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Witness: Kevin D. Gun  
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Sponsoring Party: Evergy Missouri West  
Case No.: EE-2025-0084  
Date Testimony Prepared: January 17, 2025

**MISSOURI PUBLIC SERVICE COMMISSION**

**CASE NO.: EE-2025-0084**

**DIRECT TESTIMONY**

**OF**

**KEVIN D. GUNN**

**ON BEHALF OF**

**EVERGY MISSOURI METRO AND EVERGY MISSOURI WEST**

**Kansas City, Missouri  
January 2025**

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**DIRECT TESTIMONY**

**OF**

**KEVIN D. GUNN**

**CASE NO. EE-2025-0084**

**I. INTRODUCTION**

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**Q. Please state your name and business address.**

A. My name is Kevin D. Gunn. My business address is 1200 Main Street, Kansas City, Missouri 64105.

**Q. By whom and in what capacity are you employed?**

A. I am employed by Evergy Metro, Inc. and serve as Vice President - State and Federal Regulatory Policy for Evergy Metro, Inc. d/b/a Evergy Missouri Metro (“Evergy Missouri Metro”), Evergy Missouri West, Inc. d/b/a Evergy Missouri West (“Evergy Missouri West”), Evergy Metro, Inc. d/b/a Evergy Kansas Metro (“Evergy Kansas Metro”), and Evergy Kansas Central, Inc. and Evergy Kansas South, Inc., collectively d/b/a as Evergy Kansas Central (“Evergy Kansas Central”), the operating utilities of Evergy, Inc. (“Evergy”).

**Q. On whose behalf are you testifying?**

A. I am testifying on behalf of Evergy Missouri Metro (“EMM”) and Evergy Missouri West (“EMW”) (collectively “Evergy” or “Company”).

1 **Q. What are your responsibilities?**

2 A. My responsibilities include developing and implementing Evergy’s regulatory policy at the  
3 state and federal level, including managing regional transmission organization (“RTO”)  
4 policy. Currently, my state duties are limited to Missouri regulatory policy.

5 **Q. Please describe your education, experience, and employment history.**

6 A. I received a Bachelor of Arts degree from American University in 1992 and a Juris Doctor  
7 degree from St. Louis University School of Law in 1996. I was a Commissioner on the  
8 Missouri Public Service Commission (“Commission” or “PSC”) from 2008 to 2013 and  
9 served as Chair from 2011 to 2013. Prior to being on the Commission, I served as a lawyer  
10 in private practice and as a chief of staff to a Member of Congress from Missouri. After  
11 serving on the Commission, I was a regulatory affairs consultant and held the position of  
12 was Executive Director of Regulatory and Political Affairs, Central Region for NextEra  
13 Energy Resources.

14 **Q. Have you previously testified in a proceeding at the Missouri Public Service  
15 Commission (“MPSC” or “Commission”) or before any other utility regulatory  
16 agency?**

17 A. Yes, I have offered testimony before this Commission in multiple Evergy cases<sup>1</sup>.

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<sup>1</sup> In the Matter of Evergy Metro, Inc. d/b/a Evergy Missouri Metro’s and In the Matter of Evergy Missouri West, Inc. d/b/a Evergy Missouri West’s Notice of Intent to File an Application for Authority to Establish a Demand-Side Programs Investment Mechanism, File No. EO-2023-0369 and EO-2023-0370; In the Matter of Evergy Missouri West, Inc. d/b/a Evergy Missouri West’s Request for Authority to Implement a General Rate Increase for Electric Service, File No. ER-2024-0189; In the Matter of the Application of Evergy Missouri West, Inc. d/b/a Evergy Missouri West for Permission and Approval of a Certificate of Public Convenience and Necessity, File No. EA-2024-0292; In the Matter of the Application of Evergy Missouri West, Inc. d/b/a Evergy Missouri West and Evergy Metro, Inc. d/b/a Evergy Missouri Metro for Permission and Approval of a Certificate of Public Convenience and Necessity for Natural Gas Electrical Production Facilities, File No. EA-2025-0075.

1 **Q. Are there other witnesses testifying in support of the Company's Application?**

2 A. Yes. Evergy's Vice President of Customer Operations, Julie Dragoo, provides testimony  
3 in support of the requested variances, describes the customer and Company benefits of  
4 providing such relief, and describes the Company's current practices and how those  
5 practices will change with the Commission approval of the requested variances.

6 **II. PURPOSE**

7 **Q. What is the purpose of your testimony?**

8 A. The purpose of my Direct Testimony is to provide an overview of Evergy's Application  
9 for Variances of 20 CSR 4240-13.050(9) (8), 13.055(3)(A), (B), (C) and (D), share relevant  
10 background information and to offer additional support for why the Company's request  
11 should be granted.

12 **Q. Are you sponsoring any schedules with your testimony?**

13 A. Yes. Schedule KG-1 – Proposed Tariff Changes.

14 **III. VARIANCE RULE 20 CSR 4240-13.55**

15 **Q. Are there requirements under 20 CSR 4240-13.065 for granting a variance from**  
16 **Chapter 13 rules?**

17 A. Yes. 20 CSR 4240-13.065 states:

18 (1) Any utility may file an application with the commission seeking a  
19 variance from all or parts of Chapter 13, which may be granted for good  
20 cause shown. (2) A utility filing an application for a variance with the  
21 commission shall mail, contemporaneously with the filing, copies of the  
22 application by first class mail to the newspaper with the largest circulation  
23 in each county within the utility's service area affected by the variance, the  
24 public counsel and each party in the utility's most recent rate case who  
25 represented residential customers. (3) Any variance granted by the  
26 commission shall be reflected in a tariff.

1 **Q. Has Evergy complied with the requirements of 20 CSR 4240-13.065?**

2 A. Yes. As provided for in 20 CSR 4240-13.065(2), Evergy mailed, contemporaneously with  
3 the filing of this Application, a copy of this Application by first class mail to the newspaper  
4 with the largest circulation in each county within the utility's service area affected by the  
5 variance, the public counsel and each party in the utility's most recent rate cases (File No.  
6 ER-2022-0129 and ER-2024-0189), who represented residential customers. Further, as  
7 required by 20 CSR 424013.065(3), Evergy will reflect any and all variances authorized  
8 by the Commission pursuant to this Application in the relevant tariffs. Exemplar tariffs  
9 reflecting the Company's proposed changes, if the variance request is granted have been  
10 included as Schedule KG-1.

11 **IV. BACKGROUND**

12 **Q. Has Evergy filed for similar variances in the past?**

13 A. Yes. On January 25, 2022, Evergy filed an application requesting a variance from  
14 Commission rules 20 CSR 4240-13.050(9), 13.055(3)(C) and (D) in File No. EE-2022-  
15 0071. The filing provided details on the benefits that Evergy customers and the Company  
16 would experience, and included exemplar tariffs reflecting the proposed changes to  
17 Company procedures if the request was granted.

18 **Q. What was the result of that request?**

19 A. Staff recommended the Commission deny the request due to the treatment of AMI meters  
20 being a "live" issue in Evergy's 2022 rate cases that were pending at that time in File No.  
21 ER-2022-0129 and ER-2022-0130. Staff also expressed the need for more information  
22 concerning a plan for implementing the new proposals, the details around expected reduced

1 operating and maintenance (“O&M”) costs, and safety concerns. Ultimately, the  
2 Commission denied the variance request with an Order<sup>2</sup> stating that it considered Staff’s  
3 recommendation and found that granting a variance might inappropriately affect issues  
4 pending in Evergy’s 2022 rate cases. The Order also stated the decision would not prevent  
5 Evergy from filing the request again after the conclusion of the 2022 rate cases. The  
6 Commission subsequently issued its Report and Order for the 2022 rate cases on November  
7 21, 2022, at page 50, stating that replacing AMI meters with AMI-SD was not prudent if  
8 the AMI meters still had years remaining of depreciable life.

9 **Q. Does Evergy’s new application filing provide additional details from what was**  
10 **provided in the ET-2022-0071 application?**

11 A. Yes. Company Witness Drago’s testimony offers details around implementing the new  
12 proposal, the expected reduced O&M costs, employee safety, and the enhanced operational  
13 efficiencies should the variance be granted by the Commission. She also explains how the  
14 Company intends to effectively reach vulnerable customers and shares information on the  
15 Company’s experience and success with implementing similar variances that Evergy  
16 received in Kansas.

17 **V. OVERVIEW OF VARIANCES REQUESTED**

18 **Q. Please discuss the specific requests in the Application.**

19 A. With Evergy’s initial deployment of Advanced Metering Infrastructure Service Disconnect  
20 (“AMI-SD”) meters complete, the Company is seeking variances to maximize benefits  
21 related to the capabilities of AMI-SD meters deployed in our service territory. Specifically,

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<sup>2</sup> File No. EE-2022-0071; Order Denying Application for Variance, July 7, 2022.

1 the Company is requesting a variance from Commission Rules 20 CSR 4240-13.050(9),  
2 13.055(3)(C) and (D).

3 Additionally, as a result of amendments to the Federal Communications  
4 Commission's ("FCC") Telephone Consumer Protection Act ("TCPA"), effective July 20,  
5 2023, the Company is also seeking variances from Commission Rules 20 CSR 4340-  
6 13/050(8) and 13.055 (3)(A) and (B). A variance from these rules is needed so that the  
7 Company has the flexibility to notice customers using their preferred method of contact  
8 ("PMOC"), such as email if the customer has opted out of receiving telephone and texting  
9 notifications per the new TCPA rules. PMOC facilitates alignment with the TCPA  
10 amendments and allows Evergy to communicate notices more efficiently and effectively  
11 based on the customer's preference for phone, text, or email communications. Evergy is  
12 also seeking a variance from 20 CSR 4240-13.050(8) and 20 CSR 4240-13.055(3)(B) to  
13 ensure that Evergy's obligations under 20 CSR 4240-13.050(8) and 20 CSR 4240-  
14 13.055(3)(B) have been met with only the initial disconnection notice in the event that a  
15 customer opts out of receiving phone or text messages under TCPA and does not provide  
16 a working email address as their PMOC.

17 **Q. Why is Evergy seeking a variance from 20 CSR 4240-13.050(9), 13.055(3)(C), and**  
18 **13.055(3)(D)?**

19 A. In 2014, Evergy began its AMI rollout replacing old meters with AMI meters. As of today,  
20 approximately 67% of Evergy Missouri Metro customers and 61% of Evergy Missouri  
21 West customers have AMI-SD meters – meters with the ability to remotely disconnect and  
22 reconnect. Evergy witness Julie Dragoo goes into greater detail about Evergy's AMI



1 rollout. Evergy is seeking these variances to provide safety improvements, cost savings,  
2 customer satisfaction, operational efficiency, and regulatory compliance associated with  
3 leveraging the capabilities of AMI-SD meters.

4 These state regulations require Evergy to make personal contact on the premises of  
5 customers and provide a door hanger before service can be disconnected. For AMI-SD  
6 customers, this process is unnecessary and costly. A variance from these requirements will  
7 reduce O&M costs, because the Company will not have to physically send an employee to  
8 the customer's premise if they have AMI-SD meters. This reduction in O&M costs will  
9 allow Evergy to reduce the fees for disconnection and remove the fee for collection and  
10 reconnection for all Evergy customers. While not all customers have meters with remote  
11 disconnect/reconnect capabilities, the cost savings will be passed on to customers  
12 regardless of meter type. Additionally, the variance will offer additional safety for Evergy  
13 personnel who will no longer need to make contact with the customer at the customer's  
14 premises.

15 **Q. Why is Evergy also seeking a variance from 20 CSR 4240-13.050(8), 13.055(3)(A), and**  
16 **13.055(3)(B)?**

17 A. Effective July 20, 2023, per the amended TCPA rules, Evergy was required to provide an  
18 opt-out mechanism for calls made to residential customers using an automatic telephone  
19 dialing system by way of an artificial or prerecorded voice. This includes both landlines  
20 and mobile phones. As a result, the Company's customer notifications during the severance  
21 process have been significantly impacted. 20 CSR 4240-13.050(8) states:

22 At least twenty-four (24) hours preceding discontinuance, a utility shall  
23 make reasonable efforts to contact the customer to advise the customer of

1 the proposed discontinuance, and what steps must be taken to avoid it.  
2 Reasonable efforts shall include either a written notice following the notice  
3 pursuant to section (4), a doorhanger, or at least two (2) telephone call  
4 attempts reasonably calculated to reach the customer.

5 20 CSR 4240-13.055 Cold Weather Maintenance of Service: Provision of Residential  
6 Heat-Related Utility Service During Cold Weather (3)(A) states:

7 From November 1 through March 31, prior to discontinuance of service due  
8 to nonpayment, the utility shall – Notify the customer, at least ten (10) days  
9 prior to the date of the proposed discontinuance, by first-class mail, and in  
10 the case of a registered elderly or handicapped customer the additional party  
11 listed on the customer’s registration form of the utility’s intent to  
12 discontinue service. The contact with the registered individual shall include  
13 initially two (2) or more telephone call attempts with the mailing of the  
14 notice.

15 20 CSR 4340-13.055 (3)(B) states:

16 From November 1 through March 31, prior to discontinuance of service due  
17 to nonpayment, the utility shall – Make further attempts to contact the  
18 customer within ninety-six (96) hours preceding discontinuance of service  
19 either by a second written notice as in subsection (3)(A), sent by first class  
20 mail; or a door hanger; or at least two (2) telephone call attempts to the  
21 customer.

22 As Company witness Dragoo explains in her testimony, to minimize costs and  
23 increase operational efficiencies, Evergy has utilized automated phone calls for many years  
24 to provide the customer notices required by the Commission rules above. However, with  
25 the recent amendments to the TCPA, Evergy is now required to include an option for  
26 customers to “opt-out” of receiving automated phone calls or texts every time the Company  
27 places an automated call. When a customer affirmatively selects to no longer receive  
28 automated calls from the Company, the Company can no longer make these calls to the  
29 customer using the automated phone system. The TCPA rules restrict automated calls, but  
30 they do permit manual or “live” calls to a customer that has opted-out. In the event that a

1 customer in the severance process has opted-out, then a “live” phone call is made by Evergy  
2 personnel to ensure compliance with both state and federal rules. This is the current  
3 workaround for Evergy to initially comply with the new TCPA rules effective in July, but  
4 it is not sustainable solution for the long-term especially given that the opt-out list has the  
5 potential to grow daily.

6 The Company recognizes that the rules above offer other alternatives for providing  
7 notice other than phone calls, such as sending a second notice via first class mail or  
8 physically placing a door hanger. However, Evergy does not believe these are workable or  
9 effective solutions for customers, who have specifically requested not to be contacted by  
10 the Company. The costs associated with placing a door hanger would quickly become cost-  
11 prohibitive with additional truck rolls, and the Company does not believe second written  
12 notices are effective. With the change in metering technology in recent years to where some  
13 customer premises have AMI-SD meters, using a door hanger as a customer notification in  
14 that situation would necessitate an expensive, inefficient field trip. Sending a second  
15 mailed notice during the severance process may not be practical to reach the customer in  
16 time to receive and pay the bill before disconnection. There may be instances, outside of  
17 Evergy’s control that may lead to the second notices arriving too late in the severance  
18 process or they may be entirely missed by the customer.

19 If the Commission approves the Company’s variance proposal, Evergy will have  
20 the flexibility to communicate with customers based on their preferred method of contact.  
21 The Company believes providing notice to customers in this manner is not only more

1 effective and efficient, but it also provides choice for the customer which further promotes  
2 customer satisfaction.

3 **Q. What if a customer does not select a PMOC or if the customer’s PMOC is phone, but**  
4 **then they opt-out of receiving automated phone calls?**

5 A. If a customer does not select a PMOC the default method will be a phone call. Per  
6 Commission rule 20 CSR 4240 13.050(8) states the Company must make reasonable efforts  
7 to contact the customer to advise the customer of the proposed discontinuance, and what  
8 steps must be taken to avoid it. For the reasons I listed above, Evergy requests that the  
9 Commission consider the Company’s obligations related to the notice requirements  
10 satisfied if a customer opts out of their PMOC or the default method (phone) when an email  
11 PMOC has been selected by the customer. For example, if a customer opts out of their  
12 PMOC or the default method of phone, it is possible that a customer could be disconnected  
13 having only received the paper disconnect notice. If Evergy is not allowed to consider their  
14 obligation met under these circumstances, this situation could be abused by customers with  
15 purpose of avoiding communications and therefore disconnections for non-pay. Company  
16 witness Dragoo describes how Company intends to evaluate a process to notify a customer  
17 who has opted out of phone and text communications and not selected email as their  
18 PMOC, that they are only receiving the initial written disconnection notice as part of the  
19 severance process.

20 **Q. Is there “good cause” for the approval of the Company’s Application for variance?**

21 A. Yes. The Commission’s rules, put in place long before the technology advancements and  
22 communication methods now being widely adopted by the industry, currently prohibit the

1 Company and its customers from fully realizing the benefits of an AMI-SD meter’s  
2 capability to remote disconnect and do not contemplate impacts of the federal TCPA rule  
3 amendments that went into effect in July of 2023. With approval of the requested variances,  
4 Evergy will be able to unlock the additional benefits of AMI-SD meters for the customers  
5 and be given the flexibility to utilize each customer’s PMOC. Company witness Dragoo  
6 describes the many benefits of granting the requested variances.

7 **VI. OTHER SIMILAR VARIANCE REQUESTS THAT HAVE BEEN GRANTED**

8 **Q. Has the Commission previously granted a similar request for a variance?**

9 A. Yes. Union Electric Company d/b/a Ameren Missouri (“Ameren”) requested variances to  
10 support the deployment of AMI meters for its customers in File No. EE-2019-0382.  
11 Ameren’s request included a variance from Commission Rule 20 CSR 4240-13.050(9). In  
12 that same case, Ameren subsequently filed for a variance from the Commission Rules 20  
13 CSR 4210-13.055(3)(C) and (D). On July 22, 2020, Ameren, Staff, OPC, and parties filed  
14 a unanimous stipulation and agreement (“Stipulation and Agreement”). The Stipulation  
15 and Agreement recommended approval of Ameren’s variance request and it included  
16 details for how Ameren would manage enhanced communications, disconnection timing,  
17 outreach to elderly and disabled customers, medical equipment registry enhancements, a  
18 dedicated web page, fees, and reporting to Staff and OPC in addition to other various terms  
19 and conditions. On July 29, 2020, the Commission issued an *Order Approving Unanimous*  
20 *Stipulation and Agreement*,<sup>3</sup> which granted Ameren’s requests. In its Order the Commission  
21 stated that it found the Stipulation to be “a reasonable resolution of the issues.”<sup>4</sup>

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<sup>3</sup> File No. EE-2019-0382, *Order Approving Unanimous Stipulation and Agreement*, July 29, 2020.

<sup>4</sup> *Id.* at 2.

1 **Q. Has any affiliate of Evergy Missouri Metro and Evergy Missouri West been granted**  
2 **a similar variance in another jurisdiction?**

3 A. Yes. Evergy Kansas Central, an affiliated company of Evergy Missouri Metro and Evergy  
4 Missouri West, which is a public utility providing electric service in Kansas, was granted  
5 a variance from similar Kansas rules in 2021.<sup>5</sup> Company Witness Dragoo explains the  
6 positive results and feedback Evergy has received from the Kansas variance. Evergy is well  
7 positioned to successfully execute its variance proposal for Missouri customers given the  
8 experience it has gained in KS.

9 **Q. You mentioned that not all customers have an AMI-SD meter today with remote**  
10 **disconnect and reconnect capability. Does granting the requested variances**  
11 **discriminate against those customers who do not have an AMI-SD meter?**

12 A. No. First, the fact that different Evergy customers have different meter types is not  
13 impacted by the granting of the variances. That difference exists today and is a result of  
14 different meter types being deployed over different time periods. Company witness  
15 Dragoo describes the history and status of our AMI meter deployments. These distinctions  
16 do not and should not prevent Evergy Missouri customers or the Company from realizing  
17 the previously mentioned benefits. Second, there is precedent for granting such variances  
18 to unlock benefits even when not all customers have the same meter type. When Ameren  
19 received approval of their variance request Ameren's AMI-SD meters were not fully  
20 deployed. Such deployment has taken place over a number of years. This did not prohibit

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<sup>5</sup> On August 17, 2017, the KCC issued an Order approving a Pilot Program for Evergy creating temporary waiver from the knock and collect requirements. On February 4, 2021, the KCC granted a permanent waiver for the knock and collect requirements for Evergy.

1 the Commission from granting Ameren's variance. Ameren was able to develop a plan to  
2 navigate customers with differing metering types and Evergy is confident that it has done  
3 the same until such time customers without AMI-SD meters have their meters replaced in  
4 the future. Third, despite the functional differences of different meter types, with the  
5 requested variances Evergy intends to treat all residential customers the same through the  
6 disconnection process and significantly enhanced communication to customers. If the  
7 Company's variance proposal is approved *all* customers will receive benefits that are  
8 currently being left on the table, including reduced disconnection fees for all residential  
9 customers despite meter type. This is described in detail by Company witness Dragoo.  
10 Lastly, Evergy Missouri customers will be able to benefit from the Company's prior  
11 experience in Kansas. It is important to highlight that for the last seven years Evergy has  
12 had similar variances in place for its Kansas customers with great success. The Company  
13 has also been using PMOC for communications with its customers in Kansas for almost  
14 four years.

## 15 **VII. CONCLUSION**

16 **Q. In summary what is your recommendation to the Commission in this case?**

17 A. Timely decisions for the variance and tariff revisions will allow Evergy to fully utilize the  
18 remote disconnect/reconnect capabilities of the AMI-SD meters already deployed in  
19 Missouri. The variances will increase operational efficiencies and provide Evergy with the  
20 flexibility to communicate with customers by their preferred method of contact. Approval  
21 of the Company's variance proposal will reduce O&M costs, leading to a cost-savings for  
22 *all* Evergy residential customers and the Company, and reduce the threat of dangerous

1 safety risks to Evergy employees. Evergy received similar variances in Kansas and the  
2 Company is confident that it can execute its variance proposal in manner that keeps  
3 customers at the forefront while increasing benefits for both customers and Evergy.  
4 Finally, the variances requested will also help Evergy balance the requirements of the new  
5 TCPA rules with the intent of customer communications during the disconnection process  
6 under the Commission's Chapter 13 rules. Evergy's variance proposal is a comprehensive  
7 and thoughtful approach that the Commission should approve.

8 **Q. Does that conclude your testimony?**

9 A. Yes, it does.





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

P.S.C. MO. No.            2            5th            Revised            Sheet No.    1.13  
Cancelling P.S.C. MO.    2            4th            Original            Sheet No.    1.13  
Missouri Retail Service Area

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

**3. SUPPLYING ELECTRIC SERVICE (Continued)**

- 3.11 RESTORATION OF SERVICE: In all cases of interruption or suspension of service, the Company will make reasonable efforts to restore service without unnecessary delay. Labor disturbances affecting the Company or involving employees of the Company may be resolved by the Company at its sole discretion.
- 3.12 APPLICATION OF RATE SCHEDULE: Neither interruption nor suspension of electric service by the Company shall relieve the Customer from charges provided for in the Customer's service agreement.
- 3.13 DISCONTINUANCE OF ELECTRIC SERVICE: The Customer shall at all times observe and perform his obligations to the Company under his service agreement. The Company shall have the right to discontinue electric service to a Customer and remove its facilities or any portion thereof from the Customer's premises upon any default by the Customer of any provision thereof. The Company reserves the right, in addition to any and all other legal remedies, to refuse to reconnect electric service to any Customer disconnected hereunder until such default shall have been remedied by the Customer. Except in cases of (a) tampering in violation of Rule 4.10 hereof, (b) dangerous or disturbing uses in violation of Rule 4.05, or (c) an order or directive of the Commission or other governmental agency or court requiring the discontinuance of service, the Company shall give to the Customer written notice of its intention to discontinue such electric service. The contents of such notice shall be as determined by the Company, or as required by general order or rule of the Commission. Such notice shall be mailed to or served upon the Customer as may be provided for by general order or rule of the Commission or other applicable state law. These customer notifications will apply during Non-Cold Weather and Cold Weather Rule Months:
1. At least ten (10) days prior to disconnection, the company will make a notification attempt to the customer of the pending disconnection via first class mail, and in the case of a registered elderly or handicapped customer the additional party listed on the customer's registration form of the utility's intent to discontinue service. The contact with the registered individual shall include initially two (2) or more telephone call attempts with the mailing of the notice.
  2. At least five (5) days prior to disconnection, the company will make a second notification attempt to the customer of the pending disconnection via the customer's preferred method of contact (phone call, text message, or email).
  3. At least two (2) days prior to disconnection, the company will make a third notification attempt to the customer of the pending disconnection via the customer's preferred method of contact (phone call, text message, or email).
  4. One (1) business day prior to the disconnection, the company will make another notification attempt to the customer the pending disconnection via the customer's preferred method of contact (phone call, text message, email).
  5. Immediately preceding the discontinuance of service, the Company shall not be required to contact the customer or leave a disconnect notice on the Customer's door.

\* Notifications listed in Section 3.13 contain variances from Missouri Code of State Regulations as listed and approved in docket EE-2025-0084.

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DATE OF ISSUE:  
ISSUED BY:    Darrin R. Ives, Vice President

DATE EFFECTIVE:  
1200 Main, Kansas City, Mo. 64105

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

P.S.C. MO. No. 2 9th Revised Sheet No. 1.14  
Canceling P.S.C. MO. No. 2 8th Revised Sheet No. 1.14  
For Missouri Retail Service Area

<b>RULES AND REGULATIONS ELECTRIC</b>
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**3. SUPPLYING ELECTRIC SERVICE (continued)**

- 3.14 RECONNECTION OF ELECTRIC SERVICE: The Company may impose a disconnection charge as a condition precedent to the restoration of electric service to a Customer whose electric service has been discontinued for nonpayment by the Customer of any delinquent electric service bill. The Company shall not be required to restore electric service to the Customer until all such delinquent bills have been paid, together with any such disconnection charge, and the Customer shall have complied with the credit regulations of the Company.
- 3.15 REFUSAL TO SERVE: The Company may refuse to supply electric service to any customer who fails or refuses to comply with any provisions of any applicable law, general order or rule of the Commission or rate schedule, rule or regulation of the Company in effect and on file with the Commission. However, nothing in this Rule 3.15 shall be construed as a reason for discrimination against a customer or applicant for service for exercising any right granted by 4 CSR 240-13, Utility Billing Practices.
- 3.16 PROPERTY OF THE COMPANY: All facilities furnished and installed by the Company on the premises of the Customer for the supply of electric service to the Customer shall be and remain the exclusive property of the Company. All facilities on the premises of the Customer which are or become the property of the Company shall be operated and maintained by and at the expense of the Company, may be replaced by the Company at any time, and may be removed by the Company upon termination of the Customer's service agreement or upon discontinuance by the Company of electric service to the Customer for any reason.
- 3.17 LIABILITY OF COMPANY: Except where due to the Company's willful misconduct or gross negligence, the Company shall not be liable in negligence or otherwise for any claims for loss, expense or damage (including indirect, economic, special or consequential damage) on account of fluctuations, interruption in, or curtailment of electric service; or for any delivery delay, breakdown; or failure of or damage to facilities; or any electric disturbance originating on or transmitted through electric systems with which the Company's system is interconnected, act of God or public enemy, strike, or other labor disturbance involving the Company or the Customer, civil, military or governmental authority.
- 3.18 ELECTRIC VEHICLE CHARGING STATIONS: The sale or furnishing of electric vehicle charging services by a customer of the Company to a third party does not constitute the resale of electricity.

**4. TAKING ELECTRIC SERVICE**

- 4.01 CUSTOMER'S INSTALLATION: Any and all wiring, appliance or equipment required to transform, control, regulate or utilize beyond the point of delivery the electric service supplied by the Company shall be furnished, installed and maintained by, and shall be the sole responsibility of, the Customer.

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Issued:  
Issued by: Darrin R. Ives, Vice President

Effective:  
1200 Main, Kansas City, MO 64105

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

P.S.C. MO. No.	<u>2</u>	<u>7th</u>	<input type="checkbox"/> Original	Sheet No. <u>1.27</u>
			<input checked="" type="checkbox"/> Revised	
Cancelling P.S.C. MO.	<u>2</u>	<u>6th</u>	<input type="checkbox"/> Original	Sheet No. <u>1.27</u>
			<input checked="" type="checkbox"/> Revised	

For Missouri Retail Service Area

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

**8. BILLING AND PAYMENT** (continued)

8.03 DEFAULT:

Failure of the Customer to pay any amount due the Company under the Customer's service agreement in the full amount due before the same becomes delinquent shall constitute a default by the Customer in his service agreement. The Customer's obligation to pay the amount due the Company under the Customer's service agreement shall be separate from other obligations and claims between the Company and the Customer. Failure by the Customer to pay obligations to and claims by the Company, other than amounts due the Company under the Customer's service agreement, shall not constitute a default justifying discontinuance of electric service under Rule 3.13 and the failure of the Company to pay obligations to or claims by the Customer, or to give the Customer credit therefore shall not justify failure by the Customer to pay the amount due the Company under the Customer's service agreement nor prevent default by the Customer.

8.04 MAILING BILLS:

Normally bills will be sent by mail; however, the Company reserves the right to deliver bills or to use electronic posting for qualified customers at their request. The non-receipt of a bill by a customer shall not release or diminish the obligation of the Customer with respect to the full payment thereof, including penalties and interest.

8.05 DISCONNECTION CHARGE:

If electric service is disconnected for violation of any provision of the Customer's service agreement, the following applicable disconnection charge shall be assessed to the customer by the Company to cover its cost of disconnecting and reconnecting the Company facilities before electric service will be resumed. Also, reference General Rules and Regulations 3.14 for the terms and conditions of reconnection of electric service.

Disconnection charge: \$5

Minimum reconnection charge after tampering: \$150  
(Excessive damage of Company property will result in additional charges.)

8.06 PARTIAL PAYMENT:

If a partial payment is made on a billing including only current charges, the Company shall first credit all payments to the balance outstanding for electric charges before crediting a deposit. If a partial payment is made on a billing which includes a previous balance, the Company will credit all payments first to previous electric charges, then to previous deposit charges before applying any payment to current charges. (This section contains a variance from Rule 4 CSR 240-13.020(11) per Commission order in case No. EO-95-117.)

DATE OF ISSUE:

ISSUED BY: Darrin R. Ives, Vice President

DATE EFFECTIVE:

1200 Main, Kansas City, Mo. 64105

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

P.S.C. MO. No. 2 4th5th Revised Sheet No. 1.13  
Cancelling P.S.C. MO. 2 3rd4th Original Sheet No. 1.13  
Missouri Retail Service Area

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

**3. SUPPLYING ELECTRIC SERVICE (Continued)**

- 3.11 RESTORATION OF SERVICE: In all cases of interruption or suspension of service, the Company will make reasonable efforts to restore service without unnecessary delay. Labor disturbances affecting the Company or involving employees of the Company may be resolved by the Company at its sole discretion.
- 3.12 APPLICATION OF RATE SCHEDULE: Neither interruption nor suspension of electric service by the Company shall relieve the Customer from charges provided for in the Customer's service agreement.
- 3.13 DISCONTINUANCE OF ELECTRIC SERVICE: The Customer shall at all times observe and perform his obligations to the Company under his service agreement. The Company shall have the right to discontinue electric service to a Customer and remove its facilities or any portion thereof from the Customer's premises upon any default by the Customer of any provision thereof. The Company reserves the right, in addition to any and all other legal remedies, to refuse to reconnect electric service to any Customer disconnected hereunder until such default shall have been remedied by the Customer. Except in cases of (a) tampering in violation of Rule 4.10 hereof, (b) dangerous or disturbing uses in violation of Rule 4.05, or (c) an order or directive of the Commission or other governmental agency or court requiring the discontinuance of service, the Company shall give to the Customer written notice of its intention to discontinue such electric service. The contents of such notice shall be as determined by the Company, or as required by general order or rule of the Commission. Such notice shall be mailed to or served upon the Customer as may be provided for by general order or rule of the Commission or other applicable state law. These customer notifications will apply during Non-Cold Weather and Cold Weather Rule Months:

1. At least ten (10) days prior to disconnection, the company will make a notification attempt to the customer of the pending disconnection via first class mail, and in the case of a registered elderly or handicapped customer the additional party listed on the customer's registration form of the utility's intent to discontinue service. The contact with the registered individual shall include initially two (2) or more telephone call attempts with the mailing of the notice.

2. At least five (5) days prior to disconnection, the company will make a second notification attempt to the customer of the pending disconnection via the customer's preferred method of contact (phone call, text message, or email).

3. At least two (2) days prior to disconnection, the company will make a third notification attempt to the customer of the pending disconnection via the customer's preferred method of contact (phone call, text message, or email).

4. One (1) business day prior to the disconnection, the company will make another notification attempt to the customer the pending disconnection via the customer's preferred method of contact (phone call, text message, email).

5. Immediately preceding the discontinuance of service, the Company shall not be required to contact the customer or leave a disconnect notice on the Customer's door.

\* Notifications listed in Section 3.13 contain variances from Missouri Code of State Regulations as listed and approved in docket EE-2025-0084.

DATE OF ISSUE: \_\_\_\_\_  
ISSUED BY: Darrin R. Ives, Vice President

DATE EFFECTIVE: \_\_\_\_\_  
1200 Main, Kansas City, Mo. 64105



|  
Issued:  
Issued by: Darrin R. Ives, Vice  
President

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Effective:  
1200 Main, Kansas City, MO 64105

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

P.S.C. MO. No.	<u>2</u>	<u><del>Sixth</del>7th</u>	<input type="checkbox"/> Original	Sheet No. <u>1.27</u>
			<input checked="" type="checkbox"/> Revised	
Cancelling P.S.C. MO.	<u>2</u>	<u><del>Fifth</del>6th</u>	<input type="checkbox"/> Original	Sheet No. <u>1.27</u>
			<input checked="" type="checkbox"/> Revised	

For Missouri Retail Service Area

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

**8. BILLING AND PAYMENT** (continued)

8.03 DEFAULT:

Failure of the Customer to pay any amount due the Company under the Customer's service agreement in the full amount due before the same becomes delinquent shall constitute a default by the Customer in his service agreement. The Customer's obligation to pay the amount due the Company under the Customer's service agreement shall be separate from other obligations and claims between the Company and the Customer. Failure by the Customer to pay obligations to and claims by the Company, other than amounts due the Company under the Customer's service agreement, shall not constitute a default justifying discontinuance of electric service under Rule 3.13 and the failure of the Company to pay obligations to or claims by the Customer, or to give the Customer credit therefore shall not justify failure by the Customer to pay the amount due the Company under the Customer's service agreement nor prevent default by the Customer.

8.04 MAILING BILLS:

Normally bills will be sent by mail; however, the Company reserves the right to deliver bills or to use electronic posting for qualified customers at their request. The non-receipt of a bill by a customer shall not release or diminish the obligation of the Customer with respect to the full payment thereof, including penalties and interest.

8.05 ~~RECONNECTION-DISCONNECTION~~ CHARGE:

If electric service is disconnected for violation of any provision of the Customer's service agreement, the following applicable ~~reconnection-disconnection~~ charge shall be assessed to the customer by the Company to cover its cost of disconnecting and reconnecting the Company facilities before electric service will be resumed. Also, reference General Rules and Regulations 3.14 for the terms and conditions of reconnection of electric service.

~~Reconnection-Disconnection~~ charge-at meter: \$255  
~~Reconnection charge at pole:~~ \$50

Minimum reconnection charge after tampering: \$150  
(Excessive damage of Company property will result in additional charges.)

8.06 PARTIAL PAYMENT:

If a partial payment is made on a billing including only current charges, the Company shall first credit all payments to the balance outstanding for electric charges before crediting a deposit. If a partial payment is made on a billing which includes a previous balance, the Company will credit all payments first to previous electric charges, then to previous deposit charges before applying any payment to current charges. (This section contains a variance from Rule 4 CSR 240-13.020(11) per Commission order in case No. EO-95-117.)

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ISSUED BY: Darrin R. Ives, Vice President

DATE EFFECTIVE:  
1200 Main, Kansas City, Mo. 64105



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

P.S.C. MO. No. 1 2nd Revised Sheet No. R-14  
Canceling P.S.C. MO. No. 1 1st Revised Sheet No. R-14  
For Missouri Retail Service Area

**RULES AND REGULATIONS  
ELECTRIC**

**2.05 Discontinuance of Service (Continued):**

- F. At least ten (10) days prior to discontinuance of service for nonpayment of a bill or deposit at a multi-dwelling unit residential building at which usage is measured by single meter, notices of Company's intent to discontinue shall be conspicuously posted in public areas of the building provided, however, that these notices shall not be required if Company is not aware that said structure is a single metered, multi-dwelling unit residential building. These notices shall include the date on or after which discontinuance may occur, and advise of tenant rights pursuant to Section 441.650, RSMo. Company shall not be required to provide notice in individual situations where safety of employees is a consideration.
- G. At least ten (10) days prior to discontinuance of service for nonpayment of a bill or deposit at a multi-dwelling unit residential building where each unit is individually metered at which a single customer is responsible for payment for service in all units in the building, or at a residence in which the occupant using electric service is not Company's electric customer, Company shall give the occupant(s) a written notice of its intent to discontinue service provided, however, that this notice shall not be required unless one (1) occupant has advised Company, or Company is otherwise aware that s/he is not the customer.
- H. In the case of a multi-dwelling unit residential building where each unit is individually metered, or in the case of a single family residence, the notice provided to the occupant of the unit about to be discontinued shall outline the procedure by which the occupant may apply in his/her name for service of the same character presently received through that meter.

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Issued by: Darrin Ives, Vice President

Effective:  
1200 Main, Kansas City, MO 64105

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

P.S.C. MO. No. 1 2nd Revised Sheet No. R-15  
Canceling P.S.C. MO. No. 1 1st Revised Sheet No. R-15  
For Missouri Retail Service Area

**RULES AND REGULATIONS  
ELECTRIC**

**2.05 Discontinuance of Service (Continued):**

- K. Notwithstanding any other provision of these Rules, Company shall postpone the discontinuance of electric service to a residential customer for a time not in excess of twenty-one (21) days if Company is advised the discontinuance will aggravate an existing medical emergency of the customer, a member of his/her family, or other permanent resident of the premises where service is rendered. Company may require a customer to provide satisfactory evidence that a medical emergency exists.
- L. Notwithstanding any other provision of these Rules, Company may discontinue service temporarily for reasons of maintenance, health, safety, or a state of emergency.
- M. Upon the customer's request, Company shall restore service consistent with all other provisions of these Rules when the cause for discontinuance has been eliminated, applicable restoration charges have been paid, and, if required, satisfactory credit arrangements have been made. At all times a reasonable effort shall be made to restore service upon the day restoration is requested, and in any event, restoration shall be made no later than the next business day following the day requested by the customer. Company may charge the customer a reasonable fee for restoration of service, as provided in Company approved tariffs.
- N. These customer notifications will apply during Non-Cold Weather and Cold Weather Rule Months:
  - 1. At least ten (10) days prior to disconnection, the company will make a notification attempt to the customer of the pending disconnection via first class mail, and in the case of a registered elderly or handicapped customer the additional party listed on the customer's registration form of the utility's intent to discontinue service. The contact with the registered individual shall include initially two (2) or more telephone call attempts with the mailing of the notice.
  - 2. At least five (5) days prior to disconnection, the company will make a second notification attempt to the customer of the pending disconnection via the customer's preferred method of contact (phone call, text message, or email).
  - 3. At least two (2) days prior to disconnection, the company will make a third notification attempt to the customer of the pending disconnection via the customer's preferred method of contact (phone call, text message, or email).
  - 4. One (1) business day prior to the disconnection, the company will make another notification attempt to the customer the pending disconnection via the customer's preferred method of contact (phone call, text message, email).
  - 5. Immediately preceding the discontinuance of service, the Company shall not be required to contact the customer or leave a disconnect notice on the Customer's door.

\* Notifications listed in Section 2.05(N) contain variances from Missouri Code of State Regulations as listed and approved in docket EE-2025-0084.

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Issued by: Darrin Ives, Vice President

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1200 Main, Kansas City, MO 64105

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

P.S.C. MO. No. 1 3rd Revised Sheet No. R-20  
Canceling P.S.C. MO. No. 1 2nd Revised Sheet No. R-20

For Missouri Retail Service Area

<b>RULES AND REGULATIONS ELECTRIC</b>
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2.07 Charge for Disconnection

- A. If electric service is discontinued for violation of any of the terms or conditions of any service agreement or on account of a delinquent service bill, a disconnection charge shall be made to the customer whose service was discontinued to cover the cost of disconnecting and reconnecting service before electric service will be resumed. This Disconnection Charge shall be assessed to the customer per Section 12 of these Rules.
- B. Charges in this Section do not cover any extension that may be necessary to provide customer service. Charges for and conditions of extending electric service are included in Section 12 of these Rules.

2.08 Temporary Service

- A. Applications for temporary service will be reviewed by Company, as received, and considered as a special contract subject to the applicable rates, rules, regulations, terms, conditions, and orders of all governmental authorities having jurisdiction. Such temporary service shall also be subject to the Rules of Company on file with the Commission.
- B. The customer shall assume the liability of Company's estimated up-and-down cost of extending temporary overhead or underground service. Company's up-and-down cost referred to is Company's estimated total cost of extending and removing facilities installed for the sole benefit of the customer, less estimated salvage value of any material removed. Company shall furnish the customer with information that sets forth the estimated up-and-down costs, less salvage value of certain facilities included in such up-and-down cost estimates. Prior to starting construction of temporary facilities, the customer shall pay Company an amount equal to the estimated up-and-down costs of the facilities, less the estimated salvage value of the material taken down

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Issued by: Darrin R. Ives, Vice President

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1200 Main, Kansas City, MO 64105

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

P.S.C. MO. No. 1 4th Revised Sheet No. R-66  
Canceling P.S.C. MO. No. 1 3rd Revised Sheet No. R-66  
For Missouri Retail Service Area

**RULES AND REGULATIONS  
ELECTRIC**

12. SUMMARY OF TYPES AND AMOUNT OF CHARGES ALLOWED

<u>Section</u>	<u>Type of Charge</u>	<u>Amount of Charge</u>
2.04(G)	Security Deposits Standard New customer	Two (2) times highest billing One-sixth (1/6) of estimated annual billing
2.07(A)	Disconnect Charge	\$5.00
2.08(B)	Temporary Service, Up and down costs	Estimated costs less estimated salvage
2.09	Returned Payment Charge	\$30.00
4.02(B)	Tampering	All associated costs to reconnect service with a minimum charge of \$150.00
4.03(B)	Safety code violation	Company corrects violation and bills customer for all associated costs
4.08	Relocation of Company facilities	Contribution for any part of the estimated cost that cannot be supported by any additional revenue resulting from the relocation
4.09	Moving structure(s)	All associated costs
5.01(D)	Demand meter contact signals	Contribution-investment cost of providing such signals, plus related monthly operating costs
5.04	Billing adjustment	Varies by type and period to be adjusted depending upon revenue class
5.05	Non-Standard Meter Charge Non-Standard Meter Initial Setup Charge	\$45.00 monthly \$150.00

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

~~P.S.C. MO. No. 1 2nd Revised Sheet No. R-14  
Canceling P.S.C. MO. No. 1 1st Revised Sheet No. R-14  
For Missouri Retail Service Area~~

~~STATE OF MISSOURI, PUBLIC SERVICE COMMISSION~~

~~P.S.C. MO. No. 1 Revised Sheet No. R-14  
Canceling P.S.C. MO. No. Original Sheet No.~~

~~Aquila, Inc., dba~~

~~AQUILA NETWORKS For All Territory Served by Aquila Networks L&P and Aquila Networks  
MPS~~

~~KANSAS CITY, MO 64138~~

**RULES AND REGULATIONS  
ELECTRIC**

**2.05 Discontinuance of Service (Continued):**

- F. At least ten (10) days prior to discontinuance of service for nonpayment of a bill or deposit at a multi-dwelling unit residential building at which usage is measured by single meter, notices of Company's intent to discontinue shall be conspicuously posted in public areas of the building provided, however, that these notices shall not be required if Company is not aware that said structure is a single metered, multi-dwelling unit residential building. These notices shall include the date on or after which discontinuance may occur, and advise of tenant rights pursuant to Section 441.650, RSMo. Company shall not be required to provide notice in individual situations where safety of employees is a consideration.
- G. At least ten (10) days prior to discontinuance of service for nonpayment of a bill or deposit at a multi-dwelling unit residential building where each unit is individually metered at which a single customer is responsible for payment for service in all units in the building, or at a residence in which the occupant using electric service is not Company's electric customer, Company shall give the occupant(s) a written notice of its intent to discontinue service provided, however, that this notice shall not be required unless one (1) occupant has advised Company, or Company is otherwise aware that s/he is not the customer.
- H. In the case of a multi-dwelling unit residential building where each unit is individually metered, or in the case of a single family residence, the notice provided to the occupant of the unit about to be discontinued shall outline the procedure by which the occupant may apply in his/her name for service of the same character presently received through that meter.
- ~~I. At least twenty-four (24) hours preceding discontinuance of service, Company shall make reasonable efforts to contact the customer to advise him/her of the proposed discontinuance and what steps must be taken to avoid it. Reasonable efforts shall include either a written notice following the notice pursuant to Section (D), a door hanger, or at least two (2) telephone call attempts reasonably calculated to reach the customer.~~
- ~~J. Immediately preceding the discontinuance of service, the employee of Company designated to perform this function, except where the safety of the employee is endangered, shall make a reasonable effort to contact and identify him/herself to the customer or responsible person then upon the premises and shall announce the purpose of his/her presence. When service is discontinued, the employee shall leave a notice upon the premises in a manner conspicuous to the customer that service has been discontinued and the address and telephone number of Company where the customer may arrange to have service restored.~~

Issued:

Effective:

Issued by: ~~Dennis Williams, Regulatory Services~~ Darrin Ives, Vice President 1200 Main, Kansas City,  
MO 64105

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

~~P.S.C. MO. No. 1 2nd Revised Sheet No. R-15  
Canceling P.S.C. MO. No. 1 1st Revised Sheet No. R-15  
For Missouri Retail Service Area~~

~~STATE OF MISSOURI, PUBLIC SERVICE COMMISSION~~

~~P.S.C. MO. No. 1 Revised Sheet No. R-15  
Canceling P.S.C. MO. No. Original Sheet No.~~

~~Aquila, Inc., dba~~

~~AQUILA NETWORKS For All Territory Served by Aquila Networks L&P and Aquila Networks MPS  
KANSAS CITY, MO 64138~~

**RULES AND REGULATIONS  
ELECTRIC**

**2.05 Discontinuance of Service (Continued):**

- K. Notwithstanding any other provision of these Rules, Company shall postpone the discontinuance of electric service to a residential customer for a time not in excess of twenty-one (21) days if Company is advised the discontinuance will aggravate an existing medical emergency of the customer, a member of his/her family, or other permanent resident of the premises where service is rendered. Company may require a customer to provide satisfactory evidence that a medical emergency exists.
- L. Notwithstanding any other provision of these Rules, Company may discontinue service temporarily for reasons of maintenance, health, safety, or a state of emergency.
- M. Upon the customer's request, Company shall restore service consistent with all other provisions of these Rules when the cause for discontinuance has been eliminated, applicable restoration charges have been paid, and, if required, satisfactory credit arrangements have been made. At all times a reasonable effort shall be made to restore service upon the day restoration is requested, and in any event, restoration shall be made no later than the next business day following the day requested by the customer. Company may charge the customer a reasonable fee for restoration of service, as provided in Company approved tariffs.

N. These customer notifications will apply during Non-Cold Weather and Cold Weather Rule Months:

1. At least ten (10) days prior to disconnection, the company will make a notification attempt to the customer of the pending disconnection via first class mail, and in the case of a registered elderly or handicapped customer the additional party listed on the customer's registration form of the utility's intent to discontinue service. The contact with the registered individual shall include initially two (2) or more telephone call attempts with the mailing of the notice.

2. At least five (5) days prior to disconnection, the company will make a second notification attempt to the customer of the pending disconnection via the customer's preferred method of contact (phone call, text message, or email).

3. At least two (2) days prior to disconnection, the company will make a third notification attempt to the customer of the pending disconnection via the customer's preferred method of contact (phone call, text message, or email).

4. One (1) business day prior to the disconnection, the company will make another notification attempt to the customer the pending disconnection via the customer's preferred method of contact (phone call, text message, email).

5. Immediately preceding the discontinuance of service, the Company shall not be required to contact the customer or leave a disconnect notice on the Customer's door.

\* Notifications listed in Section 2.05(N) contain variances from Missouri Code of State Regulations as listed and approved in docket EE-2025-0084.

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Issued:

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Issued by: ~~Dennis Williams, Regulatory Services~~ Darrin Ives, Vice President 1200 Main, Kansas City, MO 64105



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

P.S.C. MO. No. 1 3rd Revised Sheet No. R-20  
Canceling P.S.C. MO. No. 1 2nd Revised Sheet No. R-20  
For Missouri Retail Service Area

**~~KCP&L GREATER MISSOURI OPERATIONS COMPANY~~**

~~P.S.C. MO. No. 1 2<sup>nd</sup> Revised Sheet No. R-20~~  
~~Canceling P.S.C. MO. No. 1 1<sup>st</sup> Revised Sheet No. R-20~~  
For Missouri Retail Service Area

**RULES AND REGULATIONS  
ELECTRIC**

2.07 Charge for ~~Reconnection or Collection~~ Disconnection

A. If electric service is discontinued for violation of any of the terms or conditions of any service agreement or on account of a delinquent service bill, a disconnection charge shall be made to the customer whose service was discontinued to cover the cost of disconnecting and reconnecting service before electric service will be resumed. This ~~Reconnection-Disconnection~~ Charge shall be assessed to the customer per Section 12 of these Rules.

~~B. When it is necessary for a representative of Company to visit the service address for the purpose of disconnecting electric service and the representative collects the delinquent payment amount a Collection Charge shall be assessed to the customer per Section 12 of these Rules.~~

~~B.~~ Charges in this Section do not cover any extension that may be necessary to provide customer service. Charges for and conditions of extending electric service are included in Section 12 of these Rules.

2.08 Temporary Service

A. Applications for temporary service will be reviewed by Company, as received, and considered as a special contract subject to the applicable rates, rules, regulations, terms, conditions, and orders of all governmental authorities having jurisdiction. Such temporary service shall also be subject to the Rules of Company on file with the Commission.

B. The customer shall assume the liability of Company's estimated up-and-down cost of extending temporary overhead or underground service. Company's up-and-down cost referred to is Company's estimated total cost of extending and removing facilities installed for the sole benefit of the customer, less estimated salvage value of any material removed. Company shall furnish the customer with information that sets forth the estimated up-and-down costs, less salvage value of certain facilities included in such up-and-down cost estimates. Prior to starting construction of temporary facilities, the customer shall pay Company an amount equal to the estimated up-and-down costs of the facilities, less the estimated salvage value of the material taken down

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Issued by: Darrin R. Ives, Vice President

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1200 Main, Kansas City, MO 64105

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

P.S.C. MO. No. 1 4th Revised Sheet No. R-66  
Canceling P.S.C. MO. No. 1 3rd Revised Sheet No. R-66  
For Missouri Retail Service Area

**~~KCP&L GREATER MISSOURI OPERATIONS COMPANY~~**

~~P.S.C. MO. No. 1 3<sup>rd</sup> Revised Sheet No. R-66~~  
~~Canceling P.S.C. MO. No. 1 2<sup>nd</sup> Revised Sheet No. R-66~~  
~~For Missouri Retail Service Area~~

**RULES AND REGULATIONS  
ELECTRIC**

12. SUMMARY OF TYPES AND AMOUNT OF CHARGES ALLOWED

<u>Section</u>	<u>Type of Charge</u>	<u>Amount of Charge</u>
2.04(G)	Security Deposits Standard New customer	Two (2) times highest billing One-sixth (1/6) of estimated annual billing
2.07(A)	<del>Reconnect-Disconnect Charge</del>	<del>\$5.00</del>
	<del>At the meter</del>	<del>\$30.00</del>
	<del>At the pole</del>	<del>\$50.00</del>
<del>2.07(B)</del>	<del>Collection Charge</del>	<del>\$25.00</del>
2.08(B)	Temporary Service, Up and down costs	Estimated costs less estimated salvage
2.09	Returned Payment Charge	\$30.00
4.02(B)	Tampering	All associated costs to reconnect service with a minimum charge of \$150.00
4.03(B)	Safety code violation	Company corrects violation and bills customer for all associated costs
4.08	Relocation of Company facilities	Contribution for any part of the estimated cost that cannot be supported by any additional revenue resulting from the relocation
4.09	Moving structure(s)	All associated costs
5.01(D)	Demand meter contact signals	Contribution-investment cost of providing such signals, plus related monthly operating costs
5.04	Billing adjustment	Varies by type and period to be adjusted depending upon revenue class
5.05	Non-Standard Meter Charge Non-Standard Meter Initial Setup Charge	\$45.00 monthly \$150.00

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Issued by: Darrin R. Ives, Vice President

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1200 Main, Kansas City, MO 64105