

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

In the Matter of the Application of Evergy	)	
Metro, Inc. d/b/a Evergy Missouri Metro	)	
and Evergy Missouri West, Inc. d/b/a Evergy	)	
Missouri West Request for a Waiver of	)	Case No. EE-2025-0084
Various Chapter 13 Regulations	)	

UNANIMOUS STIPULATION AND AGREEMENT

COMES NOW, Evergy Missouri Metro, Inc. d/b/a Evergy Missouri Metro and Evergy Missouri West, Inc. d/b/a Evergy Missouri West (“Evergy” or the “Company”), Staff (“Staff”) for the Missouri Public Service Commission (“Commission”), and the Office of the Public Counsel (“OPC”) (individually “Signatory” and collectively “Signatories”) and agree to a *Unanimous Stipulation and Agreement* (“Agreement”) that resolves all pending issues in this docket, as stated below.

The Signatories agree to the following:

1. The Commission should grant Evergy variances from the Commission’s rules 20 CSR 4240-13.050(9), 13.055(3)(C) and (D) that require Evergy to provide a door knock or door hanger at the time of service disconnection for customers with remote disconnection-enabled meters.

2. Evergy will provide notices of disconnection utilizing the timing and communications means as follows:

Days Before Disconnection	Communication
At least 10 days before	Written notice provided via US Mail
at least 5 days before	Contact via Customers Preferred Method of Contact (“PMOC” phone call, text message, email)
at least 2 days before	Outbound automated call attempt #1 Outbound automated call attempt #2
1 business day before	Contact via Customers PMOC (phone call, text message, email)*

** For compliance with 20 CSR 4240-13.055(3)(A) and (B), the “1 business day before” Cold Weather Rule (CWR) Automated Outbound call replaces the “1 business day before” PMOC during CWR period only. The CWR call only happen if the weather permits disconnection during November 1 – March 31.*

Bold font in table above denotes new communication

3. All disconnection notices accomplished by automated phone call will have a dial option allowing the customer to connect to immediate payment services. If a customer has indicated they want a third-party notified when their account is subject to potential disconnection, that third-party will also receive the written notices.

4. Everygy will only disconnect customers with remote disconnection-enabled meters between 8 am and 4 pm, Monday through Friday, and will not disconnect those customers on any observed Everygy holiday, regardless of the day or time. These holidays include New Year’s Day, Martin Luther King Day, Memorial Day, Independence Day, Labor Day, Veteran’s Day, Thanksgiving Day, Day after Thanksgiving, Christmas Eve, and Christmas Day. Everygy will reconnect remote-enabled meter customers seven days a week.

5. Everygy will include information, along with its residential disconnection notices, in a separate insert that will be mailed pursuant to this waiver that includes: (1) available customer options regarding elderly land disable customer registries, (2) medical hardship payment deferrals, (3) how to register for the Company to provide notice to third parties (*i.e.* caretakers), (4) information regarding alternative payment options and assistance programs, (5) information on how to contact energy assistance agencies, and (6) the address and telephone number of the utility

where the customer may arrange to have service restored, and (7) a link to a dedicated web page described in ¶ 11, below.

6. For Medical Program customers facing disconnection, Evergy agrees to make an additional live phone call to the customer to inform them of various resources available to them, such as the Critical Medical Needs program and Low-Income Home Energy Assistance Program (“LIHEAP”).

7. For registered elderly and disabled customers as described in 20 CSR 4240-13.055(1)(D), from November 1 through March 31, prior to discontinuance of service due to nonpayment, Evergy agrees to make an additional live phone call to the customer to inform them of various resources available to them.

8. Evergy will revise its tariffs, attached to this Agreement as Exhibit 1, to eliminate the \$25 collection and \$30 reconnection fees for its residential customers and replace those fees with a \$5 disconnection fee for all residential service meter types.

9. **Outreach to Elderly and Disabled Customers:**

a. Evergy provides all customers with the ability to add another individual to the account to receive bills and disconnect notifications at the time service started. These individuals receive the bills and paper disconnect notifications only.

b. Evergy agrees to continue to work with state agencies and community partners to coordinate outreach to “elderly” and “disabled” customers to promote programs and options such as:

- i. Medical Customer Program
- ii. Medical Hardship
- iii. LIHEAP
- iv. Economic Relief Pilot Program (“ERPP”)
- v. Critical Needs Pilot Program

c. Evergy will continue to partner with agencies at KC Connect weekly and will provide information to local public health authorities, area agencies on aging, and other relevant entities regarding available programs and options.

d. Evergy will continue to include an annual notice of payment assistance options to *all* customers via bill inserts.

e. Evergy will maintain a dedicated budget and program for promotion of these options.

f. Evergy will maintain the list of customers designated as “elderly” and “disabled” customers from one year to the next on the utility’s *Special Friend Notification* list of vulnerable customers, even if such customers do not apply or receive LIHEAP grants each year.

g. Evergy will reach out annually to customers with *Special Friend* contact information on file to confirm accuracy of contact information.

10. Evergy will expand the *Special Friend Notification* for elderly and disabled customers beyond the time limits set in the Cold Weather Rule to a year-round program.

11. Evergy will create and launch a web page containing information specifically aimed at vulnerable customers. The web page will have its own URL and will be a resource where customers can find information including, but not limited to, the Medical Customer form, *Special Friend* registration form, energy assistance program information, and energy saving tips.

a. Evergy agrees to meet with Staff and OPC for feedback on this web page.

12. Evergy shall have six months to implement these changes identified in conditions 1-5 following the effective date of a Commission Order approving the Agreement.

13. The Company agrees to meet with Staff and OPC on a quarterly basis regarding the operations of its income-eligible programs and the overall status of its customer data reported under 20 CSR 4240-13.075. The cadence of the meetings can be adjusted based on agreement from the parties.

14. Evergy will provide Staff the following reporting on a quarterly basis:

- a. The number of customers in the residential customer class.
- b. The number of residential customers with Advanced Meter Infrastructure (“AMI”), AMI-SD (“Service Disconnect”), and non-AMI meters.
- c. The number of residential customers disconnected for non-payment during the period with AMI, AMI-SD, and non-AMI meters.
- d. The number of residential customers reconnected after a disconnect for non-payment during the period with AMI, AMI-SD, and non-AMI meters.

15. One year following the effective date of a Commission Order, Evergy will also provide a one-time report with the following information related to the implementation of this variance:

- a. Personnel impacted including position titles and corresponding reductions in salary and benefits; and
- b. Reductions in expenses related to fleet vehicles, including any values associated with liquidation or reassignment, any salvage value received and the reduction in average annual operating costs for these vehicle types, including maintenance and fuel.

16. Concurrent with the filing of this Agreement and related updated tariff sheets, Evergy agrees to include updated tariff sheets to reflect new requirements under RSMo Sections 393.108 and 393.109 that become effective August 28, 2025.

GENERAL PROVISIONS

17. This Agreement is being entered into solely for the purpose of settling the issues in this case explicitly set forth above. Unless otherwise explicitly provided herein, none of the Signatories to this Agreement shall be deemed to have approved or acquiesced in any ratemaking or procedural principle, including, without limitation, any cost-of-service methodology or determination, depreciation principle or method, method of cost determination or cost allocation or revenue-related methodology. Except as explicitly provided herein, none of the Signatories shall be prejudiced or bound in any manner by the terms of this Agreement in this or any other proceeding, regardless of whether this Agreement is approved.

18. This Agreement is a negotiated settlement. Except as specified herein, the Signatories to this Agreement shall not be prejudiced, bound by, or in any way affected by the terms of this Agreement: (a) in any future proceeding; (b) in any proceeding currently pending under a separate docket; and/or (c) in this proceeding should the Commission decide not to approve this Agreement, or in any way condition its approval of same.

19. This Agreement has resulted from extensive negotiations among the Signatories, and the terms hereof are interdependent. If the Commission does not approve this Agreement unconditionally and without modification, then this Agreement shall be void and no Signatory shall be bound by any of the agreements or provisions hereof.

20. This Agreement embodies the entirety of the agreements between the Signatories in this case on the issues addressed herein and may be modified by the Signatories only by a written amendment executed by all of the Signatories.

21. If approved and adopted by the Commission, this Agreement shall constitute a binding agreement among the Signatories. The Signatories shall cooperate in defending the

validity and enforceability of this Agreement and the operation of this Agreement according to its terms.

22. If the Commission does not approve this Agreement without condition or modification, and notwithstanding the provision herein that it shall become void, (1) neither this Agreement nor any matters associated with its consideration by the Commission shall be considered or argued to be a waiver of the rights that any Signatory has for a decision in accordance with RSMo. §536.080 or Article V, Section 18 of the Missouri Constitution, and (2) the Signatories shall retain all procedural and due process rights as fully as though this Agreement had not been presented for approval, and any suggestions, memoranda, testimony, or exhibits that have been offered or received in support of this Agreement shall become privileged as reflecting the substantive content of settlement discussions and shall be stricken from and not be considered as part of the administrative or evidentiary record before the Commission for any purpose whatsoever.

23. If the Commission accepts the specific terms of this Agreement without condition or modification, only as to the issues in these cases that are settled by this Agreement explicitly set forth above, the Signatories each waive their respective rights to present oral argument and written briefs pursuant to RSMo. §536.080.1, their respective rights to the reading of the transcript by the Commission pursuant to §536.080.2, their respective rights to seek rehearing pursuant to §536.500, and their respective rights to judicial review pursuant to §386.510. This waiver applies only to a Commission order approving this Agreement without condition or modification issued in this proceeding and only to the issues that are resolved hereby. It does not apply to any matters raised in any prior or subsequent Commission proceeding nor any matters not explicitly addressed by this Agreement.

WHEREFORE, the undersigned Signatories respectfully request the Commission to issue an order approving the Agreement subject to the specific terms and conditions contained therein.

Respectfully submitted,

/s/ Cole A. Bailey

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**COUNSEL FOR THE OFFICE OF THE
PUBLIC COUNSEL**

CERTIFICATE OF SERVICE

I hereby certify that copies of the foregoing have been mailed, hand-delivered, or transmitted by facsimile or electronic mail to counsel of record as reflected on the certified service list maintained by the Commission in its Electronic Filing Information System this 29th day of July 2025.

/s/ Cole A. Bailey

Cole A. Bailey

EVERGY METRO, INC. d/b/a EVERGY MISSOURI METRO

P.S.C. MO. No. 2 Original Sheet No. 1.09C
Canceling P.S.C. MO. No. _____ Revised Sheet No. _____

For Missouri Retail Service Area

RULES AND REGULATIONS ELECTRIC

2.12 Cold Weather Rule

Discontinuance of electric service to all residential users, including all residential tenants of apartment buildings, for nonpayment of bills where electricity is used as the source of space heating or to control or operate the only space heating equipment at the residence is prohibited as follows:

- (1) On any day when the National Weather Service local forecast between 6:00 a.m. to 9:00 p.m., for the following seventy-two (72) hours predicts that the temperature will drop below thirty-two degrees Fahrenheit (32° F); or
- (2) On any day when Company personnel will not be available to reconnect electric service during the immediately succeeding day(s) (Period of Unavailability) and the National Weather Service local forecast between 6:00 a.m. and 9:00 p.m. predicts that the temperature during the Period of Unavailability will drop below thirty-two degrees Fahrenheit (32° F).

2.13 Hot Weather Rule

Discontinuance of electric service to all residential users, including all residential tenants of apartment buildings, for nonpayment of bills where electricity is used as the source of cooling or to control or operate the only cooling equipment at the residence is prohibited as follows:

- (1) On any day when the National Weather Service local forecast between 6:00 a.m. to 9:00 p.m., for the following seventy-two (72) hours predicts that the temperature shall rise above ninety-five degrees Fahrenheit (95°-F) or that the heat index shall rise above one hundred five degrees Fahrenheit (105°-F); or
- (2) On any day when Company personnel will not be available to reconnect electric service during the immediately succeeding day(s) (Period of Unavailability) and the National Weather Service local forecast between 6:00 a.m. and 9:00 p.m. predicts that the temperature during the Period of Unavailability shall rise above ninety-five degrees Fahrenheit (95°-F) or that the heat index shall rise above one hundred five degrees Fahrenheit (105°-F).

Issued:
Issued by: Darrin R. Ives, Vice President

Effective: February 1, 2026
1200 Main, Kansas City, MO 64105

EVERGY METRO, INC. d/b/a EVERGY MISSOURI METRO

P.S.C. MO. No. 2 5th Revised Sheet No. 1.12

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For Missouri Retail Service Area

**GENERAL RULES AND REGULATIONS
APPLYING TO ELECTRIC SERVICE**

3. SUPPLYING ELECTRIC SERVICE (Continued)

3.10 CURTAILMENT, INTERRUPTION OR SUSPENSION OF SERVICE: The company shall have the right to curtail (including voltage reduction), interrupt or suspend electric service to the Customer for temporary periods as may be necessary for the inspection, maintenance, alteration, change, replacement or repair of electric facilities, or for the preservation or restoration of its system operations or of operations on the interconnected electric systems of which the Company's system is a part. During any period of emergency conditions on the Company's system or on the interconnected electric systems of which the Company's system is a part, the Company will execute the Emergency Energy Conservation Plan identified in Section 17.

3.11 RESTORATION OF SERVICE: In all cases of interruption or suspension of service, the Company will make reasonable efforts to restore service without unnecessary delay. Labor disturbances affecting the Company or involving employees of the Company may be resolved by the Company at its sole discretion.

3.12 APPLICATION OF RATE SCHEDULE: Neither interruption nor suspension of electric service by the Company shall relieve the Customer from charges provided for in the Customer's service agreement.

3.13 DISCONTINUANCE OF ELECTRIC SERVICE: The Customer shall at all times observe and perform his obligations to the Company under his service agreement. The Company shall have the right to discontinue electric service to a Customer and remove its facilities or any portion thereof from the Customer's premises upon any default by the Customer of any provision thereof. The Company reserves the right, in addition to any and all other legal remedies, to refuse to reconnect electric service to any Customer disconnected hereunder until such default shall have been remedied by the Customer. Except in cases of (a) tampering in violation of Rule 4.10 hereof, (b) dangerous or disturbing uses in violation of Rule 4.05, or (c) an order or directive of the Commission or other governmental agency or court requiring the discontinuance of service, the Company shall give to the Customer written notice of its intention to discontinue such electric service. The contents of such notice shall be as determined by the Company, or as required by general order or rule of the Commission. Such notice shall be mailed to or served upon the Customer as may be provided for by general order or rule of the Commission or other applicable state law.

DATE OF ISSUE: _____ DATE EFFECTIVE: February 1, 2026

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ISSUED BY: Darrin R. Ives, Vice President 1200 Main, Kansas City, Mo. 64105

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EVERGY METRO, INC. d/b/a EVERGY MISSOURI METRO

P.S.C. MO. No. 2 5th Revised Sheet No. 1.13

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For Missouri Retail Service Area

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**GENERAL RULES AND REGULATIONS
APPLYING TO ELECTRIC SERVICE**

3. SUPPLYING ELECTRIC SERVICE (Continued)

3.13 DISCONTINUANCE OF ELECTRIC SERVICE (Continued)

- A. Company shall not discontinue residential service unless written notice by first class mail is sent to the customer at least ten (10) days prior to the date of the proposed discontinuance.
- B. At least five (5) days prior to disconnection, the company will make a notification attempt to the customer of the pending disconnection via the customer's preferred method of contact (phone call, text message, or email).
- C. At least two (2) days prior to disconnection, the company will make a notification attempt to the customer of the pending disconnection via (2) telephone call attempts reasonably calculated to reach the customer.
- D. One (1) business day prior to discontinuance of service, Company shall make reasonable efforts to contact the customer to advise him/her of the proposed discontinuance and what steps must be take to avoid it via the customer's preferred method of contact (phone call, text message, email). During the Cold Weather Rule period of November 1 – March 31, if the weather permits disconnection, this notification attempt will be made via a telephone call.
- E. Immediately preceding the discontinuance of service for customers without remote disconnection and reconnection-enabled meters, the employee of Company designated to perform this function, except where the safety of the employee is endangered, shall make a reasonable effort to contact and identify him/herself to the customer or responsible person then upon the premises and shall announce the purpose of his/her presence. When service is discontinued, the employee shall leave a notice upon the premises in a manner conspicuous to the customer that service has been discontinued and the address and telephone number of Company where the customer may arrange to have service restored.

Notifications listed in Section 3.13 D contain variances from Missouri Code of State Regulations as listed and approved in docket EE-2025-0084.

DATE OF ISSUE: _____ DATE EFFECTIVE: February 1, 2026

ISSUED BY: Darrin R. Ives, Vice President 1200 Main, Kansas City, Mo. 64105

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EVERGY METRO, INC. d/b/a EVERGY MISSOURI METRO

P.S.C. MO. No. 2 9th Revised Sheet No. 1.14
Canceling P.S.C. MO. No. 2 8th Revised Sheet No. 1.14

For Missouri Retail Service Area

**RULES AND REGULATIONS
ELECTRIC**

3. SUPPLYING ELECTRIC SERVICE (continued)

- 3.14 RECONNECTION OF ELECTRIC SERVICE: The Company may impose a disconnection charge to a Customer whose electric service has been discontinued for nonpayment by the Customer of any delinquent electric service bill. The Company shall not be required to restore electric service to the Customer until all such delinquent bills have been paid, together with any such disconnection charge, and the Customer shall have complied with the credit regulations of the Company.
- 3.15 REFUSAL TO SERVE: The Company may refuse to supply electric service to any customer who fails or refuses to comply with any provisions of any applicable law, general order or rule of the Commission or rate schedule, rule or regulation of the Company in effect and on file with the Commission. However, nothing in this Rule 3.15 shall be construed as a reason for discrimination against a customer or applicant for service for exercising any right granted by 4 CSR 240-13, Utility Billing Practices.
- 3.16 PROPERTY OF THE COMPANY: All facilities furnished and installed by the Company on the premises of the Customer for the supply of electric service to the Customer shall be and remain the exclusive property of the Company. All facilities on the premises of the Customer which are or become the property of the Company shall be operated and maintained by and at the expense of the Company, may be replaced by the Company at any time, and may be removed by the Company upon termination of the Customer's service agreement or upon discontinuance by the Company of electric service to the Customer for any reason.
- 3.17 LIABILITY OF COMPANY: Except where due to the Company's willful misconduct or gross negligence, the Company shall not be liable in negligence or otherwise for any claims for loss, expense or damage (including indirect, economic, special or consequential damage) on account of fluctuations, interruption in, or curtailment of electric service; or for any delivery delay, breakdown; or failure of or damage to facilities; or any electric disturbance originating on or transmitted through electric systems with which the Company's system is interconnected, act of God or public enemy, strike, or other labor disturbance involving the Company or the Customer, civil, military or governmental authority.
- 3.18 ELECTRIC VEHICLE CHARGING STATIONS: The sale or furnishing of electric vehicle charging services by a customer of the Company to a third party does not constitute the resale of electricity.

4. TAKING ELECTRIC SERVICE

- 4.01 CUSTOMER'S INSTALLATION: Any and all wiring, appliance or equipment required to transform, control, regulate or utilize beyond the point of delivery the electric service supplied by the Company shall be furnished, installed and maintained by, and shall be the sole responsibility of, the Customer.

Issued: February 1, 2026
Issued by: Darrin R. Ives, Vice President

Effective: February 1, 2026
1200 Main, Kansas City, MO 64105

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For Missouri Retail Service Area¶

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EVERGY METRO, INC. d/b/a EVERGY MISSOURI METRO

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For Missouri Retail Service Area

**RULES AND REGULATIONS
ELECTRIC**

8. BILLING AND PAYMENT (continued)

8.03 DEFAULT:

Failure of the Customer to pay any amount due the Company under the Customer's service agreement in the full amount due before the same becomes delinquent shall constitute a default by the Customer in his service agreement. The Customer's obligation to pay the amount due the Company under the Customer's service agreement shall be separate from other obligations and claims between the Company and the Customer. Failure by the Customer to pay obligations to and claims by the Company, other than amounts due the Company under the Customer's service agreement, shall not constitute a default justifying discontinuance of electric service under Rule 3.13 and the failure of the Company to pay obligations to or claims by the Customer, or to give the Customer credit therefore shall not justify failure by the Customer to pay the amount due the Company under the Customer's service agreement nor prevent default by the Customer.

8.04 MAILING BILLS:

Normally bills will be sent by mail; however, the Company reserves the right to deliver bills or to use electronic posting for qualified customers at their request. The non-receipt of a bill by a customer shall not release or diminish the obligation of the Customer with respect to the full payment thereof, including penalties and interest.

8.05 DISCONNECTION CHARGE:

If electric service is disconnected for violation of any provision of the Customer's service agreement, the following applicable disconnection charge shall be assessed to the customer by the Company to cover its cost of disconnecting and reconnecting the Company facilities before electric service will be resumed. Also, reference General Rules and Regulations 3.14 for the terms and conditions of reconnection of electric service.

Disconnection charge for Residential Customers at meter: \$5
Disconnection charge for non-residential customers at the meter: \$25
Disconnection charge for customers at the pole \$50

Minimum reconnection charge after tampering \$150
(Excessive damage of Company property will result in additional charges.)

8.08 PARTIAL PAYMENT:

If a partial payment is made on a billing including only current charges, the Company shall first credit all payments to the balance outstanding for electric charges before crediting a deposit. If a partial payment is made on a billing which includes a previous balance, the Company will credit all payments first to previous electric charges, then to previous deposit charges before applying any payment to current charges. (This section contains a variance from Rule 4 CSR 240-13.020(11) per Commission order in case No. EO-95-117.)

Issued:
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Effective: February 1, 2026
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EVERGY METRO, INC. d/b/a EVERGY MISSOURI METRO

P.S.C. MO. No. 2 10th Revised Sheet No. 1.28
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For Missouri Retail Service Area

RULES AND REGULATIONS
ELECTRIC

BILLING AND PAYMENT (continued)

8.07 RETURN PAYMENT CHARGE: A charge not to exceed \$30.00 may be assessed when a Customer's payment is returned due to any reason other than bank error.

8.08 COLLECTION CHARGE: When it is necessary for a representative of Company to visit the service address for the purpose of disconnecting electric service and the representative collects the delinquent payment amount a Collection Charge in the amount of \$20.00 shall be assessed to non-residential customers. This Collection Charge does not apply to residential customers.

8.09 OPT-OUT PROVISIONS: Pursuant to Missouri Rule 4 CSR 240-20.094(7)(A): Any customer meeting one (1) or more of the following criteria shall be eligible to opt-out of participation in utility-offered demand side programs:

1. The customer has one (1) or more accounts within the service territory of the electric utility that has a demand of the individual accounts of five thousand (5,000) kW or more in the previous twelve (12) months;
2. The customer operates an interstate pipeline pumping station, regardless of size; or
3. The customer has accounts within the service territory of the electric utility that have, in aggregate across its accounts, a coincident demand of two thousand five hundred (2,500) kW or more in the previous twelve (12) months, and the customer has a comprehensive demand-side or energy efficiency program and can demonstrate an achievement of savings at least equal to those expected from utility-provided programs.
 - A. For utilities with automated meter reading and/or advanced metering infrastructure capability, the measure of demand is the customer coincident highest billing demand of the individual accounts during the twelve (12) months preceding the opt-out notification.

A customer electing to opt-out under requirements 1 and 2 above must provide written notice to the electric utility no earlier than September 1 and not later than October 30 to be effective for the following calendar year. Customers electing to opt-out under requirement 3 above must provide notice to the utility and the manager of the energy resource analysis section of the commission during the stated timeframe. Customers electing to opt-out shall still be allowed to participate in interruptible or curtailable rate schedules or tariffs offered by the electric utility.

Customers who have satisfied the opt-out provisions of 4 CSR 240-20.094(7) to opt-out of the DSIM Charge rate will not be charged the DSIM Charge.

8.10 RESIDENTIAL TIME-VARIANT RATE SCHEDULES: For residential rate schedules which require cumulative usage be determined for unique time periods during a billing period and usage is determined through interval metering data, beginning and ending meter readings for that billing period may not be utilized in lieu of the interval metering data. In such cases, a customer's bill will reflect the total consumption for each relevant time period but will not indicate a beginning or ending meter reading for the cumulative billing period, pursuant to the variance from Rules 20 CSR 4240-13.020 (9) (A) granted by Commission in File No. ET-2020-0133. The Company will retain for a minimum of five years the meter information relied upon to generate bills for such customers.

Issued:
Issued by: Darrin R. Ives, Vice President

Effective February 1, 2026
1200 Main, Kansas City, MO 64105

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EVERGY MISSOURI WEST, INC. d/b/a EVERGY MISSOURI WEST

P.S.C. MO. No.	1	2nd	Revised Sheet No.	R-14
Canceling P.S.C. MO. No.	1	1st	Revised Sheet No.	R-14

For Missouri Retail Service Area

**RULES AND REGULATIONS
ELECTRIC**

2.05 Discontinuance of Service (Continued):

- F. At least ten (10) days prior to discontinuance of service for nonpayment of a bill or deposit at a multi-dwelling unit residential building at which usage is measured by single meter, notices of Company's intent to discontinue shall be conspicuously posted in public areas of the building provided, however, that these notices shall not be required if Company is not aware that said structure is a single metered, multi-dwelling unit residential building. These notices shall include the date on or after which discontinuance may occur, and advise of tenant rights pursuant to Section 441.650, RSMo. Company shall not be required to provide notice in individual situations where safety of employees is a consideration.
- G. At least ten (10) days prior to discontinuance of service for nonpayment of a bill or deposit at a multi-dwelling unit residential building where each unit is individually metered at which a single customer is responsible for payment for service in all units in the building, or at a residence in which the occupant using electric service is not Company's electric customer, Company shall give the occupant(s) a written notice of its intent to discontinue service provided, however, that this notice shall not be required unless one (1) occupant has advised Company, or Company is otherwise aware that s/he is not the customer.
- H. In the case of a multi-dwelling unit residential building where each unit is individually metered, or in the case of a single family residence, the notice provided to the occupant of the unit about to be discontinued shall outline the procedure by which the occupant may apply in his/her name for service of the same character presently received through that meter.
- I. At least five (5) days prior to disconnection, the company will make a notification attempt to the customer of the pending disconnection via the customer's preferred method of contact (phone call, text message, or email).
- J. At least two (2) days prior to disconnection, the company will make a notification attempt to the customer of the pending disconnection via (2) telephone call attempts reasonably calculated to reach the customer.
- K. One (1) business day prior to discontinuance of service, Company shall make reasonable efforts to contact the customer to advise him/her of the proposed discontinuance and what steps must be taken to avoid it via the customer's preferred method of contact (phone call, text message, email). During the Cold Weather Rule period of November 1 – March 31, if the weather permits disconnection, this notification attempt will be made via a telephone call.
- L. Immediately preceding the discontinuance of service for customers without remote disconnection and reconnection-enabled meters, the employee of Company designated to perform this function, except where the safety of the employee is endangered, shall make a reasonable effort to contact and identify him/herself to the customer or responsible person then upon the premises and shall announce the purpose of his/her presence. When service is discontinued, the employee shall leave a notice upon the premises in a manner conspicuous to the customer that service has been discontinued and the address and telephone number of Company where the customer may arrange to have service restored.

Notifications listed in Section 2.05 (L) contain variances from Missouri Code of State Regulations as listed and approved in docket EE-2025-0084.

Issued: _____ Effective: February 1, 2026
Issued by: Darrin Ives, Vice President 1200 Main, Kansas City, MO 64105

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STATE OF MISSOURI, PUBLIC SERVICE COMMISSION¶
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AQUILA NETWORKS For All Territory Served by Aquila
Networks – L&P and Aquila Networks – MPS¶
KANSAS CITY, MO 64138¶

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EVERGY MISSOURI WEST, INC. d/b/a EVERGY MISSOURI WEST

P.S.C. MO. No.	1	2nd	Revised Sheet No.	R-15
Canceling P.S.C. MO. No.	1	1st	Revised Sheet No.	R-15
For Missouri Retail Service Area				

**RULES AND REGULATIONS
ELECTRIC**

2.05 Discontinuance of Service (Continued):

- M. Notwithstanding any other provision of these Rules, Company shall postpone the discontinuance of electric service to a residential customer for a time not in excess of twenty-one (21) days if Company is advised 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. Company may require a customer to provide satisfactory evidence that a medical emergency exists.
- N. Notwithstanding any other provision of these Rules, Company may discontinue service temporarily for reasons of maintenance, health, safety, or a state of emergency.
- O. Upon the customer's request, Company shall restore service consistent with all other provisions of these Rules 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, and in any event, restoration shall be made no later than the next business day following the day requested by the customer. Company may charge the customer a reasonable fee for restoration of service, as provided in Company approved tariffs.

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Networks – L&P and Aquila Networks – MPS¶
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Issued: Effective: February 1, 2026
Issued by: Darrin Ives, Vice President 1200 Main, Kansas City, MO 64105

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EVERGY MISSOURI WEST, INC. d/b/a EVERGY MISSOURI WEST

P.S.C. MO. No. 1 2nd Revised Sheet No. R-17
Canceling P.S.C. MO. No. 1 1st Revised Sheet No. R-17

For Missouri Retail Service Area

**RULES AND REGULATIONS
ELECTRIC**

2.06 Cold Weather Rule (Continued):

- B. This Rule takes precedence over other Rules on provision of heat-related utility service from November 1 through March 31 annually.
- C. Notice Requirements. From November 1 through March 31, prior to discontinuance of service due to nonpayment, Company shall:

- (1) 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.
- (2) At least five (5) days prior to disconnection, the company will make a notification attempt to the customer of the pending disconnection via the customer's preferred method of contact (phone, text message, or email).

- (3) At least two (2) days prior to disconnection, the company will make a notification attempt to the customer of the pending disconnection via (2) telephone call attempts reasonably calculated to reach the customer.

- (4) One (1) business day prior to discontinuance of service, Company shall make reasonable efforts to contact the customer to advise him/her of the proposed discontinuance and what steps must be taken to avoid it via the customer's preferred method of contact (phone call, text message, email). During the Cold Weather Rule period of November 1- March 31, if the weather permits disconnection, this notification attempt will be made via a telephone call.

- (5) Attempt to contact the customer at the time of the discontinuance of service in the manner specified by Section 2.05 J;

- (6) For customers without remote disconnection and reconnection-enabled meters, 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

- (7) Ensure that all of the notices and contacts required in this Section shall describe the terms for provisions of service under this Rule, including the method of calculating the required payments, the availability of financial assistance from the Division of Family Services, and social service or charitable organizations that have notified Company that they provide assistance and the identity of those organizations.

Issued:
Issued by: Darrin Ives, Vice President

Effective: February 1, 2026

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KANSAS CITY, MO 64138

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EVERGY MISSOURI WEST, INC. d/b/a EVERGY MISSOURI WEST

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For Missouri Retail Service Area

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**RULES AND REGULATIONS
ELECTRIC**

2.06 Cold Weather Rule (Continued):

D. The Company will not make oral representations of service termination for nonpayment when termination would occur on a known "no-cut" day as governed by the temperature moratorium.

E. Weather Provisions. Discontinuance of electric service to all residential users, including all residential tenants of apartment buildings, for nonpayment of bills where electricity is used as the source of space heating or to control or operate the only space heating equipment at the residence is prohibited as follows:

- (1) On any day when the National Weather Service local forecast between 6:00 a.m. to 9:00 p.m., for the following seventy-two (72) hours predicts that the temperature will drop below thirty-two degrees Fahrenheit (32[°]F); or
- (2) On any day when Company personnel will not be available to reconnect electric service during the immediately succeeding day(s) (Period of Unavailability) and the National Weather Service local forecast between 6:00 a.m. and 9:00 p.m. predicts that the temperature during the Period of Unavailability will drop below thirty-two degrees Fahrenheit (32[°]F); or
- (3) From November 1 through March 31, for any registered low income elderly or low income disabled customer (as defined in this Rule), provided that such customer has entered into a Cold Weather Rule payment plan, made the initial payment required by Section J of this Rule and has made and continues to make payments during the effective period of this Rule that are at a minimum the lesser of fifty percent (50%) of:
 - (a) The actual bill for usage in that billing period; or
 - (b) The average payment amount agreed to in the Cold Weather Rule payment plan. Such reductions in payment amounts may be recovered by adjusting the customer's subsequent average payment amounts for the months following March 31.
- (4) Nothing in this Section shall prohibit Company from establishing a higher temperature threshold below which it will not discontinue electric service.

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Issued:
Issued by: Darrin R. Ives, Vice President

Effective: February 1, 2026
1200 Main, Kansas City, MO 64105

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EVERGY MISSOURI WEST, INC. d/b/a EVERGY MISSOURI WEST

P.S.C. MO. No.	1	3rd	Revised Sheet No.	R-20
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For Missouri Retail Service Area				

**RULES AND REGULATIONS
ELECTRIC**

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For Missouri Retail Service Area¶

2.07 Hot Weather Rule

From June 1 through September 30 Discontinuance of electric service to all residential users, including all residential tenants of apartment buildings, for nonpayment of bills where electricity is used as the source of cooling or to control or operate the only cooling equipment at the residence is prohibited as follows:

(1) On any day when the National Weather Service local forecast between 6:00 a.m. to 9:00 p.m., for the following seventy-two (72) hours predicts that the temperature shall rise above ninety-five degrees Fahrenheit (95°-F) or that the heat index shall rise above one hundred five degrees Fahrenheit (105°-F); or

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(2) On any day when Company personnel will not be available to reconnect electric service during the immediately succeeding day(s) (Period of Unavailability) and the National Weather Service local forecast between 6:00 a.m. and 9:00 p.m. predicts that the temperature during the Period of Unavailability shall rise above ninety-five degrees Fahrenheit (95°-F) or that the heat index shall rise above one hundred five degrees Fahrenheit (105°-F).

2.08 Charge for Disconnection

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A. If electric service is discontinued for violation of any of the terms or conditions of any service agreement or on account of a delinquent service bill, a disconnection charge shall be made to the customer whose service was discontinued to cover the cost of disconnecting and reconnecting service before electric service will be resumed. This Disconnection Charge shall be assessed to the customer per Section 12 of these Rules.

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B. When it is necessary for a representative of Company to visit the service address for the purpose of disconnecting electric service and the representative collects the delinquent payment amount a Collection Charge shall be assessed to the customer per Section 12 of these Rules. This Collection Charge does not apply to residential customers.

C. Charges in this Section do not cover any extension that may be necessary to provide customer service. Charges for and conditions of extending electric service are included in Section 12 of these Rules.

2.09 Temporary Service

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A. Applications for temporary service will be reviewed by Company, as received, and considered as a special contract subject to the applicable rates, rules, regulations, terms, conditions, and orders of all governmental authorities having jurisdiction. Such temporary service shall also be subject to the Rules of Company on file with the Commission.

Issued: February 1, 2026
Issued by: Darrin R. Ives, Vice President

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1200 Main, Kansas City, MO 64105

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EVERGY MISSOURI WEST, INC. d/b/a EVERGY MISSOURI WEST

P.S.C. MO. No.	1	4th	Revised Sheet No.	R-66
Canceling P.S.C. MO. No.	1	3rd	Revised Sheet No.	R-66
For Missouri Retail Service Area				

**RULES AND REGULATIONS
ELECTRIC**

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P.S.C. MO. No. 1 3rd Revised Sheet No. R-66 ¶
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For Missouri Retail Service Area¶

12. SUMMARY OF TYPES AND AMOUNT OF CHARGES ALLOWED

Section	Type of Charge	Amount of Charge
2.04(G)	Security Deposits Standard New customer	Two (2) times highest billing One-sixth (1/6) of estimated annual billing
2.07(A)	<u>Disconnection Charge for Residential Customers at the meter.</u>	<u>\$5.00</u>
	<u>Disconnection Charge for Non-Residential Customers at the meter</u>	<u>\$30.00</u>
	<u>Disconnection Charge for Customers at the pole</u>	<u>\$50.00</u>
2.07(B)	Collection Charge <u>for non-residential customers</u>	\$25.00
2.08(B)	Temporary Service, Up and down costs	Estimated costs less estimated salvage
2.09	Returned Payment Charge	\$30.00
4.02(B)	Tampering	All associated costs to reconnect service with a minimum charge of \$150.00
4.03(B)	Safety code violation	Company corrects violation and bills customer for all associated costs
4.08	Relocation of Company facilities	Contribution for any part of the estimated cost that cannot be supported by any additional revenue resulting from the relocation
4.09	Moving structure(s)	All associated costs
5.01(D)	Demand meter contact signals	Contribution-investment cost of providing such signals, plus related monthly operating costs
5.04	Billing adjustment	Varies by type and period to be adjusted depending upon revenue class
5.05	Non-Standard Meter Charge Non-Standard Meter Initial Setup Charge	\$45.00 monthly \$150.00

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