

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.

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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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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 L;
 - (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.

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RULES AND REGULATIONS ELECTRIC

2.08 Charge for Disconnection

- 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.
- 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

- 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.
- B. The customer shall assume the liability of Company's estimated up-and-down cost of extending temporary overhead or underground service. Company's up-and-down cost referred to is Company's estimated total cost of extending and removing facilities installed for the sole benefit of the customer, less estimated salvage value of any material removed. Company shall furnish the customer with information that sets forth the estimated up-and-down costs, less salvage value of certain facilities included in such up-and-down cost estimates. Prior to starting construction of temporary facilities, the customer shall pay Company an amount equal to the estimated up-and-down costs of the facilities, less the estimated salvage value of the material taken down.

2.10 Returned Payment

If a customer tenders to 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 be assessed a Returned Payment Charge per Section 12 of these Rules.

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**RULES AND REGULATIONS
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12. SUMMARY OF TYPES AND AMOUNT OF CHARGES ALLOWED

<u>Section</u>	<u>Type of Charge</u>	<u>Amount of Charge</u>
2.04(G)	Security Deposits Standard New customer	Two (2) times highest billing One-sixth (1/6) of estimated annual billing
2.07(A)	Disconnection Charge for Residential Customers at the meter	\$5.00
	Disconnection Charge for Non-Residential Customers at the meter	\$30.00
	Disconnection Charge for Customers at the pole	\$50.00
2.07(B)	Collection Charge for non-residential customers	\$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	\$45.00 monthly
	Non-Standard Meter Initial Setup Charge	\$150.00