

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

P.S.C. Mo. No. 6 Sec. 4 1st2nd Revised Sheet No. 24

Canceling P.S.C. Mo. No. 6 Sec. 4 1st ~~Original~~ Revised Sheet No. 24

For ALL TERRITORY

PILOTS, VARIANCES, AND PROMOTIONAL PRACTICES
LOW INCOME PILOT PROGRAM FRESH START PLAN

PURPOSE:

The goals of the ~~Low Income Pilot Program~~ Fresh Start Plan ("Program Plan") are to: 1) provide electric bill payment assistance to a selection of customers meeting the ~~Program's Plan's~~ eligibility requirements, 2) Help customers with significant arrearages catch up and break the cycle of being behind on their bills, and 3) evaluate the impact of the Program Plan on the disconnections and uncollectibles/bad debts amounts for Liberty, and 4) evaluate the effectiveness of an arrearage management program decoupled from the Budget Billing Plan ("Rider BBP"), allowing customers to choose whether or not they will enroll in the Rider BBP. This Program is provided pursuant to the orders of the Missouri Public Service Commission (MoPSC) in Case Nos. ER-2016-0023, EO-2017-0041 and ER-2021-0312.

AVAILABILITY:

~~Availability of this Program shall be limited to customers on the Residential Service Rates who have an income level at or below 135% of the Federal Poverty Level (FPL). The designated Community Action Agency ("CAA") will be responsible for determining the income level of customers eligible for the Program. The Fresh Start Plan will be available to a selection of customers with an income—verified by a designated Community Action Agency ("CAA")—less than or equal to sixty (60) percent of the State Median Income ("SMI"). No customer with an arrearage that includes a theft of service charge shall be eligible to participate in the Program Plan.~~

DEFINITIONS:

~~Designated CAA— For Liberty's electric customers in Missouri, the Community Action Agency for their area will be one of the following three: West Central Missouri Community Action Agency ("WCMCAA"), Ozarks Area Community Action Corporation ("OACAC"), and Economic Security Corporation ("ESC").~~

PROVISIONS:

~~The total annual program budget is \$5300,000—\$150,000 of which is provided by Liberty's shareholders, with any unspent funds rolling over to Liberty's low income weatherization program. Unless renewed, the Program Plan shall run until rates are implemented from in Liberty's next general rate case.~~

~~The Program will provide qualified customers with a bill statement which reflects a monthly credit equal to two times the monthly customer charge during the peak heating months of December through February and peak cooling months of June through August and a revised bill payment amount under the following conditions: The Fresh Start Plan will offer a tiered credit to eligible customers based on income, as verified by the CAA providing the referral. The Plan will offer a \$50 bill credit to customers between 41 and 60 percent of the SMI, and \$75 to customers with an income less than or equal to 40 percent of the SMI. The program will also have an Arrearage Match component, wherein customers who enter into and maintain a twelve-month payment agreement for half of their arrearage amount will receive a monthly credit on their bills equal to the other half of their arrearage amount.~~

- ~~1. Customer must be registered with a designated CAA Agency.~~
- ~~2. Customers receiving monthly credits must be enrolled in the Average Payment Plan (Rider AP) with any under or over collection balance existing at the settlement month rolled over and spread equally across all monthly bills in the next APP year.~~

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ISSUED BY Charlotte Emery, Senior Director Rates and Regulatory Affairs, Joplin, MO

