

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

P.S.C. Mo. No. 6 Sec. 5 Original Sheet No. 29

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

For ALL TERRITORY

RULES AND REGULATIONS

4. Customers required to make a deposit may pay in installments unless Company can show likelihood that the customer does not intend to pay for the service. Deposits assessed to residential customers under the provisions of section 3a (discontinued for non payment) or section 3c (excessive late payments) of this rule during the months of November, December and January may be paid, if the customer is unable to pay the entire deposit, by installments over a six (6) month period.
5. A deposit shall be subject to the following terms:
 - a. It shall not exceed two (2) times the highest bill for utility charges actually incurred or estimated (such estimate may include usage previous to the customer at that premise) to be incurred by the Customer during the most proximate twelve (12) month period at the service premises, or, in the case of a new Residential Customer who is assessed a deposit under subsection 1.d. (unable to establish an acceptable credit rating), two (2) times the average of the estimated monthly bill for a yearly period for utility charges at the requested service premises;
 - b. It shall bear interest at a rate specified in Schedule CA, Credit Action Fees, approved by the Commission, which shall be credited to the service annually upon the account of the Customer on a billing period basis (when each bill is issued) or paid upon the return of the deposit, whichever occurs first, —pursuant to the variance granted in Case No. EE-2026-0065. Interest shall not accrue on any deposit after the date on which a reasonable effort has been made to return it to the Customer. Records shall be kept of efforts to return a deposit. This rule shall not preclude the Company from crediting interest upon each service account during one (1) billing cycle annually;
 - c. Upon discontinuance or termination of service, other than for a change of service address, it shall be credited, with accrued interest, to the utility charges stated on the final bill and the balance, if any, shall be returned to the Customer within twenty-one (21) days of the rendition of the final bill;
 - d. Upon satisfactory payment of all undisputed utility charges during the last twelve (12) billing months, it shall be promptly refunded or credited, with accrued interest, against charges stated on subsequent bills. Payment of a charge is satisfactory if received prior to the date upon which the charge becomes delinquent, provided it is not in dispute. Payment of a disputed charge shall be satisfactory if made within ten (10) days of resolution or withdrawal of the dispute. Company may withhold refund of a deposit pending the resolution of a dispute with respect to charges secured by the deposit;
 - e. Deposits from non-residential Customers may be retained by the Company as a guarantee of payment of final bills;
 - f. Company shall maintain records which show the name of each Customer who has posted a deposit, the current address of the Customer, the date and amount of deposit, the date and amount of interest paid, and information to determine the earliest possible refund date;
 - g. Each Customer posting a deposit shall receive, in writing, at the time of tender of deposit or with the first bill, a receipt as evidence of deposit, unless Company shows the existence or nonexistence of a deposit on the Customer's bill, in which event the receipt shall not be required unless requested by the Customer. The receipt shall contain the following minimum information: