

For ALL TERRITORY

RULES AND REGULATIONS

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

P.S.C. Mo. No. 6 Sec. 3 1st Revised Sheet No. 5

Canceling P.S.C. Mo. No. 6 Sec. 3 Original Sheet No. 5

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CREDIT ACTION FEES SCHEDULE CA

AVAILABILITY:

This schedule is available to any customer requiring the special services listed below.

RATE:

Customer advance for temporary service line (per Rules and Regulations, Chapter III, Section B1d)	\$ 25.00
Charge for insufficient funds check or return of electronic payment (per Rules and Regulations, Chapter V, A13)	\$ 20.00
Customer charge for trip to premises to collect non-payment fee (per Rules and Regulations, Chapter V, F8)	\$ 15.00
Reconnection fee-Remote Connection/Disconnection(per Rules and Regulations, Chapter V, F11)	
During normal business hours	\$ 10.00
Reconnection fee-Onsite Connection/Disconnection (per Rules and Regulations, Chapter V, F11)	
During normal business hours	\$ 30.00
Outside normal business hours	\$ 50.00
Charge for meter reading (per Rules and Regulations, Chapter V, Section A3)	
During normal business hours	\$ 5.00
Outside normal business hours	\$ 10.00
Opt-out Charges (Per Rules and Regulations, Chapter II, Section H)	
Non-Standard - One-time setup charge – per meter	\$ 125.00
Monthly Non-Standard Meter Charge – per meter	\$ 15.00

Effective January 1, 2003, interest rate paid upon return of a deposit, per annum, compounded annually (per Rules and Regulations, Chapter V, C5b), shall be equal to the prime rate published in the Wall Street Journal as being in effect on the last business day of December of the prior year, plus 1%.

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- d. In permanent type parks, the park owner or operator may apply for service in the park's name for certain mobile home sites classified and used as "transient locations." The park owner or operator can be the only applicant, and payment of the bills for utility service rendered is the responsibility of the owner or operator. Resale of electric service is prohibited.
- e. In order that the proper rate schedule may be applied to each service location, the park owner or operator will assume responsibility for advising the Company of mobile home movement or equipment changes that affect the eligibility of the meter for special service rate schedules.

G. TERMINATION OF SERVICE

Written or verbal notice of termination must be given by the Customer at an office or call center of the Company. Customer will be responsible for payment for all service used by him/her as determined by final readings of meters on the termination date requested by the Customer. Customer shall not, by such notice, be relieved of any accrued obligations under service contract and applicable rate schedules. In the event that a customer fails to notify the Company, their service responsibility will end when a new customer takes service.

Service through any meter being billed to a mobile home park owner or operator will be terminated at his/her request after proper notice to the occupant. In such cases a reconnection charge will be billed to the park owner or operator upon restoration of service.

H. NON-STANDARD METERING SERVICE OPT-OUT

- (1) Any individual Residential Customer whose premise is metered with a Company standard meter with wireless communications (Standard Meter) may request to have metering service utilizing a Company Non-Standard digital meter without wireless communications (Non-Standard Meter) in accordance with 20 CSR 4240-10.035. Non-Standard Metering Service is available only for individual Residential Customers who take service under RATE PLAN SCHEDULE NS-RG (non-time-of-use).
- (2) In order to begin receiving Non-Standard Metering service under this Rule H, the Customer must complete the following requirements:
 - (a) The Customer must sign and return to the Company the Residential Non-Standard Metering Service Acknowledgment Form (Acknowledgement Form) accepting all fees, requirements, and limitations of this Rule H. The Acknowledgement Form can be obtained from the Company website or by contacting the Company Customer Care Center and requesting a hard copy be mailed to their premise(s).
 - (b) The Customer must pay a required, and non-refundable, Non-Standard Meter Initial Setup Charge per Non-Standard Meter as shown on the Credit Action Fees Schedule CA.
 - (c) The Customer must pay a monthly recurring Non-Standard Meter Charge per Non-Standard Meter in addition to their applicable residential rates for electric service as shown on the Credit Action Fees Schedule CA.
- (3) Once the Company has received the signed Acknowledgement Form from the Customer and payment of the Non-Standard Meter Initial Setup Charge has been processed by the Company, the Company will, within 20 business days, furnish, and install, a Non-Standard Meter to be used for billing purposes and service under this Rule H. The Non-Standard Meter Charge will then be added to the customer's monthly bill.
- (4) All Company rules shall apply under this Rule H. For meter placement practices, please see Chapter III Service Specifications, sheet 17f.

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- (5) Any customer who has requested service under this Rule H may, at any time, terminate this Non-Standard Metering Service and request that the Company install a Standard Meter on their premise(s); at which point the monthly Non-Standard Meter Charge will no longer be applicable. There is no subsequent charge for a Customer to request a Standard Meter be installed on their premise(s) that previously opted for service under this Rule H.
- (6) Residential Customers choosing to receive Non-Standard Metering and meeting the requirements detailed in Rule H(2) may request to self-read their meter. The Company will provide simple written instructions to these Customers explaining how to read and report energy usage by email, through the Company web page, or by phone to Customer Service. All Customer provided readings must comply with the requirements of 20 CSR 4240-13.020.
 - (a) The Residential Customer shall accurately read and timely report the energy usage monthly. If the Customer fails to provide the meter-reading on time, the Company shall estimate the Customer's energy usage for that month.
 - (b) At least once a year, the Company shall obtain an actual meter reading of the Customer's energy usage in order to verify the accuracy of readings reported in this manner.
 - (c) If the Customer does not read and report their meter for two (2) consecutive months or any three (3) months in a rolling twelve-month period, the Company may resume monthly readings of the meter. At that time, the Company can, at its discretion, replace the Non-Standard meter with a Standard Meter.
 - (d) In the event a customer moves out of the premise(s), the Company will perform a final read and replace the Non-Standard meter with a Standard Meter on the premise(s).
 - (e) The Company may assess 5% interest on unpaid amounts resulting from failure to report usage or inaccurate reporting.

Applicable Charges are listed on the Credit Action Fees Schedule CA.