

EVERGY MISSOURI WEST

P.S.C. MO. No. 1 3rd Revised Sheet No. R-39
Canceling P.S.C. MO. No. 1 2nd Revised Sheet No. R-39

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For Missouri Retail Service Area

**RULES AND REGULATIONS
ELECTRIC**

6.04 Billing and Payment Standards (Continued)

F. A monthly-billed customer shall have at least twenty-one (21) days from the rendition of the bill to pay the electric charges. If the due date or delinquent date falls upon a Sunday, legal holiday, or any other day when the offices of Company regularly used for the payment of customer bills are not open to the general public, the due date or 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 delinquent charge, or a discontinuance of service, on a payment that was made to a payment agent on or before the due date or delinquent date.

G. Every bill for residential electric service shall clearly state the following:

- (1) The beginning and ending meter readings of the billing period and the dates of these readings; however, as provided below for customers billed under a residential time-variant rate schedule, the company shall use interval metering data.

Residential Time-Variant Rate Schedule Procedures: For residential rate schedules which require cumulative usage be determined for unique time periods during a billing period and usage is determined through interval metering data, beginning and ending meter readings for that billing period may not be utilized in lieu of the interval metering data. In such cases, a customer's bill will reflect the total consumption for each relevant time period but will not indicate a beginning or ending meter reading for the cumulative billing period, pursuant to the variance from Rules 20 CSR 4240-13.020 (9) (A) granted by Commission in File No. ET-2020-0133, The Company will retain for a minimum of five years the meter information relied upon to generate bills for such customers.

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- (2) The date when the bill will be considered due and the date when it will be delinquent, if different.
 - (3) Any previous balance that states the balance due for electric charges separate from charges for services not subject to Commission jurisdiction.
 - (4) The amount due for the most recent billing period for electric 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.
 - (5) The amount due for other authorized charges.
 - (6) The total amount due.
 - (7) The telephone number the customer may call from the customer's service location without incurring toll charges and the address of 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.
 - (8) License, occupation, gross receipts, franchise, and sales taxes.
- H. Normally bills will be sent by mail; however, the Company reserves the right to deliver bills or to use electronic posting for qualified customers at their request. The non-receipt of a bill by a customer shall not release or diminish the obligation of the Customer with respect to the full payment thereof, including penalties and interest.

Issued: June 24, 2020
Issued by: Darrin R. Ives, Vice President

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1200 Main, Kansas City, MO 64105

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