

MO Electric Customer Metrics

Glossary and Plan for Data Sharing

February 2, 2026



Agenda

- MO Electric Customer Metrics
 - Definitions
 - Glossary of Terms
- Liberty's Management and Controls
 - Incl. Problem Solving
- Contents of the Dry Run Package
- Understanding the Data Pull and Controls
- Plan for Metric Reporting



Metric: First and Final Estimate

Eliminate initial and final estimated bills for service in compliance with Commission Rule. To the extent that the Company was unable to obtain a read for reasons beyond the control of the Company, the Company shall provide the reason that the inability was beyond the Company's control.

First and Final Bill Estimation Conformance	
Metric Definition	
Eliminate initial and final estimated bills for service in compliance with Commission Rule. To the extent that the Company was unable to obtain a read	
Data Extraction	
Data Extract	Billing & Invoicing: <ul style="list-style-type: none"> - Company Code: 3111 (Empire Electric) - Portion: 250* (Missouri Customers) - Billing Transaction Type: 01, 03 (Periodic and Final Bills Only) - Printed Invoices - Not active outsort - Invoice: Not Simulated & Invoiced Meter Reading: <ul style="list-style-type: none"> - Read Type: Periodic or Final Read - Meter Read Category: "03" (Estimated) - Meter Read Suppression: No
Logic Blocks	
Identify Final Bills	<ul style="list-style-type: none"> - Determine last bills using Billing Transaction Type = 03 (which denotes 'Move Out' bill) <i>Technical SAP fields: ERDK, ABSVORG</i>
Identify First Bills	<ul style="list-style-type: none"> - Compare on the Billing Document the Bill Period Start Date with the Contract Move-In Date. - If both dates are equal, classify the invoice as a first bill. <i>Technical SAP fields: ERCH, BEG, DRPE, EVER, EINZDAT</i>
Identify Estimated Meter Read	<ul style="list-style-type: none"> - Determine if the meter read associated with the billing document was Estimated (Meter Read Type = 03 for Estimated) <i>Technical SAP fields: EADL, MSTYPE</i>
Controls & Compliance	
Management of metric through controls and tools	<ul style="list-style-type: none"> - Monitoring open meter reads past expected scheduled date (as higher likelihood of estimate) - In progress, a SAP system trigger, also known as 'Implausible exception' to flag to Billing staff a bill estimate on a first/final bill
Metric Compliance:	<ul style="list-style-type: none"> - Zero incidents in a given month, and provide document documentation for incidents outside of the utilities control e.g. non-communicating meter, storm events - Recorded in month when the invoice document date is generated. - In cases where the bill is both first and final and estimated (customer was at the premise for less than 30 days), this is included as 1 contract account, since the customer is provided with one single bill.

First and Final Bills Must Use an Actual Meter Read

When customers move in or move out, their bills are based on an actual meter reading—not an estimate unless something outside the company's control prevents it, such as a storm or a house fire, or non-communicating meters.

Logic:

A review of all Move In and Final bills that were sent to customers are evaluated for what type of read was used for billing, actual or estimate based on the read type indicator in SAP.

Controls and Compliance

NEW exception was placed in SAP for the Billing Agents to review the reason why a Move In or Final bill is estimated and to determine if an actual read can be obtained manually either from AMI or from a field visit before the invoice is created.

A manual report is currently being used to identify if there are any open Meter Read Orders that have been unfulfilled for a Move In or Final bill, these cause estimation and are evaluated daily by the AMI Analysts and Meter Reading teams.



Metric: Account Customer Charge

For all accounts associated with a metered service, the Company shall confirm that each meter associated with that account is attached to the account in SAP for billing purposes. In conjunction, customers on rate schedules that proscribe usage-based billing shall not receive bills without usage or beginning or end meter reads.

Accounts billed with only Customer Charge

Metric Definition	
for billing purposes. In conjunction, customers on rate schedules that proscribe usage-based billing shall not receive bills without usage or beginning or end	
Data Extraction	
Data Extract	Billing & Invoicing: <ul style="list-style-type: none"> - Company Code: 3111 (Empire Electric) - Portion: 250* (Missouri Customers) - Billing Transaction Type: 01, 03 (Periodic and Final Bills Only) - Printed Invoices - Not active outsort - Invoice: Not Simulated & Invoiced
	Meter Determination: <ul style="list-style-type: none"> - Select all records that do not have meters or a corresponding entry in Billing Install table (EASTL). These represent installations/accounts without a physical meter installed.
Logic Blocks	
Identify Accounts Without a Meter	<ul style="list-style-type: none"> - Select all records that do not have a corresponding entry in Billing Install table. <i>Technical SAP fields: EASTL table</i>
Identify Accounts Where a Meter Was Removed Before Billing	<ul style="list-style-type: none"> - Retrieve all records in the Billing Install table (amounts that do not have a meter on record) and sort by valid-to date) in descending order for each installation. Remove duplicates based on installation number to retain only the latest record per installation. - If the latest valid to date = 12/31/9999, the meter is still active → exclude these installations from the list. - For remaining installations, compare EASTL-BIS with Bill Period End Date. If BIS < Bill Period End Date, the meter was removed before billing → these are accounts billed without an active meter. <i>Technical SAP fields: EASTL table</i>
Exclude Lighting Accounts	<ul style="list-style-type: none"> - Remove lighting accounts using the appropriate rate-category filter, as these typically do not require physical metering.
Exclude Accounts Configured as Non-Metered by Design	<ul style="list-style-type: none"> - Some operands identify rate structures that intentionally do not use a physical meter, such as: <ul style="list-style-type: none"> - Electric flat-rate kWh accounts - EID_FLKWH (e.g. streetlight) - Use the billing determinants for flat rate billing to exclude these built-in non-metered accounts from the dataset. <i>Technical SAP fields: ETTIFN for EMER & EMEC; ETTIFN_OPERAND</i>
Controls & Compliance	
Management of metric through controls and tools	<ul style="list-style-type: none"> - Daily Report of All Meterless Accounts - Billing Exception on meter removals on active accounts - Unbilled Installation Report - Oversight of field activity related to New Services
Metric Compliance:	<ul style="list-style-type: none"> - Zero incidents in a given month. - Recorded in month when the invoice document date is generated.

Accounts Billed With Only a Customer Charge

Ensuring that customer bills include a charge for their electricity consumption and do not receive a bill that only includes the basic customer charge as tariff require.

Logic

The logic is looking for errors or non-compliance of bills going out to customers that do not have meter usage. Note, excluding those rate categories that have non-metered charges such as streetlighting. Also, includes a review of bills going out to newly activated customers where their meter has been set in the field but is not showing attached to the SAP account. In addition, final bills going out to customers are reviewed, where a meter was removed from the field, but the account remains active.

Controls and Compliance

A NEW billing exception has been set in SAP to have billing agents review all accounts that remain active after a meter removal. A manual report was created that shows meter set ups in the field but failed to be connected to the SAP account. This report is reviewed daily by the Call Center, Field Operations and Billing teams. This manual report will be replaced by a billing exception in February. Also, a manual report was created to identify meter installations that remain unbilled. This is reviewed by Billing Agents daily. A NEW work order process was created to streamline the New Meter Set up process



Metric: Prorated Customer Charge on a 26–35 Day Bill

If a customer's initial or final bill covers a "normal" billing period (26-35 calendar days), the Company shall not prorate the customer charge. Instead, the customer should be charged the full monthly customer charge, just like any other regular bill.

Prorated Customer Charge on a 26-35 day bill

Business Definition	
If a customer's initial or final bill covers a "normal" billing period (26-35 calendar days), the Company shall not prorate the customer charge. Instead, the customer should be charged the full monthly customer charge, just like any other regular bill.	
Data Extraction	
Data Extract	Billing & Invoicing: <ul style="list-style-type: none"> - Company Code: 3111 (Empire Electric) - Portion: 250* (Missouri Customers) - Billing Transaction Type: 01, 03 (Periodic and Final Bills Only) - Printed invoices - Not active outsort - Invoice: Not Simulated & Invoiced
	Proration: <ul style="list-style-type: none"> - Line Item Type: ZEM100 (Customer Charge) - Billing Class: EMER, EMEC - Time Portion (proration) is not 1.0000000000
Logic Blocks	
Billing Periods	<ul style="list-style-type: none"> - Compare Bill Period Start Date with Bill Period End Date, inclusive of both date-ends. Include only those within 26 to 35 calendar days. <i>Technical SAP fields: ERCH.BEGABRPE, ERCH.ENDABRPE</i>
Identify Final Bills	<ul style="list-style-type: none"> - Determine last bills using Billing Transaction Type = 03 (which denotes 'Move Out' bill) <i>Technical SAP fields: ERDK.ABRVORG</i>
Identify First Bills	<ul style="list-style-type: none"> - Compare on the Billing Document the Bill Period Start Date with the Contract Move-in Date. - If both dates are equal, classify the invoice as a first bill. <i>Technical SAP fields: ERCH.BEGABRPE, EVER.EINZDAT</i>
Proration Factor on Customer Charges	<ul style="list-style-type: none"> - Evaluate if any billing documents have customer charges have a pro-ration factor of not 1.000000000 <i>Technical SAP fields: DBERCHZ1.BELZART, DBERCHZ1.AKLASSE, DBERCHZ1.V.ZEITANT, DBERCHZ1.N.ZEITANT</i>
Controls & Compliance	
Management of metric through controls and too	<ul style="list-style-type: none"> - Daily Report of all Prorated bills
Metric Compliance:	<ul style="list-style-type: none"> - Zero incidents in a given month. - Recorded in month when the invoice document date is generated. - If a price change occurs with proration, then the sum of the time slices would be added to equal 1.

Prorated Customer Charge on a 26–35 Day Bill

During a move In or Final bill, if the bill usage period falls within the normal bill usage period of 26-35 days the customer charge will be a full month's charge.

Logic:

Evaluate the bill usage range for customers that will receive a bill for a Move In or Final bills. If the bill usage period falls within the 26–35 days, verify customer charge has not been prorated.

Controls and Compliance

This error was previously corrected in August of 2025, since then monitoring for this condition is in place as we populate our metric status daily.

To date, no new instances have been identified so no further controls have been necessary.



Metric: Bills Issued Outside 26–35 Days

The Company shall eliminate instances where bills are issued with a usage period of less than 26 or more than 35 days, with the exception of initial bills, final bills, or corrected bills. This metric will exclude only joint and collective accounts that were actively being realigned during the month in question (as per the meter read alignment process detailed in Case No. EE-2026-0065).

Bills Issued Outside 26 to 35 Days	
Metric Definition	
The Company shall eliminate instances where bills are issued with a usage period of less than 26 or more than 35 days, with the exception of initial bills, final bills, or corrected bills. This metric will exclude only joint and collective accounts that were actively being realigned during the month in question (as per the meter read alignment process detailed in Case No. EE-2026-0065).	
Data Extraction	
Data Extract	Billing & Invoicing:
	<ul style="list-style-type: none"> - Company Code: 3111 (Empire Electric) - Portion: 250* (Missouri Customers) - Billing Transaction Type: 01 (Periodic and Final Bills Only) - Printed Invoices - No active outsort - Invoice: Not Simulated & Invoiced
Logic Blocks	
Billing Periods	<ul style="list-style-type: none"> - Compare Bill Period Start Date with Bill Period End Date, inclusive of both date-ends. Include only those with a range outside 26 to 35 calendar days. <i>Technical SAP fields: ERCH.BEGABRPE, ERCH.ENDABRPE</i>
Identify Final Bills	<ul style="list-style-type: none"> - Determine last bills using Billing Transaction Type = 03 (which denotes 'Move Out' bill) <i>Technical SAP fields: ERDK.ABRVORG</i>
Identify First Bills	<ul style="list-style-type: none"> - Compare on the Billing Document the Bill Period Start Date with the Contract Move-in Date. - If both dates are equal, classify the invoice as a first bill. <i>Technical SAP fields: ERCH.BEGABRPE, EVER.EINZDAT</i>
Identifying Collective Accounts	<ul style="list-style-type: none"> - While Case No. EE-2026-0065 is in effect, determine if invoice has Collective Account associated <i>Technical SAP fields: ERDK.ABWVK</i>
Identifying Joint Invoice Accounts	<ul style="list-style-type: none"> - While Case No. EE-2026-0065 is in effect, determine if Contract Account has multiple active contracts associated <i>Technical SAP fields: Count EVER.VERTRAG >= 2 per each EVER.VKONT</i>
Controls & Compliance	
Management of metric through controls and tools	<ul style="list-style-type: none"> - Outsourt Control in place to hold any Billing Documents outside 26 to 35 Range for manual release.
Metric Compliance	<ul style="list-style-type: none"> - Zero incidents in a given month, - Recorded in month when the invoice document date is generated.

Bills usage period must fall within 26–35 Days

Ensure the customers usage period falls within a 26-35 day bill period.

Logic:

The beginning and ending meter read dates are compared to calculate the usage period that will be reflected on the customer's bill. Exclusion scenarios are identified by removing Move In and Final bills. Collective and Joint accounts are identified and compared against the manual list of accounts that have and have not had their bill and meter read cycles aligned. If the account has been aligned and is now billing according to their new bill cycle, then the bill usage period is evaluated. If it has yet to be aligned or is in process to be aligned/pending the new bill cycle, it is excluded until waiver expires.

Controls and Compliance:

Existing billing exception that allows Billing Agents to manual review any account that falls outside of the 26-35 day bill usage period before the bill invoice is created.



Metric: Minimum of 21 Days from Invoice to Due Date

The Company shall not issue a customer bill with fewer than 21 days between the bill rendition date and the bill due date, except where (1) tariff provisions explicitly allow a shorter interval, (2) the customer has selected a Preferred Payment Date Plan, or (3) the customer is subject to collective or joint account billing.

Business Definition	
The Company shall not issue a customer bill with fewer than 21 days between the bill rendition date and the bill due date, except where (1) tariff provisions explicitly allow a shorter interval, (2) the customer has selected a Preferred Payment Date Plan, or (3) the customer is subject to collective or joint account billing.	
Note, related to collective and joint accounts the company evaluates if a waiver is needed.	
Data Extraction	
Data Extract	Billing & Invoicing: <ul style="list-style-type: none"> - Company Code: 3111 (Empire Electric) - Portion: 250* (Missouri Customers) - Billing Transaction Type: 01, 03 (Periodic and Final Bills Only) - Printed Invoices - Not active outsort - Invoice: Not Simulated & Invoiced
Logic Blocks	
Evaluate Due Date Timeliness	<ul style="list-style-type: none"> - Evaluate Net Due Date against Invoice Document Date for residential and commercial customers. Include only those with range < 21 calendar days <i>Technical SAP fields: ERDK FAEDN, ERDK BUDAT</i>
Exclude Customers on Preferred Pay Date	<ul style="list-style-type: none"> - Determine if contract account has preferred pay date. Evaluate both child contract account and collective contract account. Exclude any customer on preferred pay dates <i>Technical SAP fields: FKVKP, ZZ PRF PAY DAT</i>
Exclude Invoices with Credit Balances	<ul style="list-style-type: none"> - Determine amount. Exclude any amount < \$0.00 <i>Technical SAP fields: ERDK TOTAL AMNT</i>
Identifying Collective Accounts	<ul style="list-style-type: none"> - Determine if Invoice has Collective Account associated <i>Technical SAP fields: ERDK ABWVK</i>
Identifying Joint Invoice Accounts	<ul style="list-style-type: none"> - Determine if Contract Account has multiple active contracts associated <i>Technical SAP fields: Coset EVER VERTRAG >= 2 per esch EVER VKONT</i>
Controls & Compliance	
Management of metric through controls and tools	<ul style="list-style-type: none"> - Modified Net Terms to NT25 for Missouri Customers - Report & management of Out of Balance Exceptions - The need for a waiver is to be evaluated
Metric Compliance:	<ul style="list-style-type: none"> - Zero Incidents in a given month. - Recorded in month when the invoice document date is generated.

Minimum of 21 Days From Invoice to Due Date

A customer's bill must reflect at least 21 days between the date of the customer's bill and the day it is due.

Logic:

Evaluate the Document Date (date of the bill) vs the due date reflected on the customer's bill and ensure the difference is greater than 21 days.

Exclusion scenarios are removed when the customer has selected a preferred due date or if the customer has a credit balance. Accounts on tariffs less than 21 days are evaluated against their allowed due date.

Collective and Joint accounts are identified and compared against the manual list of accounts that have and have not had their bill and meter read cycles aligned. If the account has been aligned, then the Document date is compared to the due date. If it has yet to be aligned or is in process to be aligned/pending the new bill cycle, it is excluded until waiver expires.

Controls and Compliance:

In order to allow for time to work exceptions the net terms were moved from 2 days to 25 days in SAP.

Existing Out of Balance billing exceptions occur when the bill in SAP and invoice at the bill vendor are not the same, this allows Billing Agents to provide a correction.



Metric: Invoice to customer 9+ days after Scheduled Date

The Signatories acknowledge the variance granted in Case No. EE-2026-0065 concerning joint and collective account realignment. Except for those instances covered by the variance granted in Case No. EE-2026-0065 in the month of realignment, or prior to realignment, the Company shall demonstrate progress in reducing delayed billing by invoicing a bill nine or less days after the customer's cyclical bill date for no less than 99.7% of billing contracts in a given billing cycle.

Invoices +/- 9 After Scheduled Date	
Metric Definition	
The Signatories acknowledge the variance granted in Case No. EE-2026-0065 concerning joint and collective account realignment. Except for those instances covered by the variance granted in Case No. EE-2026-0065 in the month of realignment, or prior to realignment, the Company shall demonstrate progress in reducing delayed billing by invoicing a bill nine or less days after the customer's cyclical bill date for no less than 99.7% of billing contracts in a given billing cycle.	
Data Extraction	
Data Extract	Billing & Invoicing: <ul style="list-style-type: none"> - Company Code: 3111 (Empire Electric) - Portion: 250* (Missouri Customers) - Billing Transaction Type: 01, 03 (Periodic and Final Bills Only) - Printed Invoices - Reversal Status: Not Reversed - Not active outsort - Invoice: Not Simulated & Invoiced
Logic Blocks	
Identify Schedule Bill Date	<ul style="list-style-type: none"> - Identify Schedule Bill Date against on the Billing Document. - For Collective Accounts the Scheduled date of the parent account is used. - In the event no billing document exists yet, evaluate Contract Schedule Billing Cycle (e.g. what is the calendar for the Billing Date) via the Installation/Meter Read Unit. <i>Technical SAP Fields: ERCH.ABRDATS or Reverse way: EVERVERTRAG, EANLH, ABLEINH, TE422.ABLEINH, TE417.PORTRON, TE417.TERMTRAT</i>
Evaluate Invoice Timeliness	<ul style="list-style-type: none"> - Evaluate Schedule Bill Date against Invoice Print Date. Include only those with range > 9 calendar days <i>Technical SAP Fields: ERCH.ABRDATS, ERDK.DRUCKDAT</i>
Identifying Collective Accounts	<ul style="list-style-type: none"> - Determine if invoice has Collective Account associated <i>Technical SAP Fields: ERDK.ABWKX</i>
Identifying Joint Invoice Accounts	<ul style="list-style-type: none"> - Determine if Contract Account has multiple active contracts associated <i>Technical SAP Fields: Count EVERVERTRAG >= 2 per each EVERVKONT</i>
Controls & Compliance	
Management of metric through controls and tools	<ul style="list-style-type: none"> - Report of at risk invoices delayed from scheduled billing date between 3 and 8 calendar days. - Unbilled Installations Report
Metric Compliance:	<ul style="list-style-type: none"> - Recorded in month when the invoice print date or system time if invoice has no print date. - In case an October, November bill doesn't go out on time and finally goes out in December together with the December bill, we count it against ourselves in October because the customer didn't get a bill. We count it against November because the customer didn't get a bill then either. But in December when we finally get it out and we billed timely. The metric is hit twice. - The 9+ metric includes bill that went out the door 9+ days late, as well as unbilled accounts that should have been billed and will be 9+ days late when we issue them.

Invoicing to customer 9+ days after scheduled date

99.7% of customers should be issued their bill no later than 9 days past their scheduled date

Logic:

Bills that are issued to customers, the Print date is compared against the Scheduled Bill Date in SAP. (Utilizing Print Date to ensure we anchor child accounts for Collective, since their document dates may vary).

Bills that have not been issued to customers yet, today's date is compared against the Scheduled Bill Date.

If multiple months of bills are being issued, the delayed bills will be counted in the month when the customer did not receive an invoice.

Collective and Joint accounts are identified and compared against the manual list of accounts that have and have not had their bill and meter read cycles aligned. If the account has been aligned, then the bill is evaluated as described above. If it has yet to be aligned or is in process to be aligned/pending the new bill cycle, it is excluded until waiver expires.

**If Child accounts are not ready to bill, an improved experience has been built that would hold only the child until the next summary bill period and allow all other children to go out with the summary bill. Holding this child account will result in higher than 9 days delays but an improved experience.

Controls and Compliance:

Live SAP reports are delivered daily to the Billing Agents showing all bills past their scheduled bill date by number of days past due.



Glossary of Terms

Term	Definition
1. Not Simulated	Simulated bills are test bills that are not sent to customers. A not-simulated bill is an actual bill that was processed for the customer.
2. Final Bill	A final bill is triggered by a customer's move-out and includes the final charges the customer owes for that account.
3. Periodic Bill	A periodic bill is the customer's scheduled monthly bill.
4. Initial Bill	An Initial Bill (or first bill) is generated after the move-in process and is the customer's first bill they receive on their new account.
5. Collective Account	A Collective Account is created when the Customer asks for a summary bill of their various accounts. The Collective Contract Account is often referred to as the "parent" account, and the individual contract accounts of the parent account are referred to as the "child" accounts. For example, for an apartment complex that pays one bill, each individual unit will have their own invoice (child account), and these will roll up into one collective invoice (the parent account) which will be sent to the customer.
6. Expected Bill Date	This is the scheduled or planned billing date for the service.
7. Joint Invoicing Account	Joint Invoicing - is referred to as joint billing or combined invoicing for different services at the same premise or address (e.g., electric and water).
8. Print Date	Date when an invoice is generated in SAP and is sent to the print vendor for mailing (paper bill) or for the online Customer self-service portal (electronic bill) for the paperless billing notification.
9. Document Date	The Date that is shown on the customers bill.
10. Scheduled Date	This is the scheduled Meter Reading date and indicates the date when a meter is expected to be read according to the billing cycle schedule.
11. Bill Outsort	The first step of the billing process is the creation of the billing document, which is for the customer's usage and applicable flat fees. There are threshold exceptions set by Liberty (e.g., check for high-low billing amount, zero-dollar bill). When the bill is outside of the thresholds, the bill is outsorted or stopped from further processing. The billing outsort is then reviewed by the Billing team and the team makes corrections as needed.



Glossary of Terms – Cont’d

Term	Definition
12. Invoice Outsort	The next step is the creation of the invoice. The invoice includes the billing document and other charges such as late fees and taxes. The invoices also have threshold parameters and create outsorts when the invoice is outside of those thresholds (e.g., high-low billing amounts). The invoice outsort is then reviewed by the Billing team and makes corrections as needed.
13. Implausible	Implausible Meter Reading occurs when a meter reading fails SAP validation checks (e.g., exceeds expected high/low consumption limits). The Billing team then reviews the implausible meter read(s) and make corrections as needed. Once resolved, the account goes through the billing process as described above.
14. Contract*	Contracts are created when a customer moves into a Premise (service location where a utility service is supplied, such as house, an apartment, etc). The contract number is used for internal purposes and is not communicated to the customer.
14. Account*	Refers to the Contract Account in SAP. The Contract Account number is the account number shown on the Customer’s Bill. Account numbers are unique for each customer. Individual or Joint Accounts account numbers start with a 2. Collective or Parent Accounts account numbers start with a 3.
15. Bills*	The first step of the billing process is the creation of the billing document, which is for the customer’s usage and applicable flat fees. This is referred to as the Billing Document in SAP.
16. Invoice*	The next step in the billing process is the creation of the invoice. The invoice includes the billing document and other charges such as late fees, taxes, deposits etc. This is referred to the Invoice or Print Document in SAP.
17. For the purposes of each metric, how does the Company define a month?	See Next Slide
18. At what point will the Company consider that an account violates the customer metric? (e.g., the moment the bill is printed, the moment it is mailed)	See Next Slide
19. Estimated Read	Calculated read when an actual read is unable to be obtained within the scheduled meter reading window. These are labeled as estimated reads.
20. Actual Meter Read	Obtaining a read directly from the meter either remotely or over the air during the scheduled meter reading window

* If different



Glossary of Terms – Cont’d

17. For the purposes of each metric, how does the Company define a month?
 - Please see the table below for what date marker in the system is used for each Metric

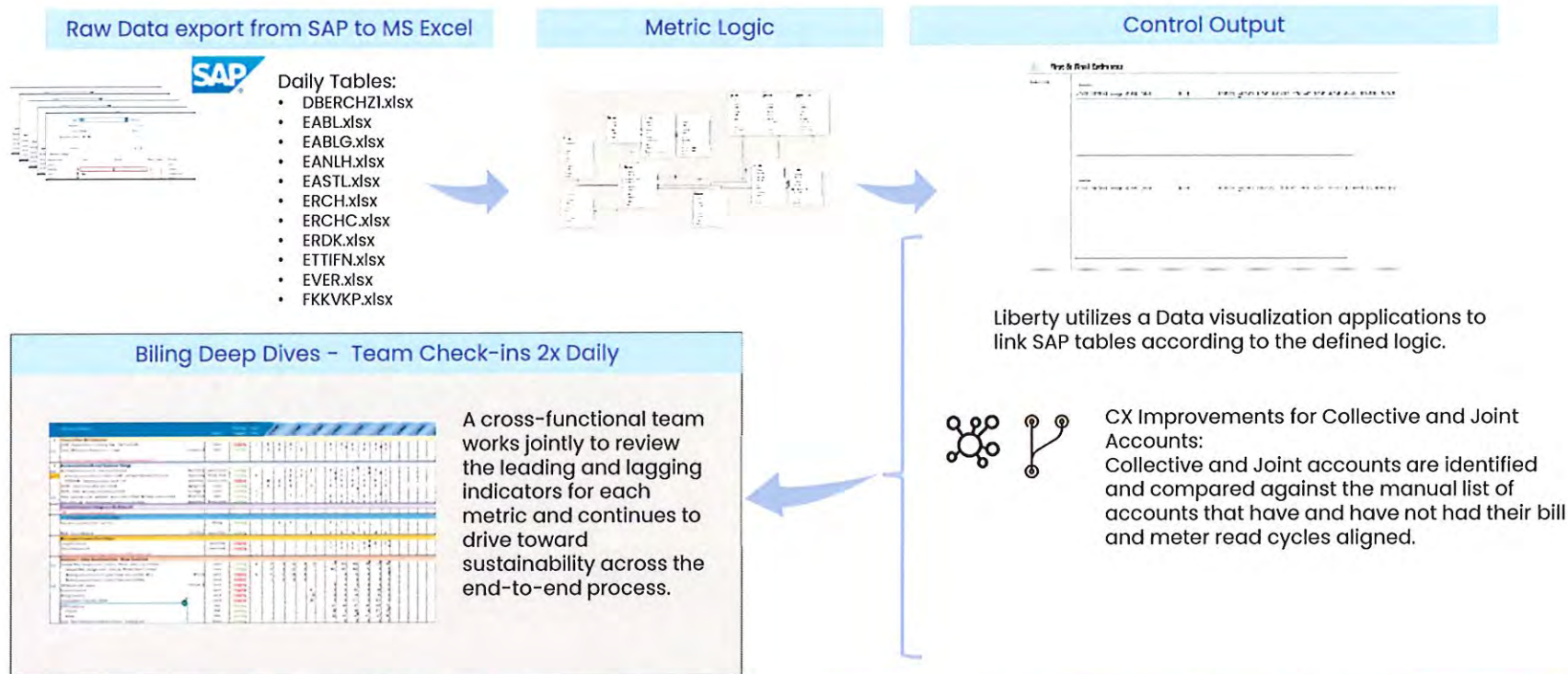
18. At what point will the Company consider that an account violates the customer metric? (e.g., the moment the bill is printed, the moment it is mailed)

Short Name	Month Determination is based on (17.)	Timing (18.)
Move In/Final Estimate	Document Date	Non-compliance is considered only if a bill that violates the metrics is received by the Customer
Meterless Accounts	Document Date	
Prorated Customer Charge	Document Date	
Less than 21 days	Document Date	
Outside 26 to 35 days	Document Date	
Delayed 9+/- days	Invoice Print Date or Scheduled bill cycle	



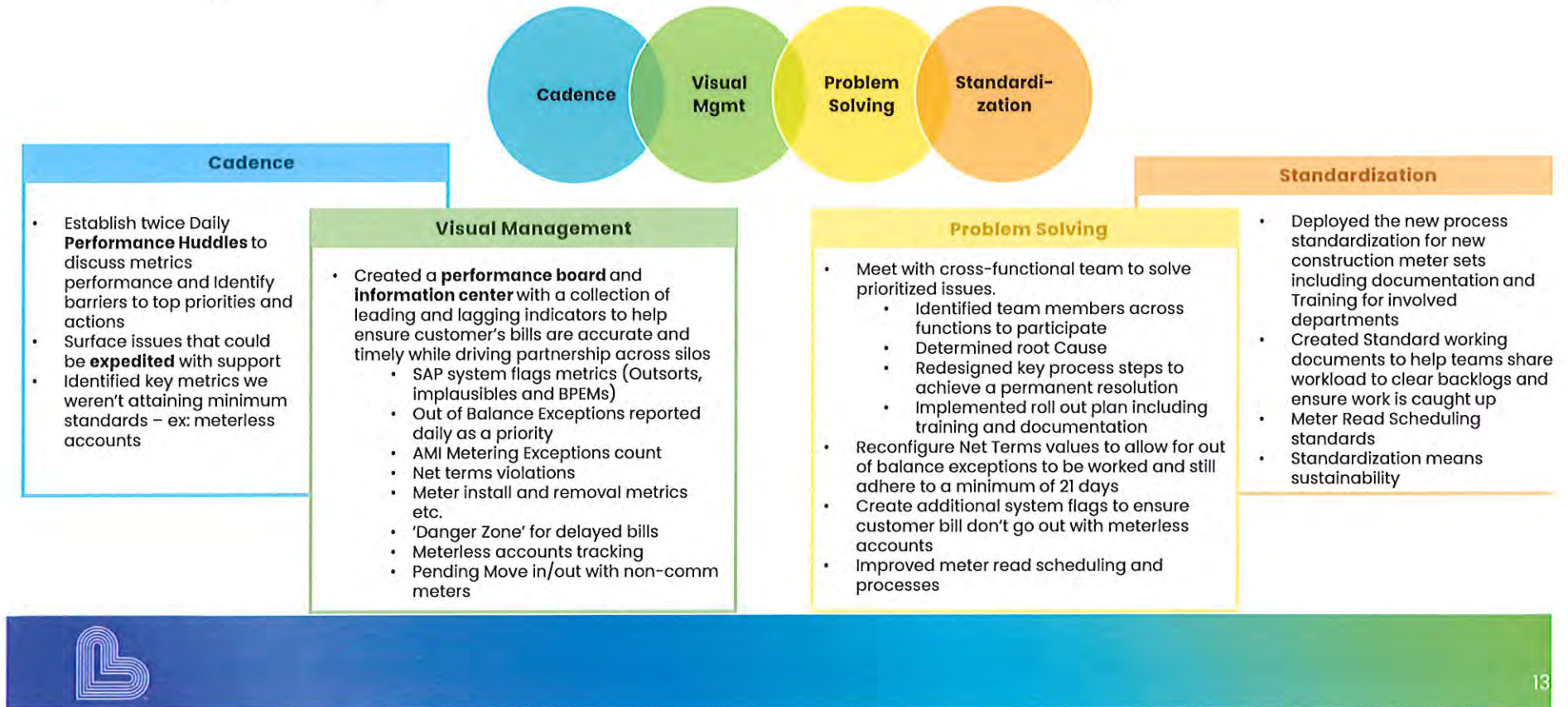
Liberty's Management and Control Activities

How is Liberty using SAP data to create a better and more transparent Customer Experience




Liberty's Management and Control Activities - Cont'd

To ensure positive customer outcomes, we established a twice daily cadence of discussions to develop leading & lagging indicators that help us proactively identify potential issues with meter reads, account set up and customer bills, making process improvements as needed. We facilitate problem solving session to identify root cause of any issues and improve processes to mitigate future risks.

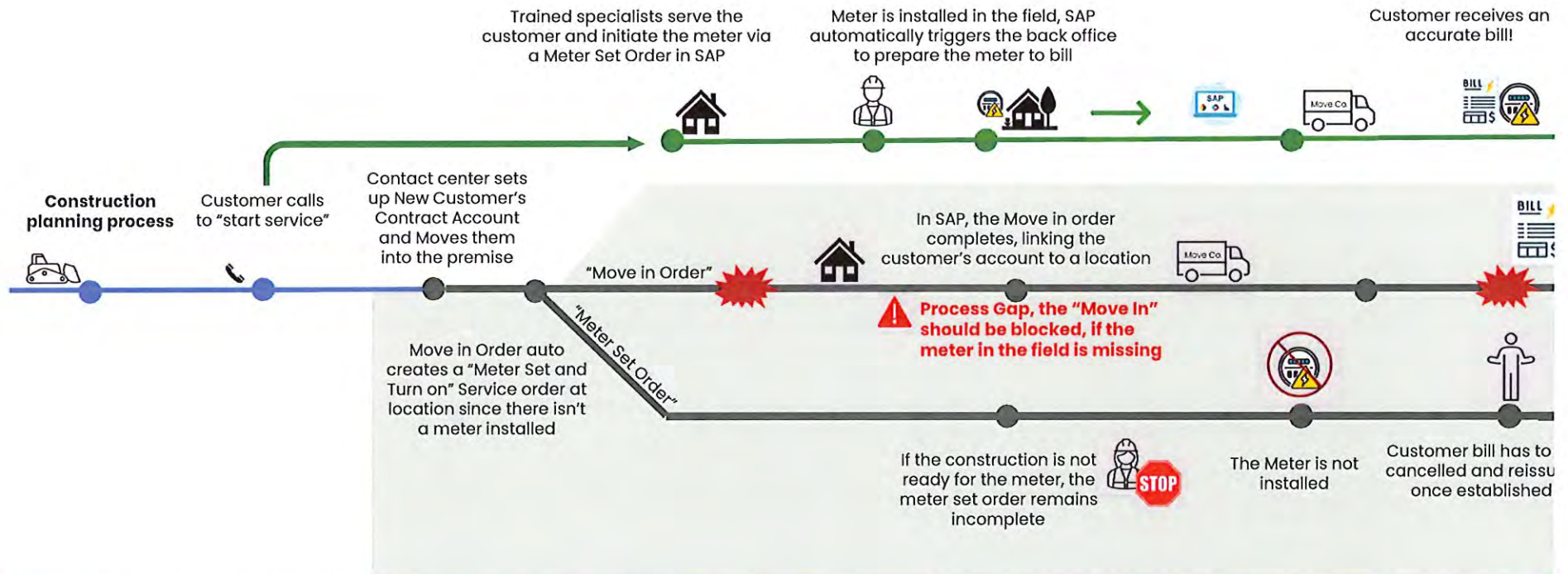


Problem Solving: Cancel/Rebills

Avoiding customer pain points associated with New construction meter set and billing

-  Customer Pain Point
-  Updated Process
-  Removed Pain Point

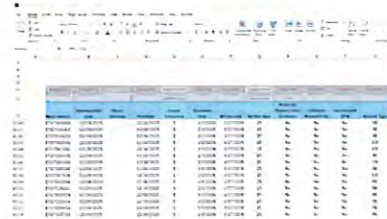
The old process (grey shade) split into two parallel processes which had the potential to fall out of sync. The new process reinforces the meter to be installed before the customer account is fully set up in SAP. This simplifies the customer experience and eliminates billing issues.



Creating the Consolidated Report for Assessment with the requested fields, unfortunately this may lead to small differences in the report vs. SAP

1 Manual Consolidation of Raw Data

The editable MS Excel Spreadsheet consolidates SAP tables with the data requested as well as supplemental information that staff may find helpful



The spreadsheet is a compilation of the daily data pulls Liberty uses for management of Billing. These data points represent a timestamp of data in SAP **at the day the data is exported.**



2 Random number of bills - 20 bills within each cycle



3 Summary explanation of the causes or reasons for those instances of non-compliance.

4



To request additional bills, please email Charlotte Emery with the account number associated with the bill.

A dedicated Liberty person will retrieve the bills within 1 business day.



Understanding the Data Pull

Please use these supporting details to navigate the data

Data Requested	Field name how it appears on the Customer bill	Appears on Customer Bill	Notes	SAP Mapping
1. Bill document number	Does not appear on customer bill.	N	This number is not printed on the customer bill as it is used within SAP as an identifier for a specific bill document and is used internally.	Billing Document (ERCH.BELNR)
2. Account number	Account Number	Y	Contract Account & Contract. EM stands for Empire, followed by a 2-digit cycle number.	EVER.VKONT
3. Collective Account +	Account Number	Y	Account Number starts with 3 instead of 2.	ERDK.AWVKP
4. Billing Cycle Number	Does not appear on customer bill.	N	Customer Invoices are being sent to the print vendor in daily batches. These include scheduled bill cycle as well as off cycle batches. Examples for off cycle bills include Final bills, delayed bills, rebills. For Collective Accounts, the Parent Account Cycle defines their scheduled bill cycle number	EVER.PORTION
5. Meter number	Meter Number	Y	This is a unique meter identifier. In SAP it is associated with an Installation (aka device location) and Contract.	DBERCH22.EQUNR
6. Scheduled bill date	Does not appear on the customer bill	N	This date is determined by the billing cycle. This is an SAP related date and is the system-calculated date when SAP expects to generate the billing document, based on billing rules, schedules, or billing plans. This date is used to calculate the consumption charge. Except for Collective child accounts, the scheduled bill date is based on the parent account.	Billing Document Schedule Bill Date ERCH.ABRDATS*
7. Print Date	Does not appear on the customer bill	N	Represents the date when an invoice is calculated in SAP.	ERDK.DRUCKDAT
8. Invoice Timeliness +	Does not appear on the customer Bill	N	Print Date less Scheduled Bill Date	Print Date Less Scheduled Bill Date
9. Document Date	Bill Date	Y	This is the date printed on the invoice.	ERDK.BLDAT
10. Bill due date	Due Date	Y	Invoice Document Net Due Date	ERDK.FAEDN



+ Identifies supplemental data fields, in addition to the requested data fields

Understanding the Data Pull – Con't

Please use these supporting details to navigate the data

Data Requested	Field name how it appears on the Customer bill	Appears on Customer Bill	Notes	SAP Mechanism
11. Net Due Date +	Does not appear on the customer bill	N	Number of days between the Document Date and the Due Date.	Bill Due Date Less Document Date
12. Preferred Payment Date Customer (Y/N)	Does not appear on the customer bill	N	Indicates whether a customer has requested a designated preferred payment day.	FKKVKP.ZZ_PRF_PAY_DAT
13. Collective Account (Y/N)	Account Number	Y	Classification for accounts with summary billing for multiple accounts (collective)	ERDK.AWVKP
14. Joint Account (Y/N)	Account Number	Y	Classification for accounts with summary billing for multiple commodities (joint).	EVER.VERTRAG >=2
15. Account Type	Rate	Y	Identifies the Rate Class: RE = Residential; Co = Commercial; LI = Public Lighting IN = Industrial MU = Municipal / Public Authority	FKKVKP.KOFIZ_SD
16. Status (For Collective and Joint accounts: Alignment Status pre, mid, or post-alignment)	Does not appear on the customer bill	N	Liberty is unable to identify pre/mid/post alignment. Instead each account is identified as: Aligned / Not Aligned / Non Joint / Collective	n/a
17. Marked Estimated (Y/N)	Read Type: Actual / Estimated	Y	Indicates whether the bill used an estimated meter read.	EABLABLETYP
18. Start MR Date	Billing Period	Y	Beginning of the period Meter Read date. Shown as MM/DD/YYYY	ERCH.BEGABRPE
19. End MR Date	Billing Period	Y	Ending of the period Meter Read date. Shown as MM/DD/YYYY	ERCH.ENDABRPE
20. Bill Period Length +	Does not appear on the customer bill	N	Generated by LU to help staff audit metrics	{Start MR to End MR Date} inclusive

+ Identifies supplemental data fields, in addition to the requested data fields



Understanding the Data Pull con't:

Please use these supporting details to navigate the data

Data Requested	Field name how it appears on the Customer bill	Appears on Customer Bill	Notes	SAP Mechanism
21. Initial Bill	Not on Customer Bill	N	Marked "yes" if this the first bill the customer received, "no" otherwise to help validate First and Final Estimate	ERCH.EINZDAT = ERCH.BEGABRPE
22. Final Bill	Not on Customer Bill	N	Marked "yes" if this the final bill the customer received, "no" otherwise to help validate First and Final Estimate	ERDK.ABRVORG = '03'
23. Credit/Nil Bill? +	Balance on bill +/- or 0	Y	Shown as the Customer Bill Balance, to help validate compliance with giving customers 21+ days to pay the bill.	ERDK.TOTAL_AMNT
24. Net Terms+	Not on Customer Bill	N	The days a customer has to pay the bill is not indicated on the bill, but FKKVKP.ZAHLKOND can be inferred via the Invoice date and Due Date.	
25. Flat Rate Account (Y/N) +	Not on Customer Bill	N	For example streetlights are a flat rate, and a 'no' helps validate compliance with Accounts with only Customer Customer	ETTIFN Table
26. Rate Category +		Y	Used to better understand the end use of the account – provides overall context of the type of Customer.	EANLH.TARIFTYP
27. Prorated Customer Charge+	Not on Customer Bill	N	Marked "yes" if this customer charge is prorated, "no" otherwise to help validate compliance for the metric prorated charges. Not on the customer bill but can be inferred.	DBERCHZ2.V_ZEITANT +N_ZEITANT

+ Identifies supplemental data fields, in addition to the requested data fields



Plan for Sharing Metric Results

January's data will be shared in one package, going forward Liberty suggests weekly data packages to reduce differences between the report and SAP

Su	Mo	Tu	We	Th	Fr	Sa
		1/27	1/28	1/29	1/30	1/31
2/1	2/2	2/3 Dry Run Walk-through Jan 1 to 11 PSC/LU	2/4	2/5 Liberty shares Jan 12 to 31 results w/ PSC	2/6	2/7
2/8	2/9	2/10	2/11 Liberty shares February 1 to 6	2/12	2/13	2/14
2/15	2/16	2/17	2/18 Liberty shares February 7 to 13	2/19	2/20	2/23



Appendix



Metric Adherence Jan 1 to and including Jan 11

MO Electric Metric	Number of Accounts in non-compliance during Jan 1 to Jan 11 (Customers Impacted)	
<i>Contract Accounts</i>		
Move In/Final Bill Estimated		1
Accounts billed with only Customer Charge		0
Prorated Customer Charge on a 26-35 day bill		0
<= +21 Days from Invoice to Due Date		0
Bills Issued Outside 26 to 35 Days		0
Invoices +/- 9 After Scheduled Date	Incl Collective & Joint	412
	Less C&J	230

Significant focus and improved controls has driven improved performance across all 6 metrics.

Estimated Final Bill:

- Estimated Final Bill: Temp meter set up for construction was set up in May 2023. House demolition order occurred in November 2025 and meter was removed.

The actual meter read was recorded at noon on the day of the meter removal and confirmed no usage since May 2024. When the system tried to obtain a midnight read for the move out, since there was no meter there, it was shown as an estimate. The estimate equals the actual read, because there has been no usage since May 2024.
Meter # EEF07195502



Current Reporting Reference Architecture

We are reporting to the regulators at this level

**SAP
real-time and
Dynamic**



↓ *Extraction & Loading (existing process)*

**Daily/Monthly
Reports
& Summaries**



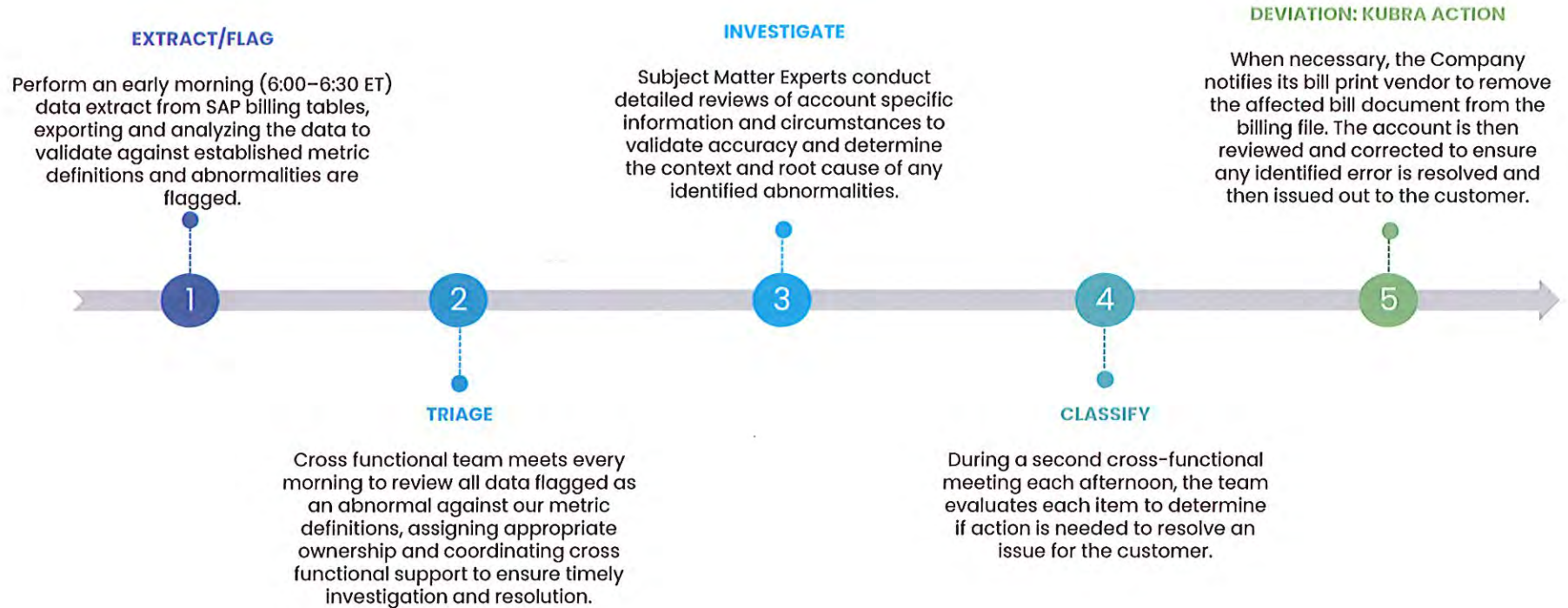
This is where data can be static and consistent to regulators



Follow-up

Question #6 – Control for Pulling Bills from mailing

Daily control in place to determine when to pull a bill from the bill print file



Case No. ER-2024-0261

ATTACHMENT 3

through ATTACHMENT 7

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Meter number	Date Meter Was Last Installed
EEF07211998	9-Jan-26
EEF07208917	5-Jan-26
EEF07210477	2-Jan-26
EEF07214457	19-Dec-25
EEF07209172	9-Dec-25
EEF07210400	2-Dec-25
EEF07217728	21-Nov-25
EEF07210607	17-Nov-25
EEF07212745	14-Nov-25
EEF07209788	12-Nov-25
EEF07205387	10-Nov-25
EEF07210375	10-Nov-25
EEF07217514	5-Nov-25
EEF07217490	31-Oct-25
EEF07210191	24-Oct-25
EEF07210160	24-Oct-25
EEF07206020	21-Oct-25
EEF07210171	17-Oct-25
EEF07204311	15-Oct-25
EEF07210604	9-Oct-25
EEF07210591	9-Oct-25
EEF07210302	24-Sep-25
EEF07207775	11-Sep-25
EEF07211983	4-Sep-25
EEF07204278	3-Sep-25
EEF07211888	28-Aug-25
EEF07058355	27-Aug-25
EEF07058356	27-Aug-25
EEF07214483	25-Aug-25
EEF07210565	7-Aug-25
EEF07210499	6-Aug-25
EEF07210519	30-Jul-25
EEF07209974	25-Jul-25
EEF07199034	2-Jul-25
EEF07210005	1-Jul-25
EEF07211243	25-Jun-25
EEF07207657	23-Jun-25
EEF07214224	20-Jun-25
EEF07213087	16-Jun-25
EEF07213088	16-Jun-25
EEF07213089	16-Jun-25
EEF07213091	16-Jun-25
EEF07213090	16-Jun-25

Meter number	Date Meter Was Last Installed
EEF07213092	16-Jun-25
EEF07209188	16-May-25
EEF07206054	15-May-25
EEF07206053	15-May-25
EEF07208806	7-May-25
EEF07214375	6-May-25
EEF07209261	6-May-25
EEF07206615	5-May-25
EEF07204211	30-Apr-25
EEF07204212	30-Apr-25
EEF07209178	21-Mar-25
EEF07203425	7-Mar-25
EEF07202457	25-Feb-25
EEF07201723	18-Feb-25
EEF07197424	11-Feb-25
EEF07211561	11-Feb-25
EEF07211562	11-Feb-25
EEF07207038	31-Jan-25
EEF07206880	21-Jan-25
EEF07203293	17-Jan-25
EEF07206881	14-Jan-25
EEF07211373	8-Jan-25
EEF07211531	26-Dec-24
EEF07206442	18-Dec-24
EEF07204061	21-Nov-24
EEF07205573	13-Nov-24
EEF07205642	30-Oct-24
EEF07203884	6-Sep-24
EEF07204086	3-Sep-24
EEF07211445	29-Aug-24
EEF07051026	29-Aug-24
EEF07200478	27-Aug-24
EEF07197379	29-Jul-24
EEF07202430	25-Jul-24
EEF07205249	5-Jul-24
EEF07204559	25-Jun-24
EEF07204548	25-Jun-24
EEF07203913	24-Jun-24
EEF07204546	18-Jun-24
EEF07190224	21-Mar-24
EEF07196672	13-Mar-24
EEF07175684	17-Jan-24
EEF07198137	29-Dec-23

Meter number	Date Meter Was Last Installed
EEF07204601	20-Dec-23
EEF07175705	12-Dec-23
EEF07198049	22-Nov-23
EEF07196155	14-Nov-23
EEF07062660	24-Oct-23
EEF07199946	12-Sep-23
EEF07196501	1-Sep-23
EEF07196374	18-Aug-23
EEF07196394	25-May-23
EEF07199595	25-May-23
EEF07199594	25-May-23
EEF07199544	25-May-23
EEF07199597	25-May-23
EEF07192098	20-Apr-23
EEF07195310	7-Dec-22
EEF07192587	5-Dec-22
EEF07189424	20-Oct-22
EEF07193039	18-Oct-22
EEF07190153	30-Aug-22
EEF07191641	25-Jul-22
EEF07144127	14-Mar-22
EEF07190366	1-Feb-22
EEF07191994	20-Jan-22
EEF07189323	5-Jan-22
EEF07189985	4-Jan-22
EEF07189848	22-Dec-21
EEF07189643	4-Nov-21
EEF07185958	22-Oct-21
EEF07186024	12-Oct-21
EEF07183496	24-Sep-21
EEF07184376	15-Sep-21
EEF07185538	6-Aug-21
EEF07178736	28-Jul-21
EEF07187562	12-Jul-21
EEF07000150	10-Apr-21
EEF07120231	15-Mar-21
EEF07120659	12-Mar-21
EEF07113004	10-Mar-21
EEF07113026	10-Mar-21
EEF07120670	9-Mar-21
EEF07120533	8-Mar-21
EEF07143601	5-Mar-21
EEF07156992	4-Mar-21

Meter number	Date Meter Was Last Installed
EEF07062239	4-Mar-21
EEF07104566	4-Mar-21
EEF07104567	4-Mar-21
EEF07120410	4-Mar-21
EEF07105419	2-Mar-21
EEF07140553	1-Mar-21
EEF07144207	22-Feb-21
EEF07144000	22-Feb-21
EEF07121657	19-Feb-21
EEF07099156	5-Feb-21
EEF07061937	3-Feb-21
EEF07106277	1-Feb-21
EEF07061616	29-Jan-21
EEF07116110	29-Jan-21
EEF07096634	28-Jan-21
EEF07059271	26-Jan-21
EEF07093721	26-Jan-21
EEF07160300	26-Jan-21
EEF07093088	25-Jan-21
EEF07097321	23-Jan-21
EEF07098178	22-Jan-21
EEF07118501	22-Jan-21
EEF07101228	21-Jan-21
EEF07119330	21-Jan-21
EEF07117426	21-Jan-21
EEF07009400	20-Jan-21
EEF07012851	19-Jan-21
EEF07095940	19-Jan-21
EEF07095939	19-Jan-21
EEF07092616	15-Jan-21
EEF07092791	14-Jan-21
EEF07170014	14-Jan-21
EEF07106876	13-Jan-21
EEF07013990	13-Jan-21
EEF07014151	11-Jan-21
EEF07103081	9-Jan-21
EEF07134473	9-Jan-21
EEF07094855	8-Jan-21
EEF07138987	8-Jan-21
EEF07062063	7-Jan-21
EEF07097435	6-Jan-21
EEF07100161	5-Jan-21
EEF07078703	4-Jan-21

Meter number	Date Meter Was Last Installed
EEF07111901	4-Jan-21
EEF07116652	29-Dec-20
EEF07113346	29-Dec-20
EEF07108877	29-Dec-20
EEF07090753	28-Dec-20
EEF07016849	28-Dec-20
EEF07093329	21-Dec-20
EEF07057336	21-Dec-20
EEF07023190	18-Dec-20
EEF07131233	15-Dec-20
EEF07085130	14-Dec-20
EEF07025750	14-Dec-20
EEF07089877	14-Dec-20
EEF07122705	12-Dec-20
EEF07127744	12-Dec-20
EEF07089807	12-Dec-20
EEF07063104	11-Dec-20
EEF07076194	11-Dec-20
EEF07079178	11-Dec-20
EEF07063835	9-Dec-20
EEF07079713	4-Dec-20
EEF07023219	30-Nov-20
EEF07178528	24-Nov-20
EEF07029618	23-Nov-20
EEF07021935	20-Nov-20
EEF07082556	20-Nov-20
EEF07075044	19-Nov-20
EEF07082469	17-Nov-20
EEF07075326	17-Nov-20
EEF07075258	17-Nov-20
EEF07084228	11-Nov-20
EEF07085241	5-Nov-20
EEF07089491	4-Nov-20
EEF07070476	22-Oct-20
EEF07053128	22-Oct-20
EEF07087299	22-Oct-20
EEF07080989	20-Oct-20
EEF07087550	16-Oct-20
EEF07152325	16-Oct-20
EEF07152325	16-Oct-20
EEF07150067	7-Oct-20
EEF07055505	2-Oct-20
EEF07006921	1-Oct-20

Meter number	Date Meter Was Last Installed
EEF07147881	1-Oct-20
EEF07018536	18-Sep-20
EEF07002228	8-Sep-20
EEF07051167	2-Sep-20
EEF07051167	2-Sep-20
EEF07006318	1-Sep-20
EEF07045946	20-Aug-20
EEF07047650	19-Aug-20
EEF07047609	19-Aug-20
EEF07045449	18-Aug-20
EEF07032825	14-Aug-20
EEF07055468	8-Aug-20
EEF07011325	8-Aug-20
EEF07047690	7-Aug-20
EEF07042063	3-Aug-20
EEF07044472	27-Jul-20
EEF07065778	10-Jul-20
EEF07171390	8-Jul-20
EEF07018922	7-Jul-20
EEF07010660	6-Jul-20

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and ATTACHMENT 10

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