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OF COUNSEL  
RICHARD T. CIOTTONE

March 21, 2001

Mr. Dale Hardy Roberts  
Secretary/Chief Regulatory Law Judge  
Missouri Public Service Commission  
200 Madison Street, Suite 100  
P.O. Box 360  
Jefferson City, MO 65102

**FILED<sup>2</sup>**  
MAR 21 2001  
Missouri Public  
Service Commission

**Re: In the Matter of UtiliCorp United Inc. Electric Tariff  
Case No. ET-2001-482  
Tariff No. 200100849**

Dear Mr. Roberts:

On behalf of UtiliCorp United Inc., I deliver herewith an original and eight (8) copies of Submission of Late Filed and Supplemental Documentation in Compliance with Order Directing Filing to be filed with the Commission in the referenced case. A copy is also being hand-delivered to The Office of the Public Counsel this date.

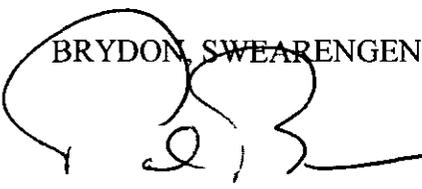
I have also enclosed an extra copy of the Submission of Late Filed and Supplemental Documentation in Compliance with Order Directing Filing which I request that you stamp "Filed" and return to the person delivering same to you.

Thank you for your attention in this matter.

Sincerely,

BRYDON, SWEARENGEN & ENGLAND P.C.

By:

  
Paul A. Boudreau

PAB:aw

Enclosures

cc: Office of the Public Counsel

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

**FILED<sup>3</sup>**

**MAR 21 2001**

Missouri Public  
Service Commission

In the Matter of UtiliCorp United Inc.'s )  
Tariffs Filed to Update the Rules and )  
Regulations for Electric and to Increase )  
the Interest Rate Paid on Deposits, the )  
Late Payment Charge, the Reconnection )  
Fee, and the Charge for Returned Checks. )

Case No. ET-2001-482  
Tariff No. 200100849

**SUBMISSION OF LATE FILED AND SUPPLEMENTAL  
DOCUMENTATION IN COMPLIANCE WITH ORDER DIRECTING FILING**

In conformance with the Commission's March 21, 2001, Order Directing Filing in the captioned matter, UtiliCorp United Inc. ("UtiliCorp") states as follows:

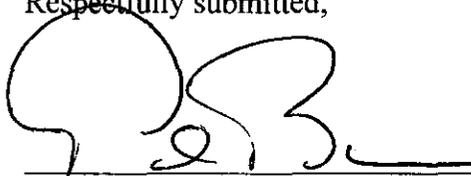
1. On March 19, 2001, UtiliCorp filed suggestions in opposition to the Office of the Public Counsel's Motion to Dismiss and Suspend a tariff designated by the Commission as No. 200100849 (hereinafter the "Suggestions"). That pleading made reference to an Appendix A which was inadvertently omitted at the time of the filing. The undersigned regrets this error and whatever inconvenience it may have caused the Commission. Attached hereto is the document designated and referred to as Appendix A to UtiliCorp's Suggestions.

2. The Commission has also requested a copy of the cover letter from the Commission which accompanied the copy of the red-stamped tariff which was received by UtiliCorp. UtiliCorp made reference to this letter in its March 19, 2001, Suggestions. In compliance with that request, UtiliCorp also submits herewith a copy of the approved tariff sheets in question and the March 6, 2001, cover letter from the Commission's Secretary.

WHEREFORE, having fully complied with the Commission's Order Directing Filing, UtiliCorp restates its request that the Commission deny OPC's Motion to Dismiss or Suspend the tariff.

9

Respectfully submitted,



Paul A. Boudreau #33155  
BRYDON, SWEARENGEN & ENGLAND P.C.  
P.O. Box 456  
Jefferson City, MO 65102-0456  
Telephone (573) 635-7166  
Facsimile (573) 635-0427  
E-Mail [PaulB@brydonlaw.com](mailto:PaulB@brydonlaw.com)

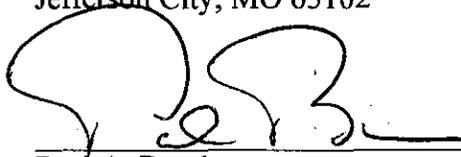
Attorneys for UtiliCorp United Inc.

Certificate of Service

I hereby certify that a true and correct copy of the above and foregoing document was sent by U.S. Mail, postage prepaid, or hand-delivered on this 21<sup>st</sup> day of March, 2001, to the following:

Office of the General Counsel  
Missouri Public Service Commission  
Governor Office Building  
200 Madison Street  
P.O. Box 360  
Jefferson City, MO 65102

Mr. John B. Coffman, Deputy Public Counsel  
Office of the Public Counsel  
Governor Office Building  
200 Madison Street, Suite 650  
P.O. Box 7800  
Jefferson City, MO 65102



Paul A. Boudreau

UTILICORP UNITED

**ENERGYONE**

# Missouri Public Service Commission

## SJLP Tariff Issues

February 2001

## What Are We Requesting?

**To standardize certain Missouri Public Service and St Joseph Light & Power customer charges**

- ✓ **Electric reconnect charges**
- ✓ **Gas reconnect charges**
- ✓ **Returned check charge**
- ✓ **Interest on deposits**
- ✓ **Late payment charges**

# Tariff Issues

DIFFERENCE IN TARIFF CHARGES SJLP VS. MPS			
(Revised 01/01)			
	SJLP CHARGE	MPS CHARGE	
ELEC RECONNECT NORMAL	\$ 30.00	\$ 13.00	
ELEC RECONNECT AFTER HOURS	\$ 50.00	\$ 36.00	
GAS RECONNECT AFTER DICONNECT FOR NON-PAY NORMAL	\$ -	\$ 20.00	
GAS RECONNECT AFTER DICONNECT FOR NON-PAY PREMIUM	MIN OF \$172.00	\$ 55.00	
GAS RECONNECT NORMAL IF SHUT OFF AT CUST REQUEST	\$ 12.50	\$ 20.00	
RETURN CHECK FEE	\$ 10.00	\$ 15.00	
DEPOSIT INTEREST RATE	6%	9.50%	
LATE PAYMENT CHARGE	1.25%	1.50%	
EFFECT ON REVENUE IF WE ADOPT MPS TARIFF TO SJLP CUSTOMERS AND INCREASE DEPOSIT INTEREST RATE			
	NUMBER OF OCCURENCES	NET TARIFF DIFFERENCE	NET EFFECT ON REVENUE AND INCREASED INTEREST EX
APPROX 1264 ELEC RCC PER YEAR @SJLP	1,264	\$ (17.00)	\$ (21,488.00)
APPROX 124 ELEC RCC PER YEAR @SJLP	124	\$ (14.00)	\$ (1,736.00)
APPROX 120 GAS RCC PER YEAR @SJLP	120	\$ 20.00	\$ 2,400.00
APPROX 4 GAS RCC PER YEAR @SJLP	4	\$ (117.00)	\$ (468.00)
APPROX 50 GAS RCC PER YEAR @SJLP	50	\$ 7.50	\$ 375.00
APPROX 1014 CHECKS RETURNED PER YEAR @ SJLP	1,014	\$ 5.00	\$ 5,070.00
APPROX \$587,395 DEPOSIT ON HAND @SJLP	587,395	3.50%	\$ (20,558.83)
LATE PAYMENT CHARGE		0.25%	\$ 47,646.00
<b>TOTAL</b>			<b>\$ 11,240.18</b>
<b>TOTAL (Less late payment charge)</b>			<b>\$ (36,405.82)</b>

## Why are we making this request?

- ✓ To better serve our customers with standard processes
- ✓ Projected financial impact to customers is not substantive
- ✓ Rate cases pending will provide for a full review so that uniform processes can be formalized

## What is the impact if not standardized?

### Major CIS modifications will increase cost of conversion

- ✓ Increased programming and coding of current CIS version
- ✓ CIS conversion timeline moved out
- ✓ Longer support of “lame duck” system

**OR**

### Call center customer service degradation or increased cost to call center

- ✓ Less standardization leads to increased length of customer phone calls
- ✓ “Work arounds” and manual intervention can lead to more billing errors



### Missouri Public Service Commission

POST OFFICE BOX 360  
JEFFERSON CITY, MISSOURI 65102  
573-751-3234  
573-751-1847 (Fax Number)  
<http://www.psc.state.mo.us>

Commissioners  
SHEILA LUMPE  
Chair  
M. DIANNE DRAINER  
Vice Chair  
CONNIE MURRAY  
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WESS A. HENDERSON  
Director, Utility Operations  
ROBERT SCHALLENBERG  
Director, Utility Services  
DONNA M. KOLILIS  
Director, Administration  
DALE HARDY ROBERTS  
Secretary/Chief Regulatory Law Judge  
DANA K. JOYCE  
General Counsel

March 6, 2001

Mr. Matt Tracy  
Senior Regulatory Analyst  
St. Joseph Power and Light  
20 West Ninth Street, Mail Stop 6-134  
Kansas City, MO 64105-1711

Dear Mr. Tracy:

RE: File #200100847 & 200100849

This correspondence is to advise that the tariff filing submitted with your letter of transmittal, a copy of which is enclosed herewith, is being made effective in accordance with Section 393.140 (11) RSMo 1994.

A copy of the tariff filing, reflecting the filing record of this Commission, is enclosed for your use.

Sincerely,

Dale Hardy Roberts  
Secretary/Chief Regulatory Law Judge

DHR:ms

Enclosure

Mail Stop Code: 6-134  
20 West Ninth Street  
Kansas City, Missouri 64105-1711  
816-467-3766  
Fax: 816-467-3010

February 15, 2001

**UTILICORP UNITED**  
**ENERGYONE**

Missouri Public Service Commission  
Attn: Secretary of the Commission  
200 Madison Street, Suite 100  
P.O. Box 360  
Jefferson City, MO 65102-0360

*RECEIVED*

Matt Tracy  
Regulatory Services

FEB 16 2001

*Records  
Public Service Commission*

Secretary of the Commission:

Enclosed are three copies of the sheets listed below, for filing on behalf of St. Joseph Light and Power ("SJLP"), a division of UtiliCorp United Inc. ("UCU"), updating the Rules and Regulations for electric. The sheets increase the interest paid on deposits to 9.50%, the late payment charge to 1.50%, the reconnection fee, and the charge for returned checks. The changes were discussed with Commission staff. These changes are merger-related synchronizations of the SJLP tariffs to MPS's. The sheets become effective May 1, 2001.

The effective date is beyond the required 30 days to provide time to implement programming changes, and to coincide with the planned conversion of the SJLP system to CIS+. We would appreciate receiving the approved tariff sheets by March 19, 2001, to facilitate our planning and implementation. Thank you for your consideration of this request.

**P.S.C. Mo. No. 6**

- 3<sup>rd</sup> Revised Sheet No. 47, cancelling 2<sup>nd</sup> Revised Sheet No. 47
- 2<sup>nd</sup> Revised Sheet No. 49, cancelling 1<sup>st</sup> Revised Sheet No. 49
- 2<sup>nd</sup> Revised Sheet No. 50, cancelling 1<sup>st</sup> Revised Sheet No. 50
- 2<sup>nd</sup> Revised Sheet No. 53.1, cancelling 1<sup>st</sup> Revised Sheet No. 53.1
- 2<sup>nd</sup> Revised Sheet No. 58.1, cancelling 1<sup>st</sup> Revised Sheet No. 58.1

Sincerely,



Matt Tracy  
Senior Regulatory Analyst

Enclosures

cc: Office of the Public Counsel (2)  
GClemens

200100848

P.S.C. MO. No. 6 3<sup>rd</sup>

Original Sheet No. 47

Cancelling P.S.C. MO. No. 6 2<sup>nd</sup>

Revised Original Sheet No. 47  
Revised

St. Joseph Light & Power, a division of  
UTILICORP UNITED, INC.  
KANSAS CITY, MO 64138

FOR: All Territory served by St. Joseph Light & Power

**RULES AND REGULATIONS**  
**ELECTRIC** **Missouri Public Service Commission**

**5.01 Residential Security Deposit Requirements (Continued)**

**REC'D FEB 16 2001**

- C) The Customer has failed to pay an undisputed bill on or before the delinquent date for five (5) out of the last twelve (12) consecutive billing periods.
- D) The Company shall notify the Customer of its right to require a deposit under 2(C) above prior to the request for deposit.

**3. Cold Weather Provisions.**

No deposit shall be required of residential Customers between November 1 and March 31 in each year provided:

- A) None of the amount owed is a result of the violation of the diversion of energy policy.
- B) The Customer complies with the Company's request for information regarding the Customer's income.
- C) The Customer contacts the Company and requests reconnection and states an inability to pay in full.
- D) The Customer applies for financial assistance in paying their heat related bill. The assistance may come from any heat payment fund for which the Customer is eligible.
- E) The Company receives a satisfactory initial payment and the Customer enters into a payment agreement in accordance with 4 CSR 240-13.055 (8).
- F) The Customer's service has not been disconnected for a period of 30 days or more due to non-compliance with a Company authorized payment plan.

**4. Deposit and Written Guarantee Amount.**

- A) The deposit or written guarantee for residential applicants under Section 5.01(1.) - Applicants for Service - shall be one-sixth (1/6) of the Customer's estimated average annual bill for the premises.

For residential Customers under Section 5.01(2.) - Existing Customers of the Company - the deposit or written guarantee shall equal two (2) times the highest bill of that Customer's previous twelve (12) months.

- B) Simple interest, at the rate of nine and one-half percent (9½%) per annum, shall be paid on all deposits. The interest amount shall be credited on the Customer's bill once each year. When a deposit is returned or credited on the bill, all accrued interest will be credited to the account.
- C) If the Customer fails to pay for the services rendered by the Company, the deposit or written guarantee may be used to liquidate the Customer's account. The remaining debit balance will be billed to the Customer and a credit balance will be refunded to the Customer in the form of a check.

**Missouri Public Service Commission**

**FILED MAY 01 2001**

P.S.C. MO. No. 6 2<sup>nd</sup>

Original Revised Sheet No. 49

Cancelling P.S.C. MO. No. 6 1<sup>st</sup>

Original Revised Sheet No. 49

St. Joseph Light & Power, a division of  
UTILICORP UNITED, INC.  
KANSAS CITY, MO 64138

FOR: All Territory served by St. Joseph Light & Power

**RULES AND REGULATIONS  
ELECTRIC** Missouri Public Service Commission

5.02 Non-Residential Security Deposit Requirements

REC'D FEB 16 2001

The Company may require a security deposit or other guarantee as a condition of service or continued service for non-residential service.

1) A DEPOSIT IS NOT REQUIRED WHEN EITHER:

- A. The Customer has established an acceptable commercial credit rating with the Company in a similar business activity.
- B. The Customer is a division of a national corporation that has established a good payment record.

2) A DEPOSIT IS REQUIRED WHEN ANY OF THE FOLLOWING EXISTS:

- A. No credit history exists pertaining to the business.
- B. The payment record of an existing business deteriorates, regardless of the past record.
- C. It becomes apparent that financial problems are occurring.

3) DETERMINING THE AMOUNT OF DEPOSIT

The deposit required is one billing period plus thirty (30) days based on previous history or estimated usage.

4) PAYMENT ARRANGEMENTS:

The deposit may be made in two (2) monthly installments. Each installment is in addition to the current month's bill.

5) INTEREST:

Simple interest, at the rate of nine and one-half percent (9½%) per annum, shall be paid on all deposits. The interest amount shall be credited on the Customer's bill once each year. When a deposit is returned or credited on the bill, all accrued interest will be credited to the account.

6) RETURN OF DEPOSIT:

Deposit shall be returned or credited on the bill with interest in the following manner:

- A) Upon termination of service, the deposit with accrued interest will be credited to the Customer's final bill and any previous balance due. Any remaining credit balance will be returned to the Customer by check. A debit balance will be billed to the Customer.

Missouri Public Service Commission

FILED MAY 01 2001

P.S.C. MO. No. 6 2<sup>nd</sup>

Original

Sheet No. 50

Cancelling P.S.C. MO. No. 6 1<sup>st</sup>

Revised

Sheet No. 50

Original

Revised

St. Joseph Light & Power, a division of  
UTILICORP UNITED, INC.  
KANSAS CITY, MO 64138

FOR: All Territory served by St. Joseph Light & Power

**RULES AND REGULATIONS  
ELECTRIC**

**Missouri Public  
Service Commission**

**5.02 Non-Residential Security Deposit Requirements (Continued)**

**REC'D FEB 16 2001**

B) After two years without a reminder or final notice, the deposit will be returned.

**5.03 Billing of License, Occupation, Franchise or Other Similar Charges or Taxes**

There shall be added to the Customer's bill, when applicable, as a separate item, an amount equal to the proportionate part of any license, occupation, franchise, or other similar fee or tax now or hereafter imposed upon the Company by local taxing authorities, whether imposed by ordinance, franchise or otherwise, and which fee or tax is based upon a percentage of the gross receipts, net receipts, revenues from sales of electric service or other service rendered by the Company to the Customer. Charges or taxes herein referred to shall in all instances be billed to Customers on the basis of Company rates effective at the time of billing, and on the basis of the tax rate effective at the time billing is made.

**5.04 Late Payment Charge**

There shall be a late payment charge of 1.50% on the amount unpaid from any previous billing. The specific late payment charge will be subject to variation for the state of Missouri and the U.S. Government accounts where statutes or other regulation may supersede these provisions.

**5.05 Average Payment Plan**

By mutual agreement between a Customer and the Company, any residential Customer may be billed on an average payment plan. Before a Customer will be accepted into this program, their payment history will be reviewed. Any Customer who has been involved in a diversion of service in the last two years will not be eligible.

A Customer may be removed from the average payment plan for any of the following reasons:

- 1) The Customer has been cut for non-payment in the last twelve (12) months.
- 2) The Customer is or has been involved in a diversion of service in the last twenty-four (24) months.
- 3) The Customer requests to exit the Average Payment Plan. However, once the Customer requests to leave the Average Payment Plan, re-entry may be limited to once every twelve (12) months at the same location.

**Missouri Public  
Service Commission**

**FILED MAY 01 2001**

P.S.C. MO. No. 6

2<sup>nd</sup>

Original

Sheet No. 53.1

Revised

Cancelling P.S.C. MO. No. 6

1<sup>st</sup>

Original

Sheet No. 53.1

Revised

St. Joseph Light & Power, a division of  
UTILICORP UNITED, INC.  
KANSAS CITY, MO 64138

FOR: All Territory served by St. Joseph Light & Power

**RULES AND REGULATIONS**  
**ELECTRIC**

Missouri Public  
Service Commission

5.10 Charge for Reconnecting (Continued)

REC'D FEB 16 2001

The Company will make a reasonable effort to reconnect the Customer the same day the above conditions have been met. The Company will charge the Customer a reconnection fee of thirteen (\$13) dollars during normal working hours and thirty-six (\$36) dollars outside of regular working hours. If discontinuance of service was caused by diversion or unauthorized interference, the charge to reconnect shall be determined following the guidelines established in Section 6.04.

Missouri Public  
Service Commission

FILED MAY 01 2001

Mar-14-2001 11:45am From-UTILICORP UNITED

816-457-8010

T-727 P.011/020 F-497

P.S.C. MO. No. 6

2<sup>nd</sup>

Original

Sheet No. 58.1

Cancelling P.S.C. MO. No. 6

1<sup>st</sup>

Revised

Original

Revised

Sheet No. 58.1

St. Joseph Light & Power, a division of  
UTILICORP UNITED, INC.  
KANSAS CITY, MO 64138

FOR: All Territory served by St. Joseph Light & Power

**RULES AND REGULATIONS  
ELECTRIC**

Missouri Public  
Service Commission

REC'D FEB 16 2001

**5.12 Returned Checks or Drafts**

If a Customer tenders to the Company a check, draft, or a payment order in payment for service billed which is ultimately dishonored for reasons other than bank error, the Customer shall pay to the Company the amount of fifteen dollars (\$15.00) to cover the cost of processing the returned check, draft, or payment order plus the amount owed for service plus any late payment fee which may result. If the returned check, draft, or payment order is for payment for both electric and gas service, only one fee of fifteen dollars (\$15.00) will be collected by the Company.

Missouri Public  
Service Commission

FILED MAY 01 2001

DATE OF ISSUE:  
ISSUED BY:

February 16, 2001  
Gary Clemens, Regulatory Services

EFFECTIVE DATE: May 1, 2001