

Metric Adherence Feb 1 to and including Feb 28

Missouri Electric Metric	Limited Deviations Feb 1 to Feb 28
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	0
Bills Issued Outside 26 to 35 Days	6
Invoices +/- 9 After Scheduled Date	88/65 Jan 23 rd to Feb 19 th

Detailed explanations of deviations:

Move In/Final Bill Estimated

- Customer is on the EV Pilot Rate. The charging station vendor went out of business and meter reads are no longer able to be obtained. Customer was contacted to issue a final bill, which needed to be estimated due to the unsupported equipment. Meter: VMEVF07198295

Bills Issued Outside 26 to 35 Days

- see next slides

$$1 - \left(\frac{88}{179,879} \right) = 99.95\%$$

$$1 - \left(\frac{65}{155,306} \right) = 99.96\%$$



Metric Adherence Feb 1 to and including Feb 28 – cont'd

Detailed explanations of deviations:

Bills Issued Outside 26 to 35 Days

- **Limited Deviation 1:** Customer was on the Collective Program in January when the re-alignment for this account started. On 01/29 the customer called and requested to be removed from the Program, which was completed on 02/4. Since the re-alignment was already underway while the customer got removed, the cycle change was programmed in the system and triggered a short bill.
Meter # EEF07050707
- **Limited Deviation 2:** The previous owner was on the Collective Program and moved out on 01/13. On the same day a new customer moved in without joining the Collective Program. At that time, the re-alignment was already underway moving the meter cycle on 01/31. The new customer received two bills, an initial short bill, and a second short bill due to the re-alignment that was started for the previous owner.
Meter # EEF07124421
- **Limited Deviation 3:** This customer was on the Collective Program in January when the re-alignment for this account started. On 01/16 the customer called and requested to be removed from the Program which was completed on 01/16. Since the re-alignment was already underway while the customer got removed, the cycle change was programmed in the system and triggered a short bill.
Meter # EEF07103301
- **Limited Deviation 4:** In January the customer on this premise was in the Builders name, which was on the Collective Program. The premise had a change in owner, creating a Move in and an invoice date of 01/30. The second invoice to the customer, was a short February bill, that was triggered by the re-alignment that was started for the previous owner. Since the re-alignment was already underway while the customer got removed, the cycle change was programmed in the system and triggered a short bill.
Meter # EEF07210222



Metric Adherence Feb 1 to and including Feb 28 – *cont'd*

Detailed explanations of deviations:

Bills Issued Outside 26 to 35 Days

- **Limited Deviation 5:** In January the customer on this premise was a landlord and was on the Collective Program and was targeted for realignment. A tenant moved in on 01/15, creating an initial Move In short bill on 02/5. A second invoice to the tenant, was also a short February bill, that was triggered by the re-alignment process that was started for the landlord dated 02/24.
Meter # EEF07154774
- **Limited Deviation 6:** In January the customer on this premise was a landlord on the Collective Program. The landlord moved out and the tenant moved in, on 01/19. This created an initial short bill dated 02/06. The second invoice to the customer, was a short February bill dated 02/26, that was triggered by the re-alignment that was started for the previous owner. Since the re-alignment was already underway while the customer got removed, the cycle change was programmed in the system and triggered a short bill.
Meter # EEF07119453

