

**BEFORE THE PUBLIC SERVICE COMMISSION
OF THE STATE OF MISSOURI**

In the Matter of the Application of The Empire)
District Electric Company and Liberty)
Utilities (Missouri Water) LLC for Variances to) Case No. _____
Enable the Deployment of Advanced Metering)
Infrastructure for Electric and Water Customers)

**APPLICATION FOR VARIANCE AND APPROVAL OF TARIFFS
AND MOTION FOR WAIVER**

COME NOW The Empire District Electric Company (“Empire”) and Liberty Utilities (Missouri Water) LLC (“Liberty Water”), both Liberty Utilities companies (collectively, the “Applicants”), and, pursuant to Missouri Public Service Commission (“Commission”) Rules 20 CSR 4240-2.060 and 20 CSR 4240-2.205, submit their Application for Variance and Approval of Tariffs and Motion for Waiver with regard to the deployment of Advanced Metering Infrastructure (“AMI”).

I. Deployment of AMI – Empire Electric, Empire Water, Liberty Water

1. As indicated in Empire’s Integrated Resource Plan filed in June of 2019, and as communicated to various stakeholders, Empire will begin deployment of AMI electric meters in all of its electric jurisdictions (Missouri, Kansas, Oklahoma, and Arkansas). Empire intends to begin deployment in the second quarter of 2020, with deployment continuing through 2021. In addition, the Applicants will upgrade their water meters in Missouri to include AMI capability.

2. AMI meters will allow two-way communication between the Applicants and the meter and more timely and granular customer usage data, which will provide benefits to both the Applicants and their customers. Examples of customer benefits include a reduced number of estimate bills, reduced operating costs, better detection of theft of service, improved outage

detection and notification, customer usage analytic tools, and support for future choice of various time-of-use rate structures.

3. To allow for the deployment of AMI as planned, the Applicants request a decision on the variance request by April 1, 2020, and request that the revised tariff sheets and new tariff sheet, as detailed below, take effect for service rendered on and after April 2, 2020. To allow for the expedited processing of this Application, the Applicants are not requesting any waivers of the Commission's Chapter 13 Rules at this time.

II. Background Information

4. Empire is a Kansas corporation with its principal office and place of business at 602 Joplin Street, Joplin, Missouri, 64801. Empire is qualified to conduct business and is conducting business in Missouri, as well as in the states of Arkansas, Kansas, and Oklahoma. Empire is a "public utility" and, therefore, is subject to the general regulatory jurisdiction of the Commission as provided by law and is engaged, generally, in the business of generating, purchasing, transmitting, distributing, and selling electricity in portions of the referenced four states. Empire is also a "water corporation," and, through its subsidiary (The Empire District Gas Company), provides natural gas distribution service in Missouri. Empire's small water utility currently serves approximately 4,400 water customers in Missouri.

5. Liberty Water is a Missouri limited liability company with its principal office located at 602 Joplin Street, Joplin, Missouri, 64801, and provides water and sewer services to customers in its Missouri service areas, as certificated by the Commission. Liberty Water is a "water corporation," a "sewer corporation," and a "public utility," as those terms are defined by RSMo. §386.020 and, therefore, is subject to the general regulatory jurisdiction of the Commission as

provided by law. Liberty Water currently serves approximately 3,000 water and/or sewer customers in Missouri.

6. Empire's documents of incorporation from Kansas and certificate of authority from Missouri were previously filed with the Commission in Case No. EF-94-39. A copy of Liberty Water's Certificate of Good Standing was attached as Appendix A to the Joint Application filed in Commission File No. WM-2018-0023. In Commission File No. SN-2014-0036, Liberty Water filed a fictitious name certificate showing the name "Liberty Utilities" is registered to Liberty Utilities (Missouri Water) LLC. These documents are incorporated by reference and made a part of this Application for all purposes.

7. The Applicants have no overdue Commission annual reports or assessment fees. There is no pending action or final unsatisfied judgment or decision against the Applicants, or either of them, from any state or federal agency or court which involves customer service or rates, which action, judgment or decision has occurred within three years of the date of this Application.

III. Empire's Request for Variance – Rule 20 CSR 4240-10.030(28)

8. Rule 20 CSR 4240-10.030(28) provides that each electric service watt-hour meter shall be periodically tested in accordance with a set schedule.

9. In light of AMI deployment, continued testing of meters that are scheduled for retirement and replacement by 2021 represents an inefficient use of both time and resources. As such, Empire requests a variance from Rule 10.030(28) and permission to suspend sample meter testing until AMI has been fully deployed.

10. Good cause exists for the grant of the requested variance, in that the variance will avoid unnecessary and redundant testing of meters scheduled for replacement and allow Empire to conserve and/or reallocate money and resources that would otherwise be expended on meters

that will be replaced within the next two years, benefiting both the utility and its customers. No other public utility will be affected by this requested variance.

11. A similar variance was granted to Ameren in Commission Case No. EE-2019-0383.

IV. Request for Approval of Tariffs

12. To allow for the deployment of AMI as planned, the Applicants request that the revised tariff sheets and new tariff sheet, as detailed below, take effect for service rendered on and after April 2, 2020.

13. Attached hereto are the following Empire tariff sheets for electric service, in both redline and clean formats:

PSC Mo. No. 5, Sec. 5, 7th Revised Sheet No. 18, cancelling 6th Revised Sheet No. 18;

PSC Mo. No. 5, Sec. 5, 5th Revised Sheet No. 37, cancelling 4th Revised Sheet No. 37;

PSC Mo. No. 5, Sec. 3, 6th Revised Sheet No. 5, cancelling 5th Revised Sheet No. 5; and

PSC Mo. No. 5, Sec. 5, 7th Revised Sheet No. 11, cancelling 6th Revised Sheet No. 11.

14. Attached hereto are the following Empire tariff sheets for water service, in both redline and clean formats:

PSC Mo. No. 4, Sec. 2, 2nd Revised Sheet No. 6, cancelling PSC Mo. No. 4, Sec. 2, 1st Revised Sheet No. 6; and

PSC Mo. No. 4, Sec. 1, 1st Revised Sheet No. 3, cancelling PSC Mo. No. 4, Sec. 1, Original Sheet No. 3.

15. Attached hereto for Liberty Water, in both redline and clean formats, is the following revised tariff sheet: PSC Mo. No. 14, 1st Revised Sheet No. 5, cancelling Original Sheet No. 5.

Also attached is the following original tariff sheet: PSC MO No. 14, Original Sheet No. 20.

16. The revisions to these tariff sheets include terms to allow the Applicants' residential customers to opt out of AMI and also allow for lesser reconnect and disconnect fees when these tasks can be accomplished remotely.

17. Pursuant to these proposed tariffs, customers receiving residential service have the option of refusing the installation of remotely read metering or requesting the removal of previously installed remotely read metering.

18. When a customer opts out of AMI, non-standard metering equipment will be installed. The Applicants propose that customers requesting non-standard metering service after April 1, 2020, be charged a one-time setup charge. For all opt out customers, the Applicants propose that a monthly recurring Non-Standard Meter Charge be assessed.

19. Additionally, Empire sheet No. 18 for electric service requires the following changes related to the implementation of AMI:

Empire will no longer offer a 200A, 277/480v polyphase service with a self-contained meter; CT metering will be required with this service;

Empire will no longer offer a 400A, 120/240v single phase service with a self-contained meter; going forward, Empire will offer a 320A, 120/240v single phase service with a self-contained meter; and

Any single phase service larger than 320A will require CT metering.

V. Motion for Waiver

20. Commission Rule 20 CSR 4240-4.017(1) provides that "(a)ny person that intends to file a case shall file a notice with the secretary of the commission a minimum of sixty (60) days prior to filing such case." A notice was not filed 60 days prior to the filing of this Application, and, as such, the Applicants seek a waiver of the 60-day notice requirement.

21. Commission Rule 20 CSR 4240-4.017(1)(D) provides that a waiver may be granted for good cause. In this regard, the Applicants declare that they have had no communications with

the Office of the Commission (as defined in Commission Rule 20 CSR 4240-4.015(10)) within the prior 150 days regarding any substantive issue likely to be in this case. Further, it would serve no purpose to delay the Commission's consideration of the Applicants' requests regarding the deployment of AMI.

WHEREFORE, the Applicants request an order of the Commission waiving the 60-day notice requirement of Rule 4.017(1), granting a variance from Rule 20 CSR 4240-10.030(28), and approving the tariff sheets attached hereto for service rendered on and after April 2, 2020. The Applicants request such additional and further relief as is just and proper under the circumstances.

Respectfully submitted,

/s/ Diana C. Carter

Diana C. Carter MBE #50527

Liberty Utilities – Empire District

428 E. Capitol Ave., Suite 303

Jefferson City, Missouri 65101

Phone: (573) 289-1961

E-Mail: Diana.Carter@LibertyUtilities.com

CERTIFICATE OF SERVICE

I hereby certify that the above document was filed in EFIS on this 5th day of February, 2020, and sent by electronic transmission to the Staff of the Commission and the Office of the Public Counsel.

/s/ Diana C. Carter

THE EMPIRE DISTRICT ELECTRIC COMPANY

P.S.C. Mo. No. 5 Sec. 3 ~~5th-6th~~ Revised Sheet No. 5

Canceling P.S.C. Mo. No. 5 Sec. 3 ~~4th-5th~~ Revised Sheet No. 5

For ALL TERRITORY

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	\$ 30.00 <u>10.00</u>
Outside normal business hours.....	\$ 50.00
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)	
One-time setup charge.....	\$ 150.00
Non-Standard Meter Charge – per month	\$ 45.00
Non-Standard Subsequent Meters Charge – per month	\$ 10.00

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%.

P.S.C. Mo. No. 5 Sec. 5 76th Revised Sheet No. 11Canceling P.S.C. Mo. No. 5 Sec. 5 65th Revised Sheet No. 11For ALL TERRITORY

RULES AND REGULATIONS

- 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. ADVANCED METERING INFRASTRUCTURE (AMI) OPT-OUT

Customers receiving Residential Service have the option of refusing the installation of remotely read metering or requesting the removal of previously installed remotely read metering. In such instances, non-standard metering equipment will be installed that requires a manual meter read. Customers requesting non-standard metering service after April 1, 2020 will be charged a one-time setup charge per meter. For all customers requesting non-standard metering, a monthly recurring Non-Standard Meter Charge will apply. Charges are listed on the Credit Action Fees Schedule CA.

For customers that chose to opt-out prior to the AMI meter being set (i.e., there is no additional visit to the premises to install a non-communicating meter); the one-time setup fee would not be assessed because there was no new meter set required, but the ongoing monthly fee would still be applicable.

In circumstances where a customer has multiple meters at the same premises, the monthly Non-Standard Meter Charge will apply to the first meter, and the monthly Non-Standard Subsequent Meter Charge will apply to all additional meters of that customer located on the same premises.

In the normal course of business, Company replacement of meters may occur. To the extent that a customer denies, either through physical impediments, verbal denial or threats of violence, access to property or metering installation, or fails to establish a suitable time for access, customers will be notified, in writing, that failure to provide access will result in customer being considered an opt-out customer not sooner than 30 days after Company's notice. Company's notification will include information for the customer to understand the financial impact of the opt-out status.

THE EMPIRE DISTRICT ELECTRIC COMPANY

P.S.C. Mo. No. 5 Sec. 5 76th Revised Sheet No. 18

Canceling P.S.C. Mo. No. 5 Sec. 5 56th Revised Sheet No. 18

For ALL TERRITORY

RULES AND REGULATIONS

2. Meter Installation:

In general, self-contained meters will be used on installations supplied at ~~277~~120 volts to ground ~~and less~~, and requiring 200 amperes and less for polyphase service, and for installations requiring ~~400~~320 ampere single phase service or less. Self-contained meters will be placed in the service entrance ahead of the main disconnect. ~~Installations involving more than six meters on a single building require a full rated main disconnect installed ahead of the meter sockets. Current transformers in conjunction with the meter will be used where the installation requires: 1) more than 200 amperes, 120/208 volts with polyphase service, 2) 277/480 volts with polyphase service, or 3) more than 320 amperes with single phase service. more than 200 amperes with polyphase phase and more than 400 amperes with single phase service.~~ The current transformers, likewise, shall be placed in the service entrance ahead of the main disconnect, and shall be enclosed in a metal cabinet (with indoor metering or underground service) or mounted on a metal frame (with outdoor metering).²⁷ Outdoor frames will be supplied by the Company and installed by the Customer's electrician. The metal cabinets will be provided by the customer and installed by the Customer's electrician. ~~In all cases, the current transformers will be provided by the Company and mounted by the Customer's electrician.~~ For the outdoor frames, the current transformers will be provided by the Company and installed by the Customer's electrician. For the metal cabinets, the current transformers will be provided and installed by the Company.

Meters which require both current and potential transformers, commonly called instrument transformers, will be used on installations supplied at voltages in excess of 277 volts to ground. It is necessary that the customer consult with a representative of the Company concerning location and mounting of the instrument transformers and meter before proceeding with plans for the service entrance. On indoor locations of this type, a disconnecting switch must be connected ahead of Company's metering equipment.

Meters shall be placed in a location which is readily accessible to the Company's inspectors and meter readers without inconvenience to the customer or Company's personnel. For self-contained meters, normally this will be on the exterior of an outer wall of customer's house or other building, on a central service pole, or other outdoor support. An exception would be in business or factory districts where the buildings extend out to the alleys or thoroughfares, thus exposing the meter to damage by trucks or other traffic. In these cases, an interior location accessible to Company personnel shall be provided. In any case, the meter support must be located in an environment free from excessive vibration, dust, corrosive gases, and magnetic interference or any other harmful conditions.

Self-contained polyphase meters will, in general, be socket type and will be installed outdoors.

Meter mountings must be arranged so that the center of the meter is not more than six (6) feet or less than four (4) feet above ground or floor level. A level unobstructed work space of seventy-five (75) inches in height and eighteen (18) inches on either side of the metering equipment or enclosure, and four (4) feet in front of the meter cover face is required to allow for accessing the metering equipment

THE EMPIRE DISTRICT ELECTRIC COMPANY

P.S.C. Mo. No. 5 Sec. 5 54th Revised Sheet No. 37

Canceling P.S.C. Mo. No. 5 Sec. 5 3rd4th Revised Sheet No. 37

For ALL TERRITORY

RULES AND REGULATIONS

- 9. Notwithstanding any provision of this rule, Company shall postpone a discontinuance for a time not in excess of twenty-one (21) days if the discontinuance will aggravate an existing medical emergency of the Customer, a member of his/her family or other permanent resident of the premises where service is rendered. Any person who alleges an emergency, if requested, shall provide Company with reasonable evidence of the necessity.
- 10. Notwithstanding any other provision of this rule, Company may discontinue any service temporarily for reasons of maintenance, health, safety or a state of emergency.
- 11. Upon the Customer's request, Company shall restore service consistent with all other provisions of this chapter when the cause for discontinuance has been eliminated, applicable restoration charges have been paid, and if required, satisfactory credit arrangements have been made. At all times, a reasonable effort shall be made to restore service upon the day restoration is requested, but no later than 7:00 p.m., and in any event, restoration shall be made not later than the next working day following the day requested by the Customer. Company shall charge the Customer a fee for restoration of service based on if the reconnect is done remotely or onsite as provided in Schedule CA, Credit Action Fees.

G. COLD WEATHER MAINTENANCE OF SERVICE: Provision of Residential Heat-Related Utility Service During Cold Weather 4 CSR 240-13.055

- 1. This rule protects the health and safety of residential Customers receiving heat-related utility service by placing restrictions on discontinuing and refusing to provide heat-related utility service from November 1 through March 31 due to delinquent accounts of those Customers.
- 2. This rule takes precedence over other rules on provision of heat-related utility service from November 1 through March 31 annually.
- 3. Notice Requirements. From November 1 through March 31, prior to discontinuance of service due to nonpayment, Company shall:
 - a. Notify the Customer, at least ten (10) days prior to the date of the proposed discontinuance, by first class mail, and in the case of a registered elderly or disabled Customer the additional party listed on the Customer's registration form of Company's intent to discontinue Service. The contact with the registered individual shall include initially two (2) or more telephone call attempts with the mailing of the notice;
 - b. Make further attempts to contact the Customer within ninety-six (96) hours preceding discontinuance of service either by a second written notice as in subsection 3.a., sent by first class mail; or a door hanger; or at least two (2) telephone call attempts to the Customer;
 - c. Attempt to contact the Customer at the time of the discontinuance of service in the manner specified in Section F.8 (4 CSR 240-13.050(8))
 - d. Make a personal contact on the premises with a registered elderly or disabled Customer or some member of the family above the age of fifteen (15) years, at the time of the discontinuance of service; and
 - e. Ensure that all notices and contacts required in this subsection describe the terms for continuance of service under this rule, including the method of calculating the required payments, the availability of financial assistance from the Family Support Division and social service or charitable organizations that have notified Company that they provide that assistance, and the identity of those organizations.

THE EMPIRE DISTRICT ELECTRIC COMPANY

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

Canceling P.S.C. Mo. No. 5 Sec. 3 5th Revised Sheet No. 5

For ALL TERRITORY

CREDIT ACTION FEES SCHEDULE CA

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Opt-out Charges (Per Rules and Regulations, Chapter II, Section H) One-time setup charge.....	\$ 150.00
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THE EMPIRE DISTRICT ELECTRIC COMPANY

P.S.C. Mo. No. 5 Sec. 5 7th Revised Sheet No. 11

Canceling P.S.C. Mo. No. 5 Sec. 5 6th Revised Sheet No. 11

For ALL TERRITORY

RULES AND REGULATIONS

- 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

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H. ADVANCED METERING INFRASTRUCTURE (AMI) OPT-OUT

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For customers that chose to opt-out prior to the AMI meter being set (i.e., there is no additional visit to the premises to install a non-communicating meter): the one-time setup fee would not be assessed because there was no new meter set required, but the ongoing monthly fee would still be applicable.

In circumstances where a customer has multiple meters at the same premises, the monthly Non-Standard Meter Charge will apply to the first meter, and the monthly Non-Standard Subsequent Meter Charge will apply to all additional meters of that customer located on the same premises.

In the normal course of business, Company replacement of meters may occur. To the extent that a customer denies, either through physical impediments, verbal denial or threats of violence, access to property or metering installation, or fails to establish a suitable time for access, customers will be notified, in writing, that failure to provide access will result in customer being considered an opt-out customer not sooner than 30 days after Company's notice. Company's notification will include information for the customer to understand the financial impact of the opt-out status.

THE EMPIRE DISTRICT ELECTRIC COMPANY

P.S.C. Mo. No. 5 Sec. 5 7th Revised Sheet No. 18

Canceling P.S.C. Mo. No. 5 Sec. 5 6th Revised Sheet No. 18

For ALL TERRITORY

RULES AND REGULATIONS

2. Meter Installation:
 In general, self-contained meters will be used on installations supplied at 120 volts to ground, and requiring 200 amperes and less for polyphase service, and for installations requiring 320 ampere single phase service or less. Self-contained meters will be placed in the service entrance ahead of the main disconnect. Current transformers in conjunction with the meter will be used where the installation requires: 1) more than 200 amperes, 120/208 volts with polyphase service, 2) 277/480 volts with polyphase service, or 3) more than 320 amperes with single phase service. The current transformers, likewise, shall be placed in the service entrance ahead of the main disconnect, and shall be enclosed in a metal cabinet (with indoor metering or underground service) or mounted on a metal frame (with outdoor metering). Outdoor frames will be supplied by the Company and installed by the Customer's electrician. The metal cabinets will be provided by the customer and installed by the Customer's electrician. For the outdoor frames, the current transformers will be provided by the Company and installed by the Customer's electrician. For the metal cabinets, the current transformers will be provided and installed by the Company.

Meters which require both current and potential transformers, commonly called instrument transformers, will be used on installations supplied at voltages in excess of 277 volts to ground. It is necessary that the customer consult with a representative of the Company concerning location and mounting of the instrument transformers and meter before proceeding with plans for the service entrance. On indoor locations of this type, a disconnecting switch must be connected ahead of Company's metering equipment.

Meters shall be placed in a location which is readily accessible to the Company's inspectors and meter readers without inconvenience to the customer or Company's personnel. For self-contained meters, normally this will be on the exterior of an outer wall of customer's house or other building, on a central service pole, or other outdoor support. An exception would be in business or factory districts where the buildings extend out to the alleys or thoroughfares, thus exposing the meter to damage by trucks or other traffic. In these cases, an interior location accessible to Company personnel shall be provided. In any case, the meter support must be located in an environment free from excessive vibration, dust, corrosive gases, and magnetic interference or any other harmful conditions.

Self-contained polyphase meters will, in general, be socket type and will be installed outdoors.

Meter mountings must be arranged so that the center of the meter is not more than six (6) feet or less than four (4) feet above ground or floor level. A level unobstructed work space of seventy-five (75) inches in height and eighteen (18) inches on either side of the metering equipment or enclosure, and four (4) feet in front of the meter cover face is required to allow for accessing the metering equipment

THE EMPIRE DISTRICT ELECTRIC COMPANY

P.S.C. Mo. No. 5 Sec. 5 5th Revised Sheet No. 37Canceling P.S.C. Mo. No. 5 Sec. 5 4th Revised Sheet No. 37For ALL TERRITORY

RULES AND REGULATIONS

9. Notwithstanding any provision of this rule, Company shall postpone a discontinuance for a time not in excess of twenty-one (21) days if the discontinuance will aggravate an existing medical emergency of the Customer, a member of his/her family or other permanent resident of the premises where service is rendered. Any person who alleges an emergency, if requested, shall provide Company with reasonable evidence of the necessity.
 10. Notwithstanding any other provision of this rule, Company may discontinue any service temporarily for reasons of maintenance, health, safety or a state of emergency.
 11. Upon the Customer's request, Company shall restore service consistent with all other provisions of this chapter when the cause for discontinuance has been eliminated, applicable restoration charges have been paid, and if required, satisfactory credit arrangements have been made. At all times, a reasonable effort shall be made to restore service upon the day restoration is requested, but no later than 7:00 p.m., and in any event, restoration shall be made not later than the next working day following the day requested by the Customer. Company shall charge the Customer a fee for restoration of service based on if the reconnect is done remotely or onsite as provided in Schedule CA, Credit Action Fees.
- G. COLD WEATHER MAINTENANCE OF SERVICE: Provision of Residential Heat-Related Utility Service During Cold Weather 4 CSR 240-13.055
1. This rule protects the health and safety of residential Customers receiving heat-related utility service by placing restrictions on discontinuing and refusing to provide heat-related utility service from November 1 through March 31 due to delinquent accounts of those Customers.
 2. This rule takes precedence over other rules on provision of heat-related utility service from November 1 through March 31 annually.
 3. Notice Requirements. From November 1 through March 31, prior to discontinuance of service due to nonpayment, Company shall:
 - a. Notify the Customer, at least ten (10) days prior to the date of the proposed discontinuance, by first class mail, and in the case of a registered elderly or disabled Customer the additional party listed on the Customer's registration form of Company's intent to discontinue Service. The contact with the registered individual shall include initially two (2) or more telephone call attempts with the mailing of the notice;
 - b. Make further attempts to contact the Customer within ninety-six (96) hours preceding discontinuance of service either by a second written notice as in subsection 3.a., sent by first class mail; or a door hanger; or at least two (2) telephone call attempts to the Customer;
 - c. Attempt to contact the Customer at the time of the discontinuance of service in the manner specified in Section F.8 (4 CSR 240-13.050(8))
 - d. Make a personal contact on the premises with a registered elderly or disabled Customer or some member of the family above the age of fifteen (15) years, at the time of the discontinuance of service; and
 - e. Ensure that all notices and contacts required in this subsection describe the terms for continuance of service under this rule, including the method of calculating the required payments, the availability of financial assistance from the Family Support Division and social service or charitable organizations that have notified Company that they provide that assistance, and the identity of those organizations.

DATE OF ISSUE February 5, 2020 DATE EFFECTIVE April 2, 2020
 ISSUED BY Sheri Richard, Director Rates and Regulatory Affairs, Joplin, MO

STATE OF MISSOURI, PUBLIC SERVICE COMMISSION

P.S.C. Mo. No. 4

THE EMPIRE DISTRICT ELECTRIC COMPANY

Sec. 1 1st ~~Original~~ Revised Sheet No. 3

Canceling P.S.C. Mo. No. 4

For AURORA, MARIONVILLE, VERONA

No supplement to this tariff will be issued except for the purpose of canceling this tariff.

Sec. 1 Original Sheet No. 3
Which was issued 11-07-02

OTHER SERVICE CHARGES
SCHEDULE OSC

AVAILABILITY:

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

Late Payment Charge: *

Billings will be made and distributed at monthly intervals. Bills will be rendered net, bearing the last date on which payment will then be considered delinquent. The period after which the payment is considered delinquent is 21 days after rendition of the bill. A charge applied consistent with the late payment charges approved by the Missouri Public Service Commission for the Company's regulated electric service will be added to delinquent amounts. The unpaid balance shall include all amounts owed the Company plus all reconnection costs, all collection costs and reasonable attorney's fees for collection.

Bad Check Charge: *

A bad check charge of \$20.00 per check will be paid on all checks returned from the bank for insufficient funds. Where a bad check is applicable from a customer for water service, only one bad check charge shall be billed the customer for his water service, for each instance of a check being returned.

Door Collection Charge: *

A door collection charge of 15.00 will be applicable when a customer pays the serviceman at the time of scheduled disconnection (turn-off) of service to prevent such disconnection. Where a door collection charge is applicable from a customer for both water and electric service, only one collection charge shall be billed the customer for both his water and electric service, for each disconnection.

Emergency Call out Charge: *

An Emergency Call-Out Charge of \$15.00 per occurrence will be assessed where a customer requests a shut-off of service and the emergency exists entirely on the customer owned facilities.

Reconnection Charge+: after Company Discontinuance of Service: \$30.00.

Temporary Turn-off Charge+: at meter for customer's convenience: \$25.00.

Opt-Out Charges (Rules and Regulations, Chapter II, Section G)

<u>One-time setup charge</u>	<u>\$150.00</u>
<u>Non-Standard Meter Charge – per month</u>	<u>\$45.00</u>
<u>Non-Standard Subsequent Meters Charge – per month</u>	<u>\$10.00</u>

DATE OF ISSUE November 7, 2002 ~~February 5, 2020~~ DATE EFFECTIVE

~~December 23, 2002~~ April 2, 2020

ISSUED BY Sheri Richard, Director Rates and Regulatory Affairs ~~D.W. Gibson, Vice President~~, Joplin, MO

THE EMPIRE DISTRICT ELECTRIC COMPANY

Sec. 2 ~~2nd~~^{4th}
6

Revised Sheet No.

Cancelling P.S.C. Mo. No. 4For AURORA, MARIONVILLE, VERONA

No supplement to this tariff will be issued except

Sec. 2 1st ~~Original~~ Revised Sheet No. 6

for the purpose of cancelling this tariff.

Which was issued 07-11-7811-23-12

RULES AND REGULATIONS

D. Access for Service

1. Right of Way

Before service is connected, the customer shall, when requested by the Company, at his expense, make or procure conveyance to Company of necessary easements for proper location upon premises owned or occupied by customer of Company's lines and facilities employed in serving the customer.

2. Access to Customer's Premises:

Authorized employees of the Company shall have access to the premises of the customer at all reasonable times to read (Company's meters measuring service to customer), to test the customer's metering or to inspect the customer's equipment or connections, or to repair, replace or remove Company property.

E. Type of Service

1. More Than One Point of Delivery:

Where service is rendered at more than one point of delivery or for more than one class of service except where necessitated by the Company's facilities, each shall be billed separately.

2. More Than One Customer:

In case service is rendered at one point of delivery to more than one individual customer, or to more than one location, address, establishment, or interconnected structure, the size of each rate block preceding the final block of the applicable rate schedule shall be multiplied by the number of above described premises so served.

3. Extensions to Fire Hydrants:

Extensions to provide service to public fire hydrants are made only upon order issued by the city and under conditions set forth in the existing municipal water service agreement.

4. Use of Fire Hydrants:

Public fire hydrants shall not be used by any person or persons other than members of the City Fire Department, and then only for the legitimate purpose of extinguishing fires, except on written consent of the Company.

5. Resale of Service:

Except where specifically provided by applicable schedule or special contract, no customer shall resell, redistribute or submeter, either directly or indirectly, to any person any service supplied to customer by Company.

F. Termination of Service

Notice of termination must be given by the customer+. Customer will be responsible for payment for all service used by him until final meter readings of meters are made. Customer shall not, by such notice, be relieved of any accrued obligations under service contract and applicable rate schedule.

G. Advanced Metering Infrastructure (AMI) Opt-Out

Customers receiving Residential Service have the option of refusing the installation of remotely read metering or requesting the removal of previously installed remotely read metering. In such instances, non-standard metering equipment will be installed that requires a manual meter read. Customers requesting non-standard metering service after April 1, 2020, will be charged a one-time setup charge per meter. For all customers requesting non-standard metering services, a monthly recurring Non-Standard Meter Charge will apply. Charges are listed on the Other Service Charges, Schedule OSC.

For customers that chose to opt-out prior to the AMI meter being set (i.e., there is no additional visit to the premises to install a non-communicating meter): the one-time setup fee would not be assessed because there was no new meter set required, but the ongoing monthly fee would still be applicable.

In circumstances where a customer has multiple meters located at the same premises, the monthly Non-Standard Meter Charge will apply to the first meter, and the monthly Non-Standard Subsequent Meter Charge will apply to all additional meters of that customer located on the same premises.

In the normal course of business, Company replacement of meters may occur. To the extent that a customer denies, either through physical impediments, verbal denial or threats of violence, access to property or metering installation, or fails to establish a suitable time for access, customers will be notified, in writing, that failure to provide access will result in customer being considered an opt-out customer not sooner than 30 days after Company's notice. Company's notification will include information for the customer to understand the financial impact of the opt-out status.

DATE OF ISSUE ~~October 23, 2012~~ February 5, 2020 DATE EFFECTIVE ~~November 23, 2012~~ April 2, 2020
ISSUED BY ~~Sheri Richard, Director Rates and Regulatory Affairs~~ Kelly S. Walters, Vice President, Joplin, MO

STATE OF MISSOURI, PUBLIC SERVICE COMMISSION

P.S.C. Mo. No. 4

THE EMPIRE DISTRICT ELECTRIC COMPANY

Sec. 1 1st Revised Sheet No. 3
Canceling P.S.C. Mo. No. 4

For AURORA, MARIONVILLE, VERONA

No supplement to this tariff will be issued except for the purpose of canceling this tariff.

Sec. 1 Original Sheet No. 3
Which was issued 11-07-02

OTHER SERVICE CHARGES
SCHEDULE OSC

AVAILABILITY:

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

Late Payment Charge: *

Billings will be made and distributed at monthly intervals. Bills will be rendered net, bearing the last date on which payment will then be considered delinquent. The period after which the payment is considered delinquent is 21 days after rendition of the bill. A charge applied consistent with the late payment charges approved by the Missouri Public Service Commission for the Company's regulated electric service will be added to delinquent amounts. The unpaid balance shall include all amounts owed the Company plus all reconnection costs, all collection costs and reasonable attorney's fees for collection.

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Temporary Turn-off Charge+: at meter for customer's convenience: \$25.00.

Opt-Out Charges (Rules and Regulations, Chapter II, Section G)

- One-time setup charge \$150.00
Non-Standard Meter Charge – per month \$45.00
Non-Standard Subsequent Meters Charge – per month \$10.00

RULES AND REGULATIONS

D. Access for Service

1. Right of Way

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Authorized employees of the Company shall have access to the premises of the customer at all reasonable times to read (Company's meters measuring service to customer), to test the customer's metering or to inspect the customer's equipment or connections, or to repair, replace or remove Company property.

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G. Advanced Metering Infrastructure (AMI) Opt-Out

Customers receiving Residential Service have the option of refusing the installation of remotely read metering or requesting the removal of previously installed remotely read metering. In such instances, non-standard metering equipment will be installed that requires a manual meter read. Customers requesting non-standard metering service after April 1, 2020, will be charged a one-time setup charge per meter. For all customers requesting non-standard metering services, a monthly recurring Non-Standard Meter Charge will apply. Charges are listed on the Other Service Charges, Schedule OSC.

For customers that chose to opt-out prior to the AMI meter being set (i.e., there is no additional visit to the premises to install a non-communicating meter): the one-time setup fee would not be assessed because there was no new meter set required, but the ongoing monthly fee would still be applicable.

In circumstances where a customer has multiple meters located at the same premises, the monthly Non-Standard Meter Charge will apply to the first meter, and the monthly Non-Standard Subsequent Meter Charge will apply to all additional meters of that customer located on the same premises.

In the normal course of business, Company replacement of meters may occur. To the extent that a customer denies, either through physical impediments, verbal denial or threats of violence, access to property or metering installation, or fails to establish a suitable time for access, customers will be notified, in writing, that failure to provide access will result in customer being considered an opt-out customer not sooner than 30 days after Company's notice. Company's notification will include information for the customer to understand the financial impact of the opt-out status.

P.S.C. MO No. 14

~~1st Revised Original Sheet No. 5~~
~~Canceling Original Sheet No. 5~~

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Name of Utility: Liberty Utilities (Missouri Water), LLC d/b/a Liberty Utilities
 Service Area: Missouri Service Area

Rules and Regulations Governing Rendering of
 Water Service

Schedule of Service Charges

The following Miscellaneous Charges apply as authorized and Described elsewhere in the Company's filed Rule and Regulations:

New Service Connection Fee	Actual Cost
Consists of the costs incurred by the Company for construction including parts, material, labor and equipment, but excluding the cost of the meter. See Rule 5 B.	
Service Connection Inspection Fee	\$25
See Rule 5 B. 2 and 5 B. 3.	
Water Service Line Inspection Fee	\$25
See Rule 5 C.	
Turn-On/Turn-Off Fee	\$25
On-site Collection Charge	\$15
This charge will be added to the current bill if the Company personnel is on-site to disconnect the service when the Customer pays the bill. The disconnection fee may not be assessed if the service is not physically disconnected.	
Meter Test Fee	\$25
See Rule 12 B.	
Late Charges	\$5 or 3%
The late charge is calculated monthly with the greater amount above being added to the delinquent bill in accordance with Rule 10 G.	
Returned Check Charges	\$25
Service Calls for Damages caused by Customer	Actual cost but not less than \$40
<u>Opt-Out Charges (Rules and Regulations, Rule 15)</u>	
One-time setup charge	\$150
Non-Standard Meter Charge – per month	\$45
Non-Standard Subsequent Meters Charge- per month	\$10

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Taxes

DATE OF ISSUE ~~November 8, 2018~~ February 5, 2020
~~December 8, 2018~~ April 2, 2020

DATE EFFECTIVE

Month Day Year

Month Day Year

ISSUED BY ~~Sheri Richard, Director Rates and Regulatory Affairs~~ Jill Schwartz Senior Manager Rates and Regulatory Affairs

~~602 S. Joplin Ave Joplin, MO~~
 address

name of officer title

P.S.C. MO No. 14

~~1st Revised Original Sheet No. 5~~
~~Canceling Original Sheet No. 5~~

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Name of Utility: Liberty Utilities (Missouri Water), LLC d/b/a Liberty Utilities
Service Area: Missouri Service Area

Rules and Regulations Governing Rendering of
Water Service

Any applicable Federal, State or Local taxes shall be in addition to the billed charges.

DATE OF ISSUE ~~November 8, 2018~~ February 5, 2020
~~December 8, 2018~~ April 2, 2020

DATE EFFECTIVE _____

Month Day Year

Month Day Year

ISSUED BY ~~Sheri Richard, Director Rates and Regulatory Affairs~~ Jill Schwartz ~~Senior Manager Rates and Regulatory Affairs~~
~~602 S. Joplin Ave Joplin, MO~~ name of officer title

address

Name of Utility: Liberty Utilities (Missouri Water), LLC d/b/a Liberty Utilities
 Service Area: Missouri Service Area

Rules and Regulations Governing Rendering of Water Service	
<u>Schedule of Service Charges</u>	
The following Miscellaneous Charges apply as authorized and Described elsewhere in the Company's filed Rule and Regulations:	
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Service Connection Inspection Fee See Rule 5 B. 2 and 5 B. 3.	\$25
Water Service Line Inspection Fee See Rule 5 C.	\$25
Turn-On/Turn-Off Fee	\$25
On-site Collection Charge This charge will be added to the current bill if the Company personnel is on-site to disconnect the service when the Customer pays the bill. The disconnection fee may not be assessed if the service is not physically disconnected.	\$15
Meter Test Fee See Rule 12 B.	\$25
Late Charges The late charge is calculated monthly with the greater amount above being added to the delinquent bill in accordance with Rule 10 G.	\$5 or 3%
Returned Check Charges	\$25
Service Calls for Damages caused by Customer	Actual cost but not less than \$40
Opt-Out Charges (Rules and Regulations, Rule 15)	
One-time setup charge	\$150
Non-Standard Meter Charge – per month	\$45
Non-Standard Subsequent Meters Charge- per month	\$10
Taxes Any applicable Federal, State or Local taxes shall be in addition to the billed charges.	

DATE OF ISSUE February 5, 2020
 Month Day Year

DATE EFFECTIVE April 2, 2020
 Month Day Year

ISSUED BY Sheri Richard, Director Rates and Regulatory Affairs
 name of officer title

602 S. Joplin Ave Joplin, MO
 address

Name of Utility: Liberty Utilities (Missouri Water), LLC d/b/a Liberty Utilities
Service Area: Missouri Service Area

Rules and Regulations Governing Rendering of
Water Service

Rule 15 ADVANCED METERING INFRASTRUCTURE (AMI) OPT-OUT

- A. Customers receiving Residential Service have the option of refusing the installation of remotely read metering or requesting the removal of previously installed remotely read metering. In such instances, non-standard metering equipment will be installed that requires a manual meter read. Customers requesting non-standard metering service after April 1, 2020, will be charged a one-time setup charge per meter. For all customers requesting non-standard metering services, a monthly recurring Non-Standard Meter Charge will apply. Charges are listed on the Schedule of Service Charges.
- B. For customers that chose to opt-out prior to the AMI meter being set (i.e., there is no additional visit to the premises to install a non-communicating meter): the one-time setup fee would not be assessed because there was no new meter set required, but the ongoing monthly fee would still be applicable.
- C. In circumstances where a customer has multiple meters located at the same premises, the monthly Non-Standard Meter Charge will apply to the first meter, and the monthly Non-Standard Subsequent Meter Charge will apply to all additional meters of that customer located on the same premises.
- D. In the normal course of business, Company replacements of meters may occur. To the extent that a customer denies, either through physical impediments, verbal denial or threats of violence, access to property or metering installation, or fails to establish a suitable time for access, customers will be notified, in writing, that failure to provide access will result in customer being considered an opt-out customer not sooner than 30 days after Company’s notice. Company’s notification will include information for the customer to understand the financial impact of the opt-out status.

DATE OF ISSUE February 5, 2020
Month Day Year
ISSUED BY Sheri Richard Director Rates and Regulatory Affairs
name of officer title

DATE EFFECTIVE April 2, 2020
Month Day Year
602 S. Joplin Ave Joplin, MO
address