

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

P.S.C. Mo. No. 6 Sec. 5 Original Sheet No. 1

Canceling P.S.C. Mo. No. _____ Sec. _____ Original Sheet No. _____

For ALL TERRITORY

RULES AND REGULATIONS

CHAPTER I

DEFINITION OF TERMS USED IN THESE RULES AND REGULATIONS

"Apartment House" means a structure which stands alone, enclosed with exterior walls or which is cut off from adjoining structures by fire walls, built for permanent use, erected, framed of component structural parts and unified in entirety, both physically and in operation for reasonably permanent occupancy as two or more single-family residences;

"Applicant" means any person or legal entity making application to the Company to receive utility service;

"Bill" means a written demand including if agreed to by the customer and the utility an electronic demand for payment for utility service and the taxes and franchise fees related to it.

"Billing Period" means a normal usage period of not less than twenty-six (26) nor more than thirty-five (35) days for a monthly billed Customer except for initial, corrected or final bills. Pursuant to the variances granted in Case No. EE-2026-0065 on July *, 2026, from Commission Rules 20 CSR 4240-13.015(1)(C) and 13.020(1) and (6), bills issued in connection with the establishment, modification, or realignment of collective or joint billing arrangements may result in a billing period shorter or longer than twenty-six (26) to thirty-five (35) days in the following scenarios:

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- a. the addition/removal of an account to/from an existing collective or joint summary bill;
- b. the creation of a new collective or joint summary bill;
- c. when a landlord requests service be put in (or taken out of) their name on a "child" account;
- d. when a landlord sets up a new owner allocation/default on new properties, but the locations are currently in the names of tenants, these will need to be aligned to the landlord parent account;
- e. when a long or short bill, issued pursuant to a variance, must be corrected and reversed; and
- f. Liberty offers a landlord revert or default option that automatically puts service in the landlord's name when a tenant moves out. If service was not in the landlord's name at the time of conversion/alignment activities, that account may not be aligned. Liberty will monitor and align these accounts once the default transfers back into the landlord's name. This includes the scenario where a tenant moves in before a landlord alignment is complete, which may result in a tenant receiving two short/long bills.

"Central Service Pole" means a pole furnished, installed and owned by the Company upon a farm Customer's premises. The Company's service lines and the Company's meter measuring service to the Customer are attached to the central service pole. The Customer's service entrance also attaches to the central service pole and connects to the Company's service drop through the meter;

"Code" means the National Electric Code (NEC), as published and revised by the National Fire Protection Association, and which, with municipal regulations, governs all electric installations and wiring by the Customer; and/or the National Electrical Safety Code (NESC), as published and revised by the Institute of Electrical and Electronics Engineers, Inc. which governs all wiring by the Company;

"Class of Service" is considered to cover, respectively, only one phase, voltage, nature of utilization or Customer classification. By nature of utilization is meant: Lighting (and miscellaneous appliance load), power, combined lighting and power, controlled water heating, etc. Customer classifications include: Residential, Commercial, Industrial, Public Street and Highway Lighting, Municipal or Governmental, Wholesale for Resale, etc. However, a single class of service may include more than one particular phase or voltage where rendered in combination by means of a single service connection and meter;

"Company" means The Empire District Electric Company;

"Complaint" means an informal or formal complaint under 4 CSR 240-2.070.

EXHIBIT A

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

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"Contract Year" means, unless otherwise designated, the period of time intervening between the effective date of the service contract and the next succeeding anniversary date, or the period between successive anniversary dates thereafter;

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- d. When Company renders an estimated bill in accordance with these rules, it shall:
 - (1) Maintain accurate records of the reasons therefor and the effort made to secure an actual reading; and
 - (2) Clearly and conspicuously note on the bill that it is based on estimated usage; and
 - (3) Use customer-supplied readings, whenever viable (i.e., in line with prior usage or seasonal usage), to determine usage.
- e. In the event of an undercharge, the Company shall offer the customer the option to pay the adjusted bill over a period at least double the period covered by the adjusted bill.
- f. In estimating readings, the Company will use the following procedure:
 - (1) Determine the customer's Actual Metered Usage for the same month of the preceding year, if available. Otherwise, determine the Actual Metered Usage for the month closest to that month.
 - (2) Determine the customer's Base Usage as the usage that is the lowest actual monthly usage in the prior thirty-six months with outliers removed.
 - (3) Determine the customer's Weather Sensitive Usage as the difference between Actual Metered Usage and Base Usage.
 - (4) Determine the customer's Weather Multiplier by dividing Weather Sensitive Usage by the Degree Days corresponding to the customer's Actual Metered Usage. In the event there are no degree days corresponding to the customer's Actual Metered Usage the base will be used as the estimate.
 - (5) Determine the customer's Estimated Usage as the customer's Base Usage plus the product of customer's Weather Multiplier and the current month's Degree Days (Current Degree Days).
 - (6) For lighting accounts, the estimate will be based on the prior year's usage per day for the same month of the year multiplied by the number of days to be estimated for the current month.
 - (7) For accounts with a limited history, the estimate will be based on a prior month's use per day multiplied by days in current billing cycle.
3. If Company is unable to obtain an actual meter reading for three (3) consecutive billing periods, Company shall advise the Customer by phone, first-class mail or personal delivery that the bills being rendered are estimated, that the estimation may not reflect the actual usage, and that the Customer may read and report electric usage to the Company on a regular basis. The procedure by which such reading and reporting may be initiated shall be explained. Company shall attempt to secure an actual reading from Customers reporting their own usage at least annually. These attempts shall include personal contact with the Customer to advise the Customer of the regular meter reading day. Company shall offer appointments for meter readings on Saturday or prior to 9:00 p.m. on weekdays. The charges for this special reading during normal business hours and outside normal business hours are shown on Schedule CA, Credit Action Fees. Discontinuance of the service of a Customer who is reading and reporting usage on a regular basis because of Company's inability to secure an actual meter reading shall not be required.
4. If a Customer fails to report usage to the Company, the Company shall obtain a meter reading at least annually. The Company shall notify the Customer that if usage is not reported regularly by the Customer and if the Customer fails, after written request, to grant access to the meter, then service may be discontinued pursuant to Section F (4 CSR 240-13.050).
5. Notwithstanding section A2 of this rule, the Company may bill its Customers in accordance with equal payment billing programs at the election of the Customer, provided the equal payment billing program has been previously approved by the Commission.
6. Company may bill its Customers on a cyclical basis if each individual Customer receives each billing on or about the same day of each billing period. Except as provided below, if Company changes a meter reading route or schedule which results in a change of nine (9) days or more to the billing cycle, notice shall be given to the affected Customer at least fifteen (15) days prior to the date the Customer receives a bill based on the new cycle. When a change occurs in connection with the establishment, modification, or realignment of collective or joint billing arrangements, advance notice shall not be required pursuant to the variance granted in Case No. EE-2026-0065 on July *, 2026.
7. A monthly-billed residential Customer shall have at least twenty-one (21) days from the rendition of the bill to pay the utility charges. If the delinquent date falls upon a Sunday, legal holiday, or any other day when the offices of the Company regularly used for the payment of Customer bills are not open to the general public, the delinquent date shall be extended through the next business day. The date of payment for remittance by mail is the date on which Company receives the remittance. Company shall not base an assessment of a deposit or late payment charge, or a discontinuance of service, on a payment that was made to a payment agent on or before the delinquent date.
 - a. Non-residential Customers shall have the number of days specified in the applicable rate schedule from the rendition of each bill to pay the utility charges.

STATE OF MISSOURI, PUBLIC SERVICE COMMISSION

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THE EMPIRE DISTRICT GAS COMPANY
JOPLIN, MO 64802

FOR: All Communities and Rural Areas Receiving
 Natural Gas Service

RULES AND REGULATIONS GAS
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1. DEFINITIONS

- A. Bill means a written demand including if agreed to by the customer and the utility an electronic demand for payment for service and the taxes and franchise fees related to it.
- B. Billing period means a normal usage period of not less than twenty-six (26) nor more than thirty-five (35) days for a monthly billed customer except for initial, corrected or final bills. Pursuant to the variances granted in Case No. GE-2026-0066 on July *, 2026, from Commission Rules 20 CSR 4240-13.015(1)(C) and 13.020(1) and (6), bills issued in connection with the establishment, modification, or realignment of collective or joint billing arrangements may result in a billing period shorter or longer than twenty-six (26) to thirty-five (35) days in the following scenarios:
- - a. the addition/removal of an account to/from an existing collective or joint summary bill;
 - b. the creation of a new collective or joint summary bill;
 - c. when a landlord requests service be put in (or taken out of) their name on a "child" account;
 - d. when a landlord sets up a new owner allocation/default on new properties, but the locations are currently in the names of tenants, these will need to be aligned to the landlord parent account;
 - e. when a long or short bill, issued pursuant to a variance, must be corrected and reversed;
and
 - f. Liberty offers a landlord revert or default option that automatically puts service in the landlord's name when a tenant moves out. If service was not in the landlord's name at the time of conversion/alignment activities, that account may not be aligned. Liberty will monitor and align these accounts once the default transfers back into the landlord's name. This includes the scenario where a tenant moves in before a landlord alignment is complete, which may result in a tenant receiving two short/long bills.
- C. Commission means the Missouri Public Service Commission.
- D. Company means The Empire District Gas Company.
- E. Complaint means an informal or formal complaint under Commission Rule 4 CSR 240-2.070 and Section 6.08 of these Rules.
- F. Corrected Bill means any bill issued for a previously rendered bill.
- G. Credit Score means a score, grade, or value that is derived by using data from a nationally known commercial credit source that uses data from a credit history model developed for the purpose of grading or ranking credit report data.
- H. Customer means a person or legal entity responsible for payment for service except one denoted as a guarantor.
- I. Cycle billing means a system which results in the rendition of bills to various customers on different days of a month.

EXHIBIT B

- J. Delinquent charge means a charge for utility service remaining unpaid at least twenty-one (21) days from the rendition of the bill by Company.
- K. Delinquent date means the date stated on a bill, which shall be at least twenty-one (21) days from the rendition date of the bill, after which Company may assess an approved late payment charge in accordance with Company's tariff on file with the Commission.
- L. Deposit means money paid in advance to Company for the purpose of securing payment of delinquent charges which might accrue to the customer who made the advance.
- M. Discontinuance of service or discontinuance means a cessation of service not requested by a customer.
- N. Due date means the date stated on a bill when the charge is considered due and payable.
- O. Electronic Bill (ebill) means a bill delivered to an electronic address selected by the customer that can be viewed on a computer screen.

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ISSUED BY: Kelly S. Walters, Vice President

EFFECTIVE DATE: August 24, 2014

STATE OF MISSOURI, PUBLIC SERVICE COMMISSION

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THE EMPIRE DISTRICT GAS COMPANY
JOPLIN, MO 64802

FOR: All Communities and Rural Areas Receiving
 Natural Gas Service

RULES AND REGULATIONS GAS
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- (4) Determine the customer's Weather Multiplier by dividing Weather Sensitive Usage by the Degree Days corresponding to the customer's Actual Metered Usage. In the event there are no degree days corresponding to the customer's Actual Metered Usage, the Weather Multiplier will be zero.
 - (5) Determine the customer's Estimated Usage as the customer's Base Usage plus the product of customer's Weather Multiplier and the current month's Degree Days (Current Degree Days).
 - (6) For lighting accounts, the estimate will be based on the prior year's usage per day for the same month of the year multiplied by the number of days to be estimated for the current month.
 - (7) For accounts with a limited history, the estimate will be based on a prior month's use per day multiplied by days in current billing cycle.
- (5) When Company underestimates a customer's usage, the customer shall be given the opportunity, if requested, to make payment in installments.
- C. If Company is unable to obtain an actual meter reading for three (3) consecutive billing periods, Company shall advise the customer by first class mail or personal delivery that the bills being rendered are estimated, that estimation may not reflect the actual usage, and that the customer may read and report gas usage to Company on a regular basis. The procedure by which this reading and reporting may be initiated shall be explained. Company shall attempt to secure an actual meter reading from customers reporting their own usage at least annually. These attempts shall include personal contact with the customer to advise the customer of the regular meter reading day. Company may offer appointments for meter readings on Saturday or prior to 9:00 p.m. on weekdays. Where special appointments are arranged for reading meters, Company may charge the customer for the excess cost of the meter reading out of normal meter reading sequence or for meter readings that are outside of normal business hours. See Section 10 for applicable charges. Discontinuance of the service of a customer who is reading and reporting usage on a regular basis because of inability to secure an actual meter reading shall not be required.
- D. If a customer fails to report usage to Company, Company shall obtain a meter reading at least annually. Company shall notify the customer that if usage is not reported regularly by the customer and if the customer fails, after written request, to grant access to the meter, then service may be discontinued pursuant to Section 2.05 of these Rules.
- E. Company may bill its customers on a cyclical basis if the individual customer receives each billing on or about the same day of each billing period. Except as provided below, if Company changes a meter reading route or schedule which results in a change of nine (9) days or more of a billing cycle, notice shall be given to the affected customer at least fifteen (15) days prior to the date the customer receives a bill based on the new cycle. When a change occurs in connection with the establishment, modification, or realignment of collective or joint billing arrangements, advance notice shall not be required pursuant to the variance granted in Case No. GE-2026-0066 on July *, 2026.
- F. A monthly-billed customer shall have at least twenty-one (21) days from the rendition of the bill to pay the gas charges, unless a customer has selected a preferred payment date in accordance with Company's preferred payment date plan. If the due date or delinquent date falls upon a Sunday, legal holiday, or any other day when the offices of Company regularly used for the payment of customer bills are not open to the general public, the due date or delinquent date shall be extended through the next business day. The date of payment for remittance by mail is the date on which Company receives the remittance. Company shall not base an assessment of a deposit or delinquent charge, or a discontinuance of service, on a payment that was made to a payment agent on or before the due date or delinquent date.

ISSUED BY: Kelly S. Walters, Vice President

STATE OF MISSOURI, PUBLIC SERVICE COMMISSION

P.S.C. MO. No. 22Original Sheet No. R 10.7

Canceling P.S.C. MO No. _____

Liberty Utilities (Missouri Water) LLC (Water)

d/b/a Liberty Utilities or Liberty

All Missouri Areas

Name of Issuing Corporation

Community, Town or City

Rules and Regulations Governing Rendering of
Water Service

Rule 10 BILLS FOR SERVICE continued

Y. Company will bill its customers on a cyclical basis so each individual customer receives each billing on or about the same day of each billing period. Except as provided below, if Company changes a meter reading route or schedule which results in a change of nine (9) days or more to the billing cycle, notice shall be given to the affected Customer at least fifteen (15) days prior to the date the Customer receives a bill based on the new cycle. When a change occurs in connection with the establishment, modification, or realignment of collective or joint billing arrangements, advance notice shall not be required pursuant to the variance granted in Case No. WE-2026-0067 on July *, 2026.

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Z. Every bill for utility service will clearly state:

1. The beginning and ending meter readings of the billing period and the dates thereof.
2. The date when the bill will be due and the date when it will be considered delinquent.
3. Any previous balance.
4. The amount due for water usage.
5. The amount due for other authorized charges.
6. The total amount due.
7. The telephone number the customer may call from the customer's service location without incurring toll charges and the address of the Company designating where the customer may initiate an inquiry or complaint regarding the bill as rendered or the service provided.
8. License, occupation, gross receipts, franchise, and sales taxes.

AA. Company may include charges for special services together with utility charges on the same bill if the charges for special services are designated clearly and separately from utility charges. If partial payment is made, the Company will first credit all payments to the balance outstanding for utility charges.

AB. All billing matters shall be handled in accordance with the Missouri Public Service Commission's Rules and Regulations regarding Utility Billing Practices, 20 CSR 13. Pursuant to the variances granted in Case No. WE-2026-0067 on July *, 2026, from Commission Rules 20 CSR 4240-13.015(1)(C) and 13.0202(1) and (6), bills issued in connection with the establishment, modification, or realignment of collective or joint billing arrangements may result in a billing period shorter or longer than twenty-six (26) to thirty-five (35) days in the following scenarios:

- a. the addition/removal of an account to/from an existing collective or joint summary bill;
- b. the creation of a new collective or joint summary bill;
- c. when a landlord requests service be put in (or taken out of) their name on a "child" account;
- d. when a landlord sets up a new owner allocation/default on new properties, but the locations are currently in the names of tenants, these will need to be aligned to the landlord parent account;
- e. when a long or short bill, issued pursuant to a variance, must be corrected and reversed; and
- f. Liberty offers a landlord revert or default option that automatically puts service in the landlord's name when a tenant moves out. If service was not in the landlord's name at the time

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ISSUED BY: Charlotte Emery, Sr. Director Rate and Regulatory Affairs, Joplin, MO

STATE OF MISSOURI, PUBLIC SERVICE COMMISSION

P.S.C. MO. No. 22

Original Sheet No. R 10.7

Canceling P.S.C. MO No. _____

Liberty Utilities (Missouri Water) LLC (Water)

d/b/a Liberty Utilities or Liberty

All Missouri Areas

Name of Issuing Corporation

Community, Town or City

Rules and Regulations Governing Rendering of
Water Service

[of conversion/alignment activities, that account may not be aligned. Liberty will monitor and align these accounts once the default transfers back into the landlord's name. This includes the scenario where a tenant moves in before a landlord alignment is complete, which may result in a tenant receiving two short/long bills.](#)

DATE OF ISSUE: January 30, 2025

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STATE OF MISSOURI, PUBLIC SERVICE COMMISSION

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Canceling P.S.C. MO No. _____

Liberty Utilities (Missouri Water) LLC (Sewer)

d/b/a Liberty Utilities or Liberty

All Missouri Areas

Name if Issuing Corporation

Community, Town or City

Rules and Regulations Governing Rendering of Sewer Service

Rule 10 – Bills for Service (Continued)

- O. The utility shall give a receipt for deposits received, but shall also keep accurate records of deposits, including Customer name, service address, amounts, interest, attempts to refund and dates of every activity regarding the deposit.
- P. In lieu of a security deposit required by these rules, Company may accept the written guarantee of a responsible party as surety for a customer service account.
- Q. A guarantee accepted by the Company is subject to the following terms and conditions:
1. It will be in writing and shall state the terms of guarantee and the maximum amount guaranteed. The Company will not hold the guarantor liable for sums in excess of the maximum amount of the required cash deposit.
 2. Credit will be established for the customer and the guarantor shall be released upon satisfactory payment by the customer of all proper charges for utility service for a period of twelve successive months. For purposes of this rule, payment is satisfactory if, as to undisputed bills, it is made prior to the date upon which the bill becomes delinquent. Payment of a disputed bill will be satisfactory if made within ten days of resolution or withdrawal of the dispute.
- R. All billing matters shall be handled in accordance with the Missouri Public Service Commission's Rules and Regulations regarding Utility Billing Practices, 20 CSR 4240-13. Pursuant to the variances granted in Case No. WE-2026-0067 on July *, 2026, from Commission Rules 20 CSR 4240-13.015(1)(C) and 13.020(1) and (6), bills issued in connection with the establishment, modification, or realignment of collective or joint billing arrangements may result in a billing period shorter or longer than twenty-six (26) to thirty-five (35) days in the following scenarios:
- a. the addition/removal of an account to/from an existing collective or joint summary bill;
 - b. the creation of a new collective or joint summary bill;
 - c. when a landlord requests service be put in (or taken out of) their name on a "child" account;

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Liberty Utilities (Missouri Water) LLC (Sewer)

d/b/a Liberty Utilities or Liberty

All Missouri Areas

Name if Issuing Corporation

Community, Town or City

Rules and Regulations Governing Rendering of Sewer Service

d. when a landlord sets up a new owner allocation/default on new properties, but the locations are currently in the names of tenants, these will need to be aligned to the landlord parent account;

e. when a long or short bill, issued pursuant to a variance, must be corrected and reversed; and

—Liberty offers a landlord revert or default option that automatically puts service in the landlord's name when a tenant moves out. If service was not in the landlord's name at the time of conversion/alignment activities, that account may not be aligned. Liberty will monitor and align these accounts once the default transfers back into the landlord's name. This includes the scenario where a tenant moves in before a landlord alignment is complete, which may result in a tenant receiving two short/long bills.

Company may bill its Customers on a cyclical basis if each individual Customer receives each billing on or about the same day of each billing period. Except as provided below, if Company changes a meter reading route or schedule which results in a change of nine (9) days or more to the billing cycle, notice shall be given to the affected Customer at least fifteen (15) days prior to the date the Customer receives a bill based on the new cycle. When a change occurs in connection with the establishment, modification, or realignment of collective or joint billing arrangements, advance notice shall not be required pursuant to the variance granted in Case No. WE-2026-0067 on July *, 2026.

Franklin, TN
address