

Table of Contents

Kansas City Power & Light Company/Average Payment Plan.....	1
Empire District Electric Company/Action to Support the Elderly.....	5
Empire District Electric Company/Experimental Low-Income Program.....	7
Empire District Electric Company/Average Payment Plan.....	11
KCP&L Greater Missouri Operations/Economic Relief Pilot Program.....	13
KCP&L Greater Missouri Operations (Old Aquila)/Level Payment Plan.....	18
Atmos Energy Corporation/Budget Billing Plan.....	20
Empire District Gas Company/Experimental Low-Income Program.....	22
Empire District Gas Company/Level Payment Plan.....	27
Missouri Gas Utility/Unanimous Stipulation and Agreement Cases: GR-2008-0060 & GR-2007-0178.....	29
Missouri Gas Utility/Average Payment Plan.....	39
Southern Missouri Gas Company/Unanimous Stipulation and Agreement..... Case: GC-2006-0180	42
Southern Missouri Natural Gas Company/Average Payment Plan.....	58
Missouri Gas Energy/Order Extending an Experimental Low-Income Rate Case: GR-2001-292.....	61
Missouri Gas Energy/Experimental Low-Income Rate.....	66
Missouri Gas Energy/Average Bill Calculation.....	71
Laclede Gas Company/Budget Billing Plan.....	76
Laclede Gas Company/Low-Income Energy Affordability Program.....	78
AmerenUE/Clean Slate Program.....	87
Voluntary Contributions of Participating Companies.....	90

Kansas City Power & Light Company

Average Payment Plan

FORM NO. 13

P. S. C. MO. No. 2

First { Original } SHEET No. 1.67
 { Revised }

Cancelling P. S. C. MO. No. 2

{ Original } SHEET No. 1.67
 { Revised }

KANSAS CITY POWER & LIGHT COMPANY
Name of Issuing Corporation or Municipality

For Missouri Retail Service Area
Community, Town or City

Missouri Public Service Commission

GENERAL RULES AND REGULATIONS
APPLYING TO ELECTRIC SERVICE

REC'D DEC 23 1998

19. AVERAGE PAYMENT PLAN

19.01 AVAILABILITY: This Plan is available to Customers receiving service under rate schedules for Residential Service. Such Customers may elect to be billed, and must pay for, all electric service provided by the Company under said Schedules, in accordance with the terms and provisions of the Company's Average Payment Plan.

19.02 ELIGIBILITY: To be eligible to elect to be billed under the terms and provisions of the Average Payment Plan, the Customer must meet the following requirements:

- (a) The Customer must be currently receiving service under one of said schedules.
- (b) The Customer must have received service continuously at his present premises for at least twelve (12) months prior to the election or agree to Company's estimate for such service.
- (c) The Customer must not have outstanding with the Company any delinquent amount not in dispute.
- (d) The Customer must satisfy, and be in conformance with, the Company's General Rules and Regulations Applying to Electric Service.

19.03 ELECTION: The Company shall choose a period of time in each year, designated as the "enrollment period" for those Customers then eligible under the Plan. The bills rendered to these Customers during the enrollment period shall contain two amounts: The actual amount due, and the amount due under the Plan. The Customer elects to pay under the Plan if he pays the amount shown to be due under the Plan. The next bill rendered to Customers who have not elected to pay under the Plan shall contain two amounts: the actual amount due, and the amount due under the Plan, adjusted for any difference between the prior month's actual amount due and the amount due under the Plan for the prior month, and the Customer again will have the option to elect to pay under the Plan. Thereafter, a Customer may also elect to pay under the Plan at any time by contacting the Company's Customer Service Center. All qualified new Customers will be offered the Plan on their first bill. The Customer must pay any past due amount owed for electric service, except as provided in Missouri Commission Rule 4 CSR 240-13.045, before billing under the Plan will be commenced.

Missouri Public Service Commission

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DATE OF ISSUE December 22, 1998 DATE EFFECTIVE April 30, 1999
month day year month day year

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name of officer title address city, Mo.

KCPL Form 661H002 (Rev 1/97)

FORM NO. 13

P. S. C. MO. No. 2

First

1.68

Cancelling P. S. C. MO. No. 2

KANSAS CITY POWER & LIGHT COMPANY

Name of Issuing Corporation or Municipality

Original Revised SHEET No. 1.68

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Missouri Retail Service Area

For Community, Town or City

Missouri Public Service Commission

GENERAL RULES AND REGULATIONS
APPLYING TO ELECTRIC SERVICE

REC'D DEC 23 1998

19. AVERAGE PAYMENT PLAN

(Continued)

19.04 RATE: The total amount billed during any Plan year shall be equal to the amount which would have been billed to the Customer for his usage during that year had he not elected the average payment plan. The amount billed in the final month of the enrollment year will be the Average Payment amount due plus an adjustment, which is equal to the difference between Customer's annual billing under the Plan and Customer's annual billing under the appropriate Residential Service rate schedule.

19.05 PAYMENT OF ARREARS UNDER THE PLAN: Any Customer who fails to make timely payments of the Average Payment plus one-twelfth of the arrears amount, or who causes or permits diversion of electric service, shall be considered in default, and subject to disconnection in accordance with the provisions of Rule 3.13. The Company may require payment in full of the total amount in arrears as a condition of reconnection.

19.06 AVERAGE PAYMENT AMOUNT:

(1) Initial enrollment year

The Company will calculate the Customer's total annual bill based on current rate schedules, appropriate taxes, and Customer's usage for the past 12 months. The first Average Payment amount due under the Plan will be this total annual bill divided by twelve. If a record of actual usage is not available, the Customer's usage will be estimated.

(2) Subsequent enrollment year

The Company will calculate the Customer's subsequent enrollment year total annual bill based on current rate schedules, appropriate taxes, and Customer's usage for the past 12 months. Each subsequent Average Payment amount due under the plan will be this total annual bill divided by twelve, plus any adjustment, if applicable.

(3) Adjustment

(a) The monthly amounts payable under the Plan will be adjusted to reflect any rate schedule changes.

(b) The amount billed in the final month of the enrollment year will be the Average Payment amount due plus an adjustment, which is equal to the difference between Customer's annual billing under the Plan and Customer's annual billing under the appropriate Residential Service rate schedule. However, at the Customer's option, the customer may pay only the Average Payment amount due. Any difference remaining in the annual amount paid by the Customer and the Customer's annual billing under the appropriate Residential Service rate schedule will be divided by twelve, and the result shall be an adjustment to the Average Payment amount due each month in the subsequent enrollment year. Interest shall be due from or payable to the Customer on this adjustment amount.

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KANSAS CITY POWER & LIGHT COMPANY

Name of Issuing Corporation or Municipality

For Missouri Retail Service Area
Community, Town or City~~Missouri Public~~
~~Service Commission~~GENERAL RULES AND REGULATIONS
APPLYING TO ELECTRIC SERVICE

REC'D DEC 23 1998

19. AVERAGE PAYMENT PLAN (Continued)

19.07 PAYMENT: Payment shall be in accordance with Company's General Rules and Regulations.
(See Rule 8. Billing and Payment).19.08 TERMINATION: The election shall continue from year to year, unless terminated upon the
occurrence of any of the following events:

- (a) The Customer closes his account with the Company at that premises. The Company will render a final bill to the Customer based upon actual unpaid usage to date.
- (b) The Customer requests termination of Plan billing. Upon termination, the Customer's unpaid usage to the latest billing date shall be due and payable.
- (c) If the Customer fails to make timely payment of amounts due on any bill rendered under this Plan, Plan billing will be terminated. The Customer's unpaid usage shall be due and payable, and bills based on actual usage will be subsequently issued.

The Customer may reelect to be billed under the Plan by paying all amounts due and notifying the Company's Customer Service Center.

19.09 GENERAL RULES AND REGULATIONS APPLICABLE: Except as expressly set forth above, this Plan in no way modifies, terminates or suspends any of the Company's or Customer's rights or obligations, under the General Rules and Regulations Applying to Electric Service, including but not limited to payment of bills and discontinuance of service provisions.

~~Missouri Public~~
~~Service Commission~~

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Empire District Electric Company

Action to Support the Elderly

THE EMPIRE DISTRICT ELECTRIC COMPANY

P.S.C. Mo. No. 5 Sec. 4 1st Revised Sheet No. 20

Canceling P.S.C. Mo. No. 5 Sec. 4 Original Sheet No. 20

For ALL TERRITORY

EMPIRE'S ACTION TO SUPPORT THE ELDERLY
RIDER EASE

APPLICATION:

"Registered Elderly or Disabled Customer" means one who is sixty (60) years old and above, or is disabled to the extent that s/he is unable to leave the premises without assistance and who files with Company a form approved by the Commission attesting to the fact that s/he meets these qualifications and which also may list an agency or person the Company shall contact as required in the Cold Weather Rule.

PLAN:

1. The late payment charge on these accounts will be waived.
2. No new security deposit will be required as long as a reasonable attempt is made to keep electric bills paid. For purposes of determining reasonable attempt, Empire will consider the following: any delinquent balance and the size of the balance; the time that the debt has been outstanding and the reason why; the Customer's ability to pay; the Customer's payment history; and any other relevant factors relating to the Customer's service.
3. Third party notification at customer's request (we will send a copy of any delinquent notices issued on these accounts to a third party).
4. Customer may choose a preferred payment date to make payments more convenient.

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Empire District Electric Company

Experimental Low-Income Program (ELIP)

THE EMPIRE DISTRICT ELECTRIC COMPANY

P.S.C. Mo. No. 5 Sec. 4 5th Revised Sheet No. 9
 Canceling P.S.C. Mo. No. 5 Sec. 4 4th Revised Sheet No. 9
 For ALL TERRITORY

EXPERIMENTAL LOW-INCOME PROGRAM
 ("ELIP")

APPLICATION:

This Experimental Low-Income Program is applicable for service billed under Schedule RG, Residential Service, to qualified customers. The ELIP will, on a pilot basis, provide up to 1,000 participants with a fixed credit on their monthly bill (ELIP credit). Customers participating in the ELIP program shall receive the credit for a period up to 12 months from the billing cycle designated by the Company (EDE) as the participants first month until the billing cycle designated as the participants last for ELIP. At the end of the 12 month period, a customer may reapply to participate further in the program. This experimental program was approved by the Missouri PSC in Case Nos. ER-2002-0424, ER-2006-0315, and ER-2008-0093.

DEFINITIONS:

Qualified Customer – An EDE customer receiving service under Schedule RG who is classified as low-income by the Missouri Department of Social Service criteria and whose annual household income is no greater than 125% of the federal poverty level, as established by the poverty guidelines updated periodically in the Federal Register by the U.S. Department of Health and Services under the authority of 42 U.S.C. 9902 (2).

Applicant – A qualified customer who submits an ELIP application form for the ELIP credit.

Participant - An applicant who agrees to the terms of the ELIP and is accepted by EDE.

Program Funds – As agreed in the Third Stipulation and Agreement in Case No. ER-2008-0093, one-half of the unspent program funds identified on the effective date of rates in said case will fund the program through the effective date of rates in the later 2 rate case as specified in the Regulatory Plan Stipulation and Agreement, Case No. EO-2005-0263 (later 2 case). The remaining balance of excess ELIP funds, whether a plus or minus, will become an offset to the CPC regulatory asset balance to be used for demand side management and low income programs approved by the Commission.

Agencies- The social service agencies serving EDE's service territory that qualify and assist ELIP customers pursuant to written contract between EDE and the Agencies.

AVAILABILITY:

Service under this rate schedule shall be available to up to one thousand participants in the EDE service area who satisfy the following eligibility requirements:

1. Participant must be an EDE residential customer receiving service under the RG rate.
2. Participant's annual household income must be verified initially, and annually thereafter, as being no greater than 125 percent (125%) of the federal poverty level.
3. For purposes of determining the level of the ELIP credit to be received, the participants will be categorized as follows:
 - a. Group A – Participants whose annual income has been verified as being from 0 to 50 percent (0% - 50%) of the federal poverty level.
 - b. Group B – Participants whose annual income has been verified as being from 51 to 125 percent (51% - 125%) of the federal poverty level.
4. Participants shall be required to enroll in EDE's Average Payment Plan, (Rider AP) with adjustments to said plan limited to once per year.
5. Participants who have outstanding arrearages shall enter special pay agreements through which the arrearages shall be paid over a period of 12 to 24 months as mutually agreed to by both the Participant and the Company.

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THE EMPIRE DISTRICT ELECTRIC COMPANY

P.S.C. Mo. No. 5 Sec. 4 3rd Revised Sheet No. 10

Canceling P.S.C. Mo. No. 5 Sec. 4 2nd Revised Sheet No. 10

For ALL TERRITORY

EXPERIMENTAL LOW-INCOME PROGRAM
("ELIP")

6. Participants must provide, via an interview or questionnaire, information related to their energy use and program participation. Any information provided in these interviews or questionnaires that is later made public will not be associated with the participant's name.
7. Any provision of the Company's rules and regulations applicable to the Company's RG customers will also apply to ELIP participants.

ENERGY ASSISTANCE:

1. Participants who have not previously completed an application for a LIHEAP ("Low-Income Home Energy Assistance Program") grant agree to apply for a LIHEAP grant when such grants become available. EDE, through the Agencies, shall assist ELIP participants with completion of LIHEAP application forms when such assistance is requested.
2. Applicants agree to apply for any other available energy assistance programs identified by the Company, including any available weatherization programs.

CREDIT AMOUNT:

Participants shall receive the ELIP credit for so long as the participant continues to meet the ELIP eligibility requirements.

Up to 1,000 participants shall receive the ELIP credit in the following amounts (not to exceed the participant's fixed monthly Rider AP payment):

- Group A – Up to a maximum of \$50 per month.
- Group B – Up to a maximum of \$20 per month.

DISCONTINUANCE AND REINSTATEMENT:

EDE may discontinue a participant's ELIP credit for any of the following reasons:

1. If EDE, through the Agencies, determines the participant no longer meets the eligibility requirements set forth in this tariff.
2. If the participant submits a written request to EDE asking that the ELIP credit be discontinued.
3. If the participant does not conform to EDE's rules and regulations as approved by the Missouri Public Service Commission, and as a result the participant has Schedule RG service discontinued by EDE.

Reinstatement of the ELIP credit following discontinuance in the above circumstances and after the participant again meets the eligibility requirements will be at the discretion of EDE.

If participant voluntarily leaves the ELIP, that customer shall be ineligible for participation in the ELIP for the remainder of the term of this experimental program.

MISAPPLICATION OF THE ELIP CREDIT:

Providing incorrect or misleading information to obtain the ELIP credit shall constitute a misapplication of the ELIP credit. If this occurs EDE may discontinue the ELIP credit and rebill the account for the amount of all ELIP credits received by the participant. Failure to reimburse EDE for the misapplication of the ELIP credits may result in termination of customer's electric service pursuant to EDE's rules and regulations. However, nothing in this experimental tariff shall be interpreted as limiting EDE's rights under any provisions of any applicable law or tariff.

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THE EMPIRE DISTRICT ELECTRIC COMPANY

P.S.C. Mo. No. 5 Sec. 4 4th Revised Sheet No. 11
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 For ALL TERRITORY

EXPERIMENTAL LOW-INCOME PROGRAM
 ("ELIP")

OTHER CONDITIONS:

The ELIP program has been designed so that EDE neither profits from nor incurs losses as a result of offering this experimental program.

Costs of administering the program, including those costs charged by the Agencies, shall be paid from the program funds.

As ordered in Case No. ER-2006-0315, each year \$2,000 shall be earmarked for outreach programs. The Customer Program Collaborative ("CPC") shall be responsible for development and review of the outreach programs.

As ordered in Case No. ER-2006-0315, each year \$30,000 shall be earmarked for an experimental arrearage repayment incentive program. Participation in this experimental arrearage repayment incentive program is contingent upon approval of ELIP funding by the agency seeking to qualify the participant for the ELIP program. The program shall match every two dollars paid by a participant above the monthly deferred payment with one incentive dollar. The maximum annual incentive repayment is \$60 per customer. This payment is in addition to credit amount available to the participant.

The program will not be limited to fewer than 200 participants from Group A and 200 participants from group B.

EDE will gather and maintain participant data on usage, arrears, payments and other relevant factors to be used in the evaluation of the program.

EDE shall make non-confidential data, as well as any and all program evaluations that are conducted, available to the parties to Case No. ER-2002-0424, ER-2006-0315, and ER-2008-0093.

The experimental program may be evaluated in any EDE rate or complaint case. An evaluation shall be conducted prior to the filing of the later 2 rate case by an independent third party evaluator under contract with EDE, that is acceptable to EDE, Commission Staff and the Public Counsel. The costs of the evaluator shall be paid from the program funds.

This Experimental Low-Income Program will continue until the new rates are implemented in the later 2 rate case as specified in the Regulatory Plan Stipulation and Agreement, Case No. EO-2005-0263.

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Empire District Electric Company

Average Payment Plan

THE EMPIRE DISTRICT ELECTRIC COMPANY

P.S.C. Mo. No. 5 Sec. 4 4th Revised Sheet No. 5

Canceling P.S.C. Mo. No. 5 Sec. 4 3rd Revised Sheet No. 5

For ALL TERRITORY

AVERAGE PAYMENT PLAN
RIDER AP

APPLICATION:

Residential customer and certain commercial customers may elect to be billed and pay for electric service under the Average Payment Plan if the customer has satisfied the Company's credit requirements.

PLAN:

1. Bills will be rendered during each of the first twelve months, Average Payment Plan Months (APP), in amounts equal to one-twelfth of the estimated annual cost of service to the customer.
2. Differences between Customer's applicable rate schedule billing and APP contract billings will be accumulated and the outstanding balance will be applied to the next year's APP.
3. The Company may adjust the amount of billing during the Average Payment Months whenever usage varies significantly from the plan estimate, or when a revision in the Company's rates have been approved.
4. The Balance Month will be either April or October for all customers.

TERMINATION OF PLAN PARTICIPATION:

1. The Company may terminate a customer's participation in this plan if the customer has failed to make payment when due. Billing adjustments required to balance the account will be included in the next regular bill.
2. The customer may terminate participation in the plan by requesting the termination in writing. The customer must pay any amounts due on the account, including billing adjustments.
3. Final bills, when issued on an Average Payment Plan account, shall include any billing adjustments necessary to balance the account.

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