

Metric Adherence: January 1, 2026 through January 31, 2026

Missouri Electric Metric	Limited Deviations Jan 1 to Jan 31
Move In/Final Bill Estimated	1
Accounts billed with only Customer Charge	0
Prorated Customer Charge on a 26-35 day bill	0
<= +21 Days from Invoice to Due Date	2
Bills Issued Outside 26 to 35 Days	0
Invoices +/- 9 After Scheduled Date	60 Dec 23 rd to Jan 22 nd

$$1 - \left(\frac{60}{179,932} \right) = 99.97\%$$

Detailed Explanations of Deviations:

Final Bill Estimated

- A temporary meter was installed at the premises in May 2023. In November 2025, a demolition order was issued for the residence, after which the temporary meter was removed.

The actual meter read was recorded at noon on the date of meter removal and confirmed no usage since May 2024. When the system attempted to obtain the midnight move-out read, the meter was no longer in place and the read defaulted to an estimate. The estimated read matches the actual read, as no usage has occurred since May 2024. Meter # EEF07195502

Less than 21 Days from Invoice to Due Date

- The Customer was billed under Oklahoma net terms of 20 days due to being coded under the Oklahoma company code based on an Oklahoma mailing address, despite receiving Missouri service under a Missouri rate. The customer was contacted, and the account was corrected to the Missouri company code with applicable Missouri net terms. Meter # EEF07031817
- The Customer was billed under Oklahoma net terms of 20 days due to the account being incorrectly established under the Oklahoma company code. This mismatch was identified through a control report. The account was subsequently updated to the Missouri company code with applicable Missouri net terms. Meter #EEF07034613

