

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

P.S.C. MO. No. 2

Original Sheet No. 2.35

Canceling P.S.C. MO. No. _____

Revised Sheet No. _____

For Missouri Retail Service Area

**RULES AND REGULATIONS
ELECTRIC**

23. PROMOTIONAL PRACTICES-PROGRAMS

23.01 CRITICAL NEEDS PROGRAM

PURPOSE:

The Critical Needs Program (the “Program”) is a three-year pilot program designed to promote and finance a community-based information resource network and program staff that will identify and direct customers with critical medical needs to resources that will help customers:

- Maintain or restore utility services
- Avoid negative impacts on residents with serious medical conditions
- Address build-up of utility arrears
- Provide a streamlined process to complementary services

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.

ELIGIBILITY:

This program shall be available to all residential customers who meet the definition of Critical Medical Need as verified by a certified medical professional.

DEFINITIONS:

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

Critical Medical Need Agency – a community agency, either a local private or non-profit organization, designated by the Company to enroll customers in the Critical Medical Need Pilot Program within their area.

TERM:

The Program shall be available to qualifying customers for a period of three (3) years commencing when the first funding is released to one (1) or more Critical Medical Need agency/agencies. The Company may expand the program as needed and adjust eligibility definitions as needed.

FUNDING:

The Critical Needs program will be funded through an equal sharing of costs between ratepayers and shareholders for a minimum of three years at a total of \$300,000 per year. Funding will also be used to support program administration. Any unspent funding allocated for the Critical Medical Needs Program in a given program year, may be used towards the Company’s other bill assistance programs, or allocated to another rate jurisdiction with a higher demand for the Critical Needs Program.

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**RULES AND REGULATIONS
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23. PROMOTIONAL PRACTICES-PROGRAMS

23.01 CRITICAL NEEDS PROGRAM

(continued)

BENEFITS:

Customer accounts identified as critical needs will not be eligible for disconnection for thirty (30) days or longer as designated by the Company. Eligible residential customers will also receive information on the Company's Average Payment program, Medical Program, Economic Relief Pilot program and additional programs, if eligible, as deemed appropriate by the Company. Any member of the household with a verified Critical Medical Need may be eligible for extension to secure payment for utility service or make alternate payment arrangements.

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**RULES AND REGULATIONS
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23. PROMOTIONAL PRACTICES- PROGRAMS

23.02 REHOUSING LOW-INCOME PILOT PROGRAM

PURPOSE:

The purpose of the Rehousing Low-Income Pilot Program (Program) is to help electric customers enter into stable housing by providing additional resources to those meeting the eligibility requirements while also assessing the delivery methods used in the Program and the impacts on revenues and costs. This Program is provided pursuant to the Stipulation and Agreement approved by the Missouri Public Service Commission (MoPSC) in Case No. ER-2022-0129.

ELIGIBILITY:

The Program shall be available to residential customers who have received service under or qualify for any of the Residential rate options offered by the Company, are income eligible and who have been homeless, spent time in a homeless shelter or transitional housing in the past year as identified by a Rehousing or Housing Services Agency. The customer should be ready to start new service with Evergy.

DEFINITIONS:

Rehousing Agency or Housing Services Agency – Either a local private or a non- profit organization designated by Company to enroll customers in the Rehousing Low-Income Pilot Program within their area.

TERM:

The Program shall be available to qualifying customers for a period of three (3) years commencing when the first funding is released to one (1) or more Rehousing Agency(s).

A customer may only receive assistance once from the Rehousing Program. If a customer willingly discontinues service with Evergy, any remaining Rehousing Program credit will go back to the company to be reallocated to another eligible customer.

PROVISIONS:

Pursuant to the Stipulation and Agreement in File No. ER-2022-0129 the Program will be funded by an equal sharing of costs between ratepayers and shareholders for a minimum of three years at a total of \$250,000 per utility with the first year contributions prorated for the months remaining in the year. Funding will also be used to support program administration.

Funds will be administered through the Rehousing or Housing Services Agencies with which Company has established relationships and which are positioned to administer the Program or are willing to do so.

Rehousing Agencies may give priority to veterans of U.S. armed services or disabled individuals.

Program funds will only be used after a customer has received any available LIHEAP funding in which they may qualify. Program funds can also be used to support Agency staffing to administer the funds.

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23. PROMOTIONAL PRACTICES- PROGRAMS

23.02 REHOUSING LOW-INCOME PILOT PROGRAM (continued)

PROVISIONS: (continued)

Up to \$1,000 will be available for any eligible customer with total participation not to exceed the annual funding level. Program funds may be used to satisfy one or any combination of the following items associated with electric service previously provided to the customer:

- bad debt associated with a prior residential account,
- previously assessed late payment charges,
- bill amounts associated with past unauthorized residential use,
- up to one (1) previously assessed diversion fee, and/or
- future energy bill payment.

A customer that qualified for this Program shall not be assessed a deposit as a condition of initial services. The Company may reallocate funds to other assistance programs or rate jurisdictions that may have a higher level of demand for the program.

Program funds may not be used to satisfy a deposit requirement and it is reasonable for Company to not assess a deposit for initial service for this pilot program.

ADMINISTRATION, REPORTING AND EVALUATION:

A summary of Program administration, reporting and evaluation will be provided via email to Staff and the Office of Public Counsel at the conclusion of each year of the Program and will consist of the number of customers that have participated, the number of participating customers that would have otherwise been required to pay a deposit to establish service, the total amount of Program funds utilized, and the funding utilized for each Rehousing Agency with each of the amounts described.