

MO.P.S.C. SCHEDULE NO. 6 3rd Revised SHEET NO. 130CANCELLING MO.P.S.C. SCHEDULE NO. 6 2nd Revised SHEET NO. 130APPLYING TO MISSOURI SERVICE AREAGENERAL RULES AND REGULATIONSV. BILLING PRACTICES**A. MONTHLY BILLING PERIODS**

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

* Where bills are rendered for periods of use in excess of or less than the period provided for herein, all base rate components will be prorated.

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

** A customer exercising Section V.O. Preferred Due Date Selection may result in either a longer or shorter period between meter readings for the first bill after the election. (This section reflects a variance from Rules 20 CSR 4240-13.015(1)(C) and 20 CSR 4240-13.020(6) granted by Commission in Case EE-2019-0385.)

B. COMBINATION BILLING OPTION

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

C. INACCESSIBLE METERS

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

*Indicates Reissue.

**Indicates Change.

DATE OF ISSUE	<u>June 9, 2020</u>	DATE EFFECTIVE	<u>July 9, 2020</u>
ISSUED BY	<u>Martin J. Lyons</u>	<u>Chairman & President</u>	<u>St. Louis, Missouri</u>
	NAME OF OFFICER	TITLE	ADDRESS

GENERAL RULES AND REGULATIONS

V. BILLING PRACTICES (Cont'd.)

* D. METER READINGS

The Company will secure, per billing period, a minimum of one register meter reading for meters billed through the register reading or sufficient interval readings to determine total use for meters billed through interval data, except when it is necessary and allowed to estimate a bill as described in General Rules and Regulations, V. Billing Practices pursuant to the variances from Rules 20 CSR 4240-13.020(2)(A)3 and 20 CSR 4240-13.020(3) and 20 CSR 4240-13.040(3) granted by Commission in File No. EE-2019-0382.

Company will retain for a minimum of five (5) years the meter information relied upon to generate bills for such customers.

Residential Time-Variant Rate Schedule Procedures: For residential rate schedules which require cumulative usage be determined for unique time periods during a billing period and usage is determined through interval metering data, beginning and ending meter readings for that billing period may not be utilized in lieu of the interval metering data. In such cases, a customer's bill will reflect the total consumption for each relevant time period but will not indicate a beginning or ending metering reading for the cumulative billing period pursuant to the variance from Rule 20 CSR 4240-13.020(9)(A) granted by Commission in File No. EE-2019-0382.

E. ESTIMATED BILLING

* 1. Estimated Bill

An estimated reading will be used to compute an estimated bill for customer's electric service where it is not feasible to obtain regular meter readings or when conditions beyond the control of the Company, such as weather emergencies, work stoppages, and inability to gain access to the meter prevent obtaining an actual meter reading or when an inaccurate reading results from equipment or mechanical failure where the Company could not reasonably detect such failure. An estimated reading may also be used to compute an estimated bill when an inaccurate or unreliable reading results from human or billing system error, from failure of a remote meter reading device to transmit a reliable reading, or as a result of a failure to detect and verify usage due to a meter with a status of vacant; except Company may not issue an estimated bill due to any of these three (3) stated conditions for more than three (3) consecutive months.

Company shall maintain accurate records of the reasons for an estimated bill and all efforts made to secure an actual reading and clearly note on the bill that it is based on estimated usage.

*Indicates Change.

APPLYING TO MISSOURI SERVICE AREA

GENERAL RULES AND REGULATIONS

V. BILLING PRACTICES (Cont'd.)

E. ESTIMATED BILLING (Cont'd.)

* 2. Estimated Initial and Final Bills

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

** 3. Estimating Procedures

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

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

In estimating meter readings:

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

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ISSUED BY Martin J. Lyons Chairman & President St. Louis, Missouri
NAME OF OFFICER TITLE ADDRESS

GENERAL RULES AND REGULATIONSV. BILLING PRACTICES (Cont'd.)E. ESTIMATED BILLING (Cont'd.)3. Estimating Procedures (Cont'd.)

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

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

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

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

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

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

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

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

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

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

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

G. BILLING ADJUSTMENTS1. Residential

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

- a. In the event of an overcharge, an adjustment shall be made for the entire period that the overcharge can be shown to have existed not to exceed sixty (60) consecutive monthly billing periods calculated from the date of discovery, inquiry or actual notification of the Company whichever comes first;
- b. In the event of an undercharge, an adjustment shall be made for the entire period that the undercharge can be shown to have existed not to exceed twelve (12) monthly billing periods calculated from the date of discovery, inquiry or actual notification of the Company, whichever was first and the Company will offer a repayment period of double the period covered by the adjusted bill though the customer may elect a shorter repayment period;
- c. Where, upon test, an error in measurement is found to be within the limits prescribed by Commission rules, no billing adjustment will be made;
- d. When evidence of obstruction is found, or there are misrepresentations of the use of service by the customer, the Company will calculate the billing adjustment period in accordance with the applicable statute of limitations for the prosecution of such claim after determining the probable period during which such condition existed from all related and available information; and
- e. In any event, no billing adjustment will be made where the full amount of the adjustment is less than one dollar (\$1) and no interest shall be paid or collected on any billing adjustment provided for herein.

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