

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

**P.S.C. MO. No.** 2                      **Original Sheet No.** 2.44  
**Canceling P.S.C. MO. No.**                                           **Revised Sheet No.**                       
**For Missouri Retail Service Area**

<p><b>RULES AND REGULATIONS ELECTRIC</b></p>
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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.