

THE EMPIRE DISTRICT ELECTRIC COMPANY d.b.a. LIBERTY

P.S.C. Mo. No. 6 Sec. 4 Original Sheet No. 28

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For ALL TERRITORY

PILOTS, VARIANCES, AND PROMOTIONAL PRACTICES CRITICAL NEEDS PROGRAM
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**PURPOSE:**

The Critical Needs Program (the "Program") is designed to promote and finance a community-based information resource network that will identify and direct customers with critical medical needs to resources that will help customers receive utility bill payment assistance.

The Program will provide outreach and training to community stakeholders that will allow them to identify individuals that are in critical medical need for assistance and refer such individuals to available assistance resources.

**AVAILABILITY:**

This program is available to all residential customers who, for medical and/or income related circumstances, need utility bill payment assistance.

**DEFINITIONS:**

Critical medical need: a situation, as verified by a certified medical professional, where loss of electric service may aggravate an existing serious illness or may prevent the use of life-support equipment.

**FUNDING:**

Funding level will be as approved by the Commission. Any unspent funding allocated for the Critical Needs Program in a given program year shall be reallocated to the Low-Income Weatherization Program.

**BENEFITS:**

Notwithstanding Liberty Rules and Regulations provision F9 on Sheet No. 37, Customer accounts with an account holder and/or other member of the household with a verified critical medical need, as defined above, shall not be eligible for disconnection for thirty (30) days. Each member of the household that has a critical medical need is eligible for a 30-day extension to secure payment for utility service or make alternate payment arrangements. In addition to benefits of the resource network, customers will be informed of their potential eligibility for other Liberty programs from which they may benefit.