

**EVERGY METRO, INC. d/b/a EVERGY MISSOURI METRO**

P.S.C. MO. No. 2 Fourth  Original Sheet No. 1.09A  
 Revised  
Cancelling P.S.C. MO. No. 2 Third  Original Sheet No. 1.09A  
 Revised  
For Rate Area No. 1-Urban Area &  
Rate Area No. 3-Suburban

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**GENERAL RULES AND REGULATIONS  
APPLYING TO ELECTRIC SERVICE**

**2. SERVICE AGREEMENTS (continued)**

**2.07 CREDIT REGULATIONS: (Continued)**

(C) 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, disability or geographical location.

(D) A security deposit required pursuant to these Rules and Regulations is subject to the following terms and conditions:

1) For residential customers, a security deposit shall not exceed two (2) times the highest bill of that customer during the preceding twelve (12) months. In the case of a new customer who is billed a deposit under the terms of 4 CSR 240-13.030 (1)(c) the deposit shall not exceed one-sixth (1/6) of the estimated annual bill of the customer. For non-residential customers, a security deposit shall not exceed two (2) times the highest bill for utility charges actually incurred by the customer, or in the case of a new customer estimated to be incurred, during the most proximate twelve (12) month period at the service location.

2) Interest on deposits shall be paid at a per annum rate equal to the prime bank lending rate plus one percentage point as published in The Wall Street Journal for the first business day of December of the preceding calendar year, compounded annually.

(E) Deposit refunds - The credit of the residential customer will be established and the deposit and accrued interest, if any, will be refunded or the guarantor released, upon satisfactory payment before the delinquency date of all proper charges for service for a period of twelve (12) consecutive months, or if the customer has closed the account. The credit of the nonresidential customer will be reviewed after thirty-six (36) consecutive months of satisfactory payment before the delinquency date and the deposit refunded or the guarantor released if, in the opinion of the Company, the customer has established satisfactory credit in accordance with Section (A) of this Rule. If, after thirty-six (36) consecutive months of payments before the delinquency date, the nonresidential customer has not established satisfactory credit in accordance with Section (A), then such customer's

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ISSUED BY: Darrin R. Ives, Vice President

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1200 Main St, Kansas City, MO. 64105

**EVERGY METRO, INC. d/b/a EVERGY MISSOURI METRO**

P.S.C. MO. No. 2 Nineth Revised Sheet No. 1.23  
Cancelling P.S.C. MO. No. 2 Eighth Revised Sheet No. 1.23

For Missouri Retail Service Area

**GENERAL RULES AND REGULATIONS  
APPLYING TO ELECTRIC SERVICE**

**6. METERING (continued)**

6.05 METER SEALS: Seals will be placed by the Company on all meters and meter enclosures. Such seals shall not be broken or disturbed by any person other than persons authorized by the Company or by law.

6.06 ESTIMATED BILLING DUE TO UNREAD METERS: If, due to circumstances or conditions beyond the control of the Company or if it is otherwise impractical for the Company to read the meter on a scheduled meter reading day, the Company may, at its discretion, deliver to the premises of the Customer a business reply card with instructions thereon as to how the Customer shall read the meter and mail the information to the Company. In any event, if no meter reading is obtained in time for billing as scheduled, then subject to 4 C.S.R. 240-13.020, the Company shall render an "estimated bill" based on usage as estimated by the Company. Estimated bills shall be adjusted in the next subsequent billing based upon a reading of the meter by the Company.

ESTIMATED BILL PROCEDURE:

- A. For Customers with Advanced Metering Infrastructure (AMI) meters, when a current meter read is unavailable, the Meter Data Management (MDM) system will average consumption from the last read plus the three-prior days to estimate the daily meter read. If the daily meter reads from the three prior days are not available, a second estimation attempt will be made. In the second attempt the MDM system will average the usage from five historical reads from the previous year. It will average the usage from the read in the prior year from a comparable date as being estimated along with the three days prior and one day after. If the second estimation attempt is not successful, then the process to estimate the daily meter read will be a manual process. The Company will estimate the daily meter read based on historical usage information from the same premise and if not available, the usage of Customers with like premises.
- B. For Customers with non-AMI meters, when a current meter read is unavailable, the MDM system will average the usage from the prior year in the same billing month, the usage 35 days before and the usage 35 days after that month. If that information is not available, a second read estimation attempt will be made by averaging the usage from the prior two readings. If the second estimation attempt is not successful, then the estimation is a manual process. The Company will estimate usage based on historical usage information from the same premise and if not available, the usage of Customers with like premises.

6.07 ACCURACY AND TESTS: The accuracy and testing of the Company's meters shall be in accordance with the general orders of the Commission applying thereto.

6.08 EVIDENCE OF CONSUMPTION: The registration of the Company's meters will be accepted and received at all times and places as prima facie evidence of the amount of power and energy taken by the Company.

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1200 Main, Kansas City, Mo. 64105

**EVERGY METRO, INC. d/b/a EVERGY MISSOURI METRO**

P.S.C. MO. No. 2 Tenth Revised Sheet No. 1.26  
Canceling P.S.C. MO. No. 2 Ninth Revised Sheet No. 1.26  
For Missouri Retail Service Area

<b>RULES AND REGULATIONS ELECTRIC</b>
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**BILLING AND PAYMENT**

8.01 BILLING PERIOD: Normally, the Company will read the Customer’s meter monthly and bills based on such monthly readings will be rendered at intervals of approximately one month. For all customers the billing period shall normally be not less than 26 nor more than 35 days. The Company shall have the right to read meters and render bills more frequently. If bills are rendered more frequently than monthly, the total of the minimums of such bills for any one month shall not exceed the monthly minimum required under the applicable rate schedule. For all customers if a bill is rendered for less than 26 or more than 35 days the bill may be prorated.

8.02 PAYMENT OF BILLS: A bill for electric service supplied by the Company shall, upon rendition (by mailing, electronic posting or serving), become due and payable in the net amount thereof. Bills for electric service may be paid in cash, check or by approved credit and debit cards. Non-residential customers paying by approved credit or debit card are subject to per transaction limits and fees by the third party processor.

- (A) Any unpaid bill for service under a rate schedule classified as “Residential Service,” shall become delinquent on the twenty-second (22nd) day after rendition. The Company may add a sum equal to two percent (2%) on the first \$50.00 and one percent (1%) on the remainder of the net amount of such bill, and the Customer shall then pay the gross amount of such bill if delinquent.
- (B) Any unpaid bill for service under any other rate schedule shall become delinquent on the fifteenth (15th day) after rendition; provided, however, that bills for service rendered to the State of Missouri and its agencies shall not become delinquent until thirty days (30 days) after rendition. The Company may add a sum equal to five percent (5%) on the first \$50.00 and one percent (1%) on the remainder of the net amount of such bill, and the Customer shall then pay the gross amount of such bill if delinquent.
- (C) Interest at the rate of six percent (6%) per annum on the net amount of such bill may be added to any unpaid bill commencing thirty days (30 days) after it becomes delinquent.