

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

P.S.C. MO. No. 2 5th Revised Sheet No. 1.12

Cancelling P.S.C. MO. No. 2 4th Revised Sheet No. 1.12

For Missouri Retail Service Area

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

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

- 3.10 CURTAILMENT, INTERRUPTION OR SUSPENSION OF SERVICE: The company shall have the right to curtail (including voltage reduction), interrupt or suspend electric service to the Customer for temporary periods as may be necessary for the inspection, maintenance, alteration, change, replacement or repair of electric facilities, or for the preservation or restoration of its system operations or of operations on the interconnected electric systems of which the Company's system is a part. During any period of emergency conditions on the Company's system or on the interconnected electric systems of which the Company's system is a part, the Company will execute the Emergency Energy Conservation Plan identified in Section 17.
- 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.

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ISSUED BY: Darrin R. Ives, Vice President

1200 Main, Kansas City, Mo. 64105

**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. No. 2 4th Revised Sheet No. 1.13  
For Missouri Retail Service Area

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

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

3.13 DISCONTINUANCE OF ELECTRIC SERVICE (Continued)

- A. Company shall not discontinue residential service unless written notice by first class mail is sent to the customer at least ten (10) days prior to the date of the proposed discontinuance.
- B. At least five (5) days prior to disconnection, the company will make a notification attempt to the customer of the pending disconnection via the customer’s preferred method of contact (phone call, text message, or email).
- C. At least two (2) days prior to disconnection, the company will make a notification attempt to the customer of the pending disconnection via (2) telephone call attempts reasonably calculated to reach the customer.
- D. One (1) business day prior to 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 take to avoid it via the customer’s preferred method of contact (phone call, text message, email). During the Cold Weather Rule period of November 1 – March 31, if the weather permits disconnection, this notification attempt will be made via a telephone call.
- E. Immediately preceding the discontinuance of service for customers without remote disconnection and reconnection-enabled meters, 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.

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

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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

**RULES AND REGULATIONS  
ELECTRIC**

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

- 3.14 RECONNECTION OF ELECTRIC SERVICE: The Company may impose a disconnection charge 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.

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

P.S.C. MO. No. 2 6th Original Sheet No. 1.27  
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For Missouri Retail Service Area

**RULES AND REGULATIONS  
ELECTRIC**

**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 for Residential Customers at meter:	\$5
Disconnection charge for non-residential customers at the meter:	\$25
Disconnection charge for customers at the pole	\$50

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

8.08 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.)

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

P.S.C. MO. No. 2 10th Revised Sheet No. 1.28  
Canceling P.S.C. MO. No. 2 9th Revised Sheet No. 1.28  
For Missouri Retail Service Area

**RULES AND REGULATIONS  
ELECTRIC**

**BILLING AND PAYMENT (continued)**

**8.07 RETURN PAYMENT CHARGE:** A charge not to exceed \$30.00 may be assessed when a Customer's payment is returned due to any reason other than bank error.

**8.08 COLLECTION CHARGE:** 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 in the amount of \$20.00 shall be assessed to non-residential customers. This Collection Charge does not apply to residential customers.

**8.09 OPT-OUT PROVISIONS:** Pursuant to Missouri Rule 4 CSR 240-20.094(7)(A): Any customer meeting one (1) or more of the following criteria shall be eligible to opt-out of participation in utility-offered demand side programs:

1. The customer has one (1) or more accounts within the service territory of the electric utility that has a demand of the individual accounts of five thousand (5,000) kW or more in the previous twelve (12) months;
2. The customer operates an interstate pipeline pumping station, regardless of size; or
3. The customer has accounts within the service territory of the electric utility that have, in aggregate across its accounts, a coincident demand of two thousand five hundred (2,500) kW or more in the previous twelve (12) months, and the customer has a comprehensive demand-side or energy efficiency program and can demonstrate an achievement of savings at least equal to those expected from utility-provided programs.
  - A. For utilities with automated meter reading and/or advanced metering infrastructure capability, the measure of demand is the customer coincident highest billing demand of the individual accounts during the twelve (12) months preceding the opt-out notification.

A customer electing to opt-out under requirements 1 and 2 above must provide written notice to the electric utility no earlier than September 1 and not later than October 30 to be effective for the following calendar year. Customers electing to opt-out under requirement 3 above must provide notice to the utility and the manager of the energy resource analysis section of the commission during the stated timeframe. Customers electing to opt-out shall still be allowed to participate in interruptible or curtailable rate schedules or tariffs offered by the electric utility.

Customers who have satisfied the opt-out provisions of 4 CSR 240-20.094(7) to opt-out of the DSIM Charge rate will not be charged the DSIM Charge.

**8.10 RESIDENTIAL TIME-VARIANT RATE SCHEDULES:** For residential rate schedules which require cumulative usage be determined for unique time periods during a billing period and usage is determined through interval metering data, beginning and ending meter readings for that billing period may not be utilized in lieu of the interval metering data. In such cases, a customer's bill will reflect the total consumption for each relevant time period but will not indicate a beginning or ending meter reading for the cumulative billing period, pursuant to the variance from Rules 20 CSR 4240-13.020 (9) (A) granted by Commission in File No. ET-2020-0133. The Company will retain for a minimum of five years the meter information relied upon to generate bills for such customers.