

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

P.S.C. MO. No. 2

Original Sheet No. 2.43

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.