

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

P.S.C. MO. No. 2 11th Revised Sheet No. 1.26
Canceling P.S.C. MO. No. 2 10th Revised Sheet No. 1.26
For Missouri Retail Service Area

**RULES AND REGULATIONS
ELECTRIC**

BILLING AND PAYMENT

8.01 BILLING PERIOD: Normally, the Company will read the Customer’s meter monthly and bills based on such monthly readings will be rendered at intervals of approximately one month. For all customers the billing period shall normally be not less than 26 nor more than 35 days. The Company shall have the right to read meters and render bills more frequently. If bills are rendered more frequently than monthly, the total of the minimums of such bills for any one month shall not exceed the monthly minimum required under the applicable rate schedule. For all customers if a bill is rendered for less than 26 or more than 35 days the bill may be prorated.

8.02 PAYMENT OF BILLS: A bill for electric service supplied by the Company shall, upon rendition (by mailing, electronic posting or serving), become due and payable in the net amount thereof. Bills for electric service may be paid in cash, check or by approved credit and debit cards. Non-residential customers paying by approved credit or debit card are subject to per transaction limits and fees by the third party processor.

- (A) Any unpaid bill for service under a rate schedule classified as “Residential Service,” shall become delinquent on the twenty-second (22nd) day after rendition. The Company may add a sum equal to one quarter percent (0.25%) on the net amount of such bill, and the Customer shall then pay the gross amount of such bill if delinquent.
- (B) Any unpaid bill for service under any other rate schedule shall become delinquent on the fifteenth (15th day) after rendition; provided, however, that bills for service rendered to the State of Missouri and its agencies shall not become delinquent until thirty days (30 days) after rendition. The Company may add a sum equal to one-quarter percent (0.25%) on the net amount of such bill, and the Customer shall then pay the gross amount of such bill if delinquent.
- (C) Interest at the rate of six percent (6%) per annum on the net amount of such bill may be added to any unpaid bill commencing thirty days (30 days) after it becomes delinquent.

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

P.S.C. MO. No. 2 6th Original Sheet No. 1.27
Canceling P.S.C. MO. No. 2 5th Revised Sheet No. 1.27
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.)

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

P.S.C. MO. No. 2 10th Revised Sheet No. 1.28
Canceling P.S.C. MO. No. 2 9th Revised Sheet No. 1.28

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.