonable period of time	arrears over a e, Company and

- (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.

developed, the Customer's payment history and the Customer's ability to pay.

- (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.
- Initial Payments: C.
 - (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.

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

(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.

DATE EFFECTIVE June 15, 2011

THE EMPIRE DISTRICT ELECTRIC COMPA	NY							
P.S.C. Mo. No5	Sec.	5	2 nd	Revised Sheet No.	39			
Canceling P.S.C. Mo. No5	Sec.	5	1 st	Revised Sheet No.	39			
For ALL TERRITORY								
RULES AND REGULATIONS								
9 Reconnection Provisions: If the Co	moony bas	discontinued has	at related utility a	andra ta a socida stint C				

- 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 EFFECTIVE

Lanuary 27, 2007 December 14, 2007



ER-2006-0315

STATE OF MISSOURI, PUBLIC SERVICE COMMISSION	P.S.C. Mo. No5
THE EMPIRE DISTRICT ELECTRIC COMPANY	Sec. <u>5 1st</u> Revised Sheet No. <u>39</u>
ForALL TERRITORY	Canceling P.S.C. Mo. No. 5
No supplement to this rate schedule will be issued except for the purpose of canceling this rate schedule.	Sec. <u>5</u> Original Sheet No. <u>39</u> Which was issued <u>10-07-94</u>
RULE REGUL	

- 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;
 - 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.

DATE EFFECTIVE _____ April 2, 2005

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

STATE OF MISSOURI, PUBLIC SERVICE COMMISSI	ON	P.S.C. Mo. No5
THE EMPIRE DISTRICT ELECTRIC COMPANY	Sec. <u>5</u> Car	Original Sheet No. <u>39</u> celling P.S.C. Mo. No.
For <u>ALL TERRITORY</u> No supplement to this rate schedule will be issued except for the purpose of cancelling this rate schedule.	Sec	Original BREENCIVED
	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 FEB - 9 1995 APR 0 2 2005 MISSOURI Public Ser ice C ommission Public Service Commission

DATE EFFECTIVE

THE EMPIRE DISTRICT ELEC	TRIC COMPANY					
P.S.C. Mo. No.	5	Sec.	5	<u>3rd</u>	Revised Sheet No.	40
Canceling P.S.C. Mo. No.	5	Sec.	5	2nd	Revised Sheet No.	40
	<u> </u>	<u> </u>		2110		40
For <u>ALL TERRITORY</u>						
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 asettlement 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.

THE EMPIRE DISTRICT ELECTRIC COM	PANY				
P.S.C. Mo. No5	Sec.	5	2 nd	Revised Sheet No.	40
Canceling P.S.C. Mo. No5	Sec.	5	1 st	Revised Sheet No.	40
For ALL TERRITORY					
		RULES AND			

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

- 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.
- Company may enter into an extension agreement upon the request of a Customer who claims an inability to pay the bill in full.

August 24, 2014 Missouri Public

Service Commission

JE-2015-0022

January 27, 2007 December 14, 2007



ER-2006-0315

STATE OF MISSOURI, PUBLIC SERVICE COMMISSION P.S.C. Mo. No.					
THE EMPIRE DISTRICT ELECTRIC COMPANY	Sec. <u>5</u> <u>1st</u> Revised Sheet No. <u>40</u>				
For <u>ALL TERRITORY</u> No supplement to this rate schedule will be issued except for the purpose of canceling this rate schedule.	Canceling P.S.C. Mo. No. <u>5</u> Sec. <u>5</u> Original Sheet No. <u>40</u> Which was issued <u>10-07-94</u>				
RULES					

- 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.
 - 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



No supplement to this rate schedule will be issued except for the purpose of cancelling this rate schedule.	Sec. Original Sheet-No-11 Original Which was issued
For <u>ALL TERRITORY</u> No supplement to this rate schedule will be issued except	Cancelling P.S.C. Mo. No.
THE EMPIRE DISTRICT ELECTRIC COMPANY	Sec. 5 Original Sheet No40
STATE OF MISSOURI, PUBLIC SERVICE COMMISSIO	N P.S.C. Mo. No5

- 9. If Company refuses to provide service pursuant to this rule and the reason for rerusal of service lineoives 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 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.

H. SETTLEMENT AGREEMENT'S AND EXTENSION AGREEMENTS 4 CSR 240-13.060

- 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 EFFECTIVE __

		RULES AND REGULATIONS			
ForALL TERRITORY					
Canceling P.S.C. Mo. No5	Sec.	5		Original Sheet No.	41
THE EMPIRE DISTRICT ELECTRIC COMI P.S.C. Mo. No5	Sec.	5	1 st	Revised Sheet No.	41

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.

- 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.
- 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.
- 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.
- 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 EFFECTIVE

January 27, 2007 December 14, 2007



ER-2006-0315

STATE OF MISSOURI, PUBLIC SERVICE COMMISSIO	STATE	OF M	IISSOURI,	PUBLIC	SERVICE	COMMISSIOI
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	RULES AND REGULATIONS	OCT - 7 1994
For <u>ALL TERRITORY</u> No supplement to this rate schedule will be issued except for the purpose of cancelling this rate schedule.	Sec	Original Sheet Now Party Which was issued
THE EMPIRE DISTRICT ELECTRIC COMPANY	Sec. <u>5</u>	Original Sheet No41 Cancelling P.S.C. Mo. No

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 Confluence COMM.

- 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.
- 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.
- 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.



FEB - 9 1995

MISSOURI Public Service Commission

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

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

DATE EFFECTIVE February 9, 1995

RECEIVED

of

AUG 31 1990

CONTRACT FOR POWER SERVICE

NISCOURI 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\$.0274Next 250 KwH per Kw of Billing Demand, per KwH\$.0263All 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:

FILED

Except as hereinafter provided in ARTICLES IX and XII, the Minimum 8 Monthly Bill hereunder shall be the Demand Charge. 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.

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.

RECEIVED

of

AUG 31 1990

CONTRACT FOR POWER SERVICE

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 90-100 Public Service Commission

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AUG 31 1990

MISSOUNI Public Service Commission

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:

METERING:

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

RECEIVED

OCT 1 4 1987

MISSOURI

AMENDED ARTICLE IV

of

CONTRACT FOR POWER SERVICE

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 SEP 10 1990 SEP 10 1990 9 20, 501. BY 9-10-90 Contract \$ 21, 81 m Contract CANCELLED 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 Next 250 KwH per Kw of Billing Demand, per KwH All additional KwH, per KwH

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

PUBLID Service Commission

\$0.0259

\$0.0249

\$0.0238

MISSOURI

OCT 15 1987 A0-87-484E0-88-114 Public Service Commission

Issued OCT 1 4 1987 by R. L. Lamb, President of the Empire District Electric Company, to be effective OCT 1 5 1987 and superseding Article IV issued October 24, 1986, by R. L. Lamb, President of the Company.

of

CONTRACT FOR POWER SERVICE

RECEIVED

OCT 24 1986

Between The Empire District Electric Company and Atlas Chemical I All South, Inc., now Atlas Powder Company, Subsidiary of Tyler Corporting Service Commission 1967 and subsequently amended by letter contract May 28,

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 les	s of Billing Demand	\$21,302.00
Excess of 6	,000 Kw of	Billing Demand, per Ku	¥ \$ 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 MANGELSHEIP be the Demand Chargel OCT 15 1987 BY Amended article I 4-204 Public Service Commission ublic Service Commission Issued October 24, 1986 by R. L. Lamb, President of the Empire District

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.

REGEIVED

METERING:

OCT 24 1986

The above rate applies for service metered at 69,000 volt**MISSIDIKA**t EMPIRE'S option, service is metered at a lower voltage, por at a point other than the point of delivery, a correction factor sharle beint the metered demand and energy to adjust to the 69,000 volt point of delivery.

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REACTIVE DEMAND ADJASTMENT:

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 the Public Service Commission 1,15.198 MISSOURI

1986 ₩0¥ 4 84-204 ublic 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.

of

REGEIVED

CONTRACT FOR POWER SERVICE

MAR 2 1 1284

Between The Empire District Electric Company and Atlas Chemical Industries, Inc., now Atlas Powder Company, Subsidiary of Tyler Corporation, deted May: 30, 1967 and subsequently amended by letter contract May 28, 1971, 19Dic Service Commission

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	E Billing Demand	\$2	1,529.00
Excess of 6,00	0 Kw of Bi	lling Demand, per	Kw Ş	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 (the) portion period ending with the current month, and in no event shall the Billing Demand be less than 6,000 kilowatts.

MINIMUM MONTHLY BILL:

1986 NOV 4

The Minimum Monthly Bill hereingervishal 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.

MAY - 7 1984

83 - 42 Public Service Commission

REACTIVE DEMAND ADJUSTMENT:

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MAY - 7 1984 **8 3 - 4 2 Public Service Commission**

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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 biliting month Salon 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.

-2-

issued August 4, 1980, by R. C. Allen, President of the Company.

Issued March 21, 1984 by R. L. Lamb, President of the Empire District Electric Company, to be effective April 2, 1984 and superseding Article

of

CONTRACT FOR POWER SERVICE

JUN 22 1983

REGEIVED

Between The Empire District Electric Company and Atlas Chemical Industries, Inc., now Atlas Powder Company, Subsidiary of Tyler Corporation, dated Smay 130. 1967 and subsequently amended by letter contract May 28, 1971 Public Service Commission

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 Ŝ 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.

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May - 7 1984	AUG - 1 1983 83 - 40
BY PUBLIC SERVICE COMMISSION	Public Service Commission

BY _ PUBLIC SI OF MISSOURI

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 VEDto the metered demand and energy to adjust to the 69,000 volt point of delivery. $JUN 22 \ C83$

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 ommission 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.

GANBELLED MAY - 7 1984

PUBLIC SERVICE COMMISSION 8Y -

序肌层D 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.

RECEIVED OCT 1 4 1987

of

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 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:

\$18,056.00 First 5,000 Kw or less of Billing Demand 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 Next 250 KwH per Kw of Billing Demand, per KwH

DETERMINATION OF BILLING DEMAND:

The Billing Demand shall be determined as being the highest fifteen minute integrated kilowatt demand registered during the month by = ble demand meter; but no Billing Demand shall be located int month, and in mo (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

OCT 1 4 1987 Issued 001 ± 4 1507 by R. L. Lamb, President of The Empire District Electric Company, to be effective 001 ± 5 1987 and superseding Article VI issued October 24, 1986, by R. L. Lamb, President of the Company.



\$0.0259

\$0.0249

of

CONTRACT FOR POWER SERVICE

MAR 2 1 1924

FILED

MAY - 7 1984 83-42

President of The Englishic Service Commission

RECEIVED

Between The Empire District Electric Company and Linde Division, Union Carbide Corporation, dated January 2, 1968 and subsequently amended May 18, 1971. 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,	,961.00
Next 1,000 Kw of Billing Demand, per Kw	\$	3.62
Excess of 6,000 Kw of Billing Demand, per Kw	Ş	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:

Issued March 21, 1984 by R. L. Lamb,

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 bended shall be less than 65% of the highest such demand established the less than 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:

BY Contract 11/4 PUBLIC SERVICE COMMISSION

Except as hereinafter provided in ARTICLES IX and XII, the Minimum Monthly Bill hereunder shall be the Demand Charge.

Electric Company, to be effective April 2, 1984 and superseding Arts issued August 4, 1980, by R. C. Allen, President of the Company.

MAX - 7-1984

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. OCT 24 1986

> MISSUURI 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	\$18,7	61.00
Next 1,000 Kw of Billing Demand, per Kw	\$	3.56
Excess of 6,000 Kw of Billing Demand, per Kw	Ş	3.46

Energy Charge:

First 400,000 KwH, per KwH		\$0.0269
Next 250 KwH per Kw of Billing Demand, p	er 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 Monthly Bill hereunder shall be the Demand Charge.	
CANCELLED	NOV 4 1986 84-204
OCT 15 1987 BY 10-15-87 Contract BY 10-15-87 Contract	Public Service Commission
BY 10 Commission Ussued October 24 1986 Bublic Service Commission	Empire District

Issued October 24, 1986 by R. L. Lang Offesident 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.

REGEIVED

OCT 24 1986

MINIMUM ANNUAL REVENUE:

MISSUURI

During any contract year (being twelve months period subsequent Service Commission date of initial service hereunder and of each anniversary of 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

FMED ₩0¥ 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.

-2-

of

CONTRACT FOR POWER SERVICE

Between The Empire District Electric Company and Linde Division, Unter Carbide Corporation, dated January 2, 1968 and subsequently amended May 18, 1912 VED ARTICLE VI JUN 22 1983 RATE The following rate will apply to PA Nove Educated String supplied, Sesuae anomnission delivered hereunder: NET MONTHLY PATE.

NET MONTHLY RATE:

Demand Charge:BY______PUBLIC SERVICE COMMISSIONFirst 5,000 Kw or less of Billing DemandNext 1,000 Kw of Billing Demand, per Kw\$ 3.56Excess of 6,000 Kw of Billing Demand, per Kw

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 XIL, the Minimum Monthly Bill hereunder shall be the Demand Charge.

AUG - 1 1983 83-40

Public Service Commission

Issued June 22, 1983, by R. L. Lamb, President of The Empire-District-Effectric-Company, to be effective August 1, 1983, and superseding Article VI issued August 18, 1981, by R. C. Allen, President of the Company.