

FORM NO. 13

P. S. C. MO. No. 2

Fifth { ~~Original~~ } SHEET No. 1.22
 { Revised }

Cancelling P. S. C. MO. No. 2

Fourth { ~~Original~~ } SHEET No. 1.22
 { Revised }

KANSAS CITY POWER & LIGHT COMPANY

Name of Issuing Corporation or Municipality

For ~~Rate Area No. 1-Urban Area &~~
Community, Town or City

~~Rate Area No. 3-Suburban Area~~

RECEIVED

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

(Continued) 1994

6. METERING

(continued)

MO. PUBLIC SERVICE COMM.

6.01 METER INSTALLATION: (continued)

Nothing in the preceding sentence shall preclude the Company, on its own initiative, from relocating meters at the Company's expense when such relocation becomes necessary as a result of changes in Company's operating practices.

6.02 MULTIPLE METERING: When more than one meter installation is used to measure the electric service supplied by the Company to a customer, a separate bill in accordance with the applicable rate schedule will be rendered for the electric service supplied through each meter installation. The Company may combine consumption of electric service registered, and render a single bill, for the same class of electric service supplied to a Customer at his premises through two or more meter installations if, at the option of the Company, such multiple metering is installed as a convenience to the Company or because it is more economical for the Company to do so.

6.03 MULTIPLE-OCCUPANCY BUILDINGS: When a building, construction of which began after June 1, 1981, is occupied by more than one Customer, the Company will set as many meters as there are separate Customers within the building, and will furnish electric service conductors to the building sufficient to supply the requirements of all Customers within the building. The internal building wiring and meter board shall be so arranged as to permit individual metering of each separate premises and the installation of the Company's meters immediately adjacent to each other.

6.04 METER READING: The Company uses the plan of continuous cycle meter reading in its service territory which is divided into meter reading districts. Except as otherwise provided herein or in applicable rate schedules of the Company, each meter in each such district will be read monthly on or about the same day of the month, and such readings shall be the basis for the Company's billing for electric service during the period ending with the latter reading. The Company reserves the right to redesignate meter reading districts. If the Company changes a meter reading district and the change results in a change of nine (9) days or more in a billing cycle, notice will be given to each affected customer at least 15 days prior to the date the affected customers receive a bill based on the new cycle. Residential customers whose meters are inaccessible for normal reading may contact the Company and make appointment for a special reading on a Saturday or prior to 9:00 p.m. on a weekday.

FILED

NOV 16 1994

**MISSOURI
Public Service Commission**

DATE OF ISSUE October 7, 1994 DATE EFFECTIVE November 16, 1994
month day year month day year

ISSUED BY S. W. Catron Vice President 1201 Walnut, Kansas City, Mo.
name of officer title address

KCPL Form 86TH002 (Rev 6/94)

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

P.S.C. MO. No. 2 Ninth Revised Sheet No. 1.23
Cancelling P.S.C. MO. No. 2 Eighth Revised Sheet No. 1.23

For Missouri Retail Service Area

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

6. METERING (continued)

6.05 METER SEALS: Seals will be placed by the Company on all meters and meter enclosures. Such seals shall not be broken or disturbed by any person other than persons authorized by the Company or by law.

6.06 ESTIMATED BILLING DUE TO UNREAD METERS: If, due to circumstances or conditions beyond the control of the Company or if it is otherwise impractical for the Company to read the meter on a scheduled meter reading day, the Company may, at its discretion, deliver to the premises of the Customer a business reply card with instructions thereon as to how the Customer shall read the meter and mail the information to the Company. In any event, if no meter reading is obtained in time for billing as scheduled, then subject to 4 C.S.R. 240-13.020, the Company shall render an "estimated bill" based on usage as estimated by the Company. Estimated bills shall be adjusted in the next subsequent billing based upon a reading of the meter by the Company.

ESTIMATED BILL PROCEDURE:

- A. For Customers with Advanced Metering Infrastructure (AMI) meters, when a current meter read is unavailable, the Meter Data Management (MDM) system will average consumption from the last read plus the three-prior days to estimate the daily meter read. If the daily meter reads from the three prior days are not available, a second estimation attempt will be made. In the second attempt the MDM system will average the usage from five historical reads from the previous year. It will average the usage from the read in the prior year from a comparable date as being estimated along with the three days prior and one day after. If the second estimation attempt is not successful, then the process to estimate the daily meter read will be a manual process. The Company will estimate the daily meter read based on historical usage information from the same premise and if not available, the usage of Customers with like premises.
- B. For Customers with non-AMI meters, when a current meter read is unavailable, the MDM system will average the usage from the prior year in the same billing month, the usage 35 days before and the usage 35 days after that month. If that information is not available, a second read estimation attempt will be made by averaging the usage from the prior two readings. If the second estimation attempt is not successful, then the estimation is a manual process. The Company will estimate usage based on historical usage information from the same premise and if not available, the usage of Customers with like premises.

6.07 ACCURACY AND TESTS: The accuracy and testing of the Company's meters shall be in accordance with the general orders of the Commission applying thereto.

6.08 EVIDENCE OF CONSUMPTION: The registration of the Company's meters will be accepted and received at all times and places as prima facie evidence of the amount of power and energy taken by the Company.

FILED
Missouri Public
Service Commission
ET-2021-0109; YE-2021-0122

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ISSUED BY: Darrin R. Ives, Vice President

1200 Main, Kansas City, Mo. 64105

KANSAS CITY POWER & LIGHT COMPANY

P.S.C. MO. No. 2 Sixth Revised Sheet No. 1.24
Canceling P.S.C. MO. No. 2 Fifth Revised Sheet No. 1.24
For Missouri Retail Service Area

**RULES AND REGULATIONS
ELECTRIC**

METERING (continued)

6.09 BILLING ADJUSTMENTS:

- A. For all billing errors, Company will determine from all related and available information the probable period during which this condition existed and shall make billing adjustments for the estimated period involved as follows:
 - (1) Residential Customers.
 - (a) In the event of an overcharge, an adjustment shall be made for the entire period that the overcharge can be shown to have existed not to exceed sixty (60) consecutive billing periods, calculated from the date of discovery, inquiry, or actual notification of Company, whichever was first.
 - (b) In the event of an undercharge, an adjustment shall be made for the entire period that the undercharge can be shown to have existed not to exceed twelve (12) consecutive billing periods, calculated from the date of discovery, inquiry, or actual notification of Company, whichever was first.
 - (2) Customers Other Than Residential.
 - (a) In the event of an overcharge, an adjustment shall be made for the entire period that the overcharge can be shown to have existed not to exceed sixty (60) consecutive billing periods, calculated from the date of discovery, inquiry, or actual notification of Company, whichever was first.
 - (b) In the event of an undercharge, an adjustment shall be made for the entire period that the undercharge can be shown to have existed not to exceed sixty (60) consecutive billing periods, calculated from the date of discovery, inquiry or actual notification of Company, whichever was first.
- B. No billing adjustment will be made where the full amount of the adjustment is less than one dollar (\$1.00).
- C. Where, upon test, a meter error is found to be three percent (3%) or less, no billing adjustment will be made.
- D. The under- or over-collection of sales, use or franchise taxes is not considered a billing error for the purpose of this Section, and is subject to collection or refund per the statute of limitations.

FILED
Missouri Public
Service Commission
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Issued by: Darrin R. Ives Vice President

Effective: ~~October 8, 2015~~
1200 Main, Kansas City, MO 64105

KANSAS CITY POWER & LIGHT COMPANY

P.S.C. MO. No. 2 Third Revised Sheet No. 1.24A
Canceling P.S.C. MO. No. 2 Second Revised Sheet No. 1.24A
For Missouri Retail Service Area

RULES AND REGULATIONS ELECTRIC

METERING (continued)

6.09 BILLING ADJUSTMENTS: (continued)

- E. When the customer has been undercharged, except as provided in Section 4.10 of this Rule, and a billing adjustment is made, the customer may elect to pay the amount of the adjustment in equal installments over a period of at least double the period covered by the adjusted bill.
- F. The under- or over-collection of sales, use or franchise taxes is not considered a billing error for the purpose of this Section, and is subject to collection or refund per the statute of limitations.
- G. Rate Schedule Designation:
When a Customer who currently qualifies for the "Residence" rate schedule has been billed on a non-Residential rate, and there is no evidence that the Customer would not have qualified for service under a Residence rate schedule during the period the billing occurred, the Company shall adjust the billing for the entire period such condition existed not to exceed twelve consecutive billing periods from date of discovery or inquiry.

When a Customer is billed on a "Residence" rate schedule for which the Customer does not qualify, the Customer's account shall be transferred to a rate schedule for which the Customer is eligible and the Company shall adjust the billing for the entire period such condition existed not to exceed sixty consecutive billing periods from date of discovery or inquiry.

KANSAS CITY POWER & LIGHT COMPANY

P.S.C. MO. No. 2 Second Revised Sheet No. 1.24B
Canceling P.S.C. MO. No. 2 First Revised Sheet No. 1.24B
For Missouri Retail Service Area

**RULES AND REGULATIONS
ELECTRIC**

METERING (continued)

6.10 Inquires

- (A) A customer shall advise Company that all or part of a charge is in dispute by written notice, in person, or by a telephone message directed to Company during normal business hours. A dispute must be registered with Company at least twenty-four (24) hours prior to the date of the proposed discontinuance for a customer to avoid discontinuance of service as provided by these Rules.
- (B) When a customer advises Company that all or part of a charge is in dispute, Company shall record the date, time and place the contact is made; investigate the contact promptly and thoroughly; and attempt to resolve the dispute in a manner satisfactory to both parties.
- (C) Failure of a customer to participate with Company in efforts to resolve an inquiry which has the effect of placing charges in dispute shall constitute a waiver of the customer's right to continuance of service, and Company may not less than five (5) days after provision of the notification required by Section (I) of this Rule, may proceed to discontinue service unless the customer files an informal complaint with the Commission within the five (5) day period.
- (D) Customers presenting frivolous disputes shall have no right to continued service. Company, before proceeding to discontinue the service of a customer presenting a dispute it deems frivolous, shall advise the Consumer Services Department of the Commission of the circumstances. The Consumer Services Department shall attempt to contact the customer by telephone and ascertain the basis of the dispute. If telephone contact cannot be made, the Consumer Services Department shall send the customer a notice by first class mail stating that Company may discontinue service unless the customer contacts the Consumer Services Department within twenty-four (24) hours. If it appears to the Consumer Services Department that the dispute is frivolous, or if contact with the customer cannot be made within seventy-two (72) hours following Company's report, Company shall be advised that it may proceed to discontinue service. If it appears that the dispute is not frivolous, service shall not be discontinued until ten (10) days after the notice required under Section 2.05 (E) has been sent to the customer by Company. The customer shall retain the right to lodge an informal complaint with the Commission.

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Missouri Public
Service Commission
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KANSAS CITY POWER & LIGHT COMPANY

P.S.C. MO. No. 2 Original Sheet No. 1.24D
Canceling P.S.C. MO. No. _____ Sheet No. _____
For Missouri Retail Service Area

RULES AND REGULATIONS ELECTRIC

METERING (continued)

6.11 Non-Standard Metering Service

- (A) Non-Standard Metering Service is available for any individual Residential Customer whose premise(s) is metered with a Company standard digital meter (Standard Meter) and requests to have metering service utilizing a Company Standard Meter without radio frequency (Non-Standard Meter).
- (B) In order to begin receiving Non-Standard Metering service under this Rule 6.11, the Customer must complete the following requirements:
 - (1) The Customer must sign and return to the Company the Residential Non-Standard Metering Service Acknowledgment Form (Acknowledgement Form) thereby accepting all fees, requirements, and limitations of this Rule 6.11. The Acknowledgement Form can be obtained by the Customer from the Company website at <http://www.kcpl.com>, or by contacting the Company Customer Care Center and requesting a hard copy be mailed to their premise(s).
 - (2) The Customer must pay the required, and non-refundable, Non-Standard Meter Initial Setup Charge of \$150.00 per Non-Standard Meter.
 - (3) The Customer must pay the monthly recurring Non-Standard Meter Charge of \$45.00 per Non-Standard Meter in addition to their applicable residential rates for electric service.
 - (4) The Customer must have no past-due balance and be current on all monthly bill payments at the time of their request for service under this Rule 6.11.
- (C) Once the Company has received the signed Acknowledgement Form from the Customer, and payment of the Non-Standard Meter Initial Setup Charge has been processed by the Company, the Company will furnish and install, a Non-Standard Meter to be used for billing purposes and service under this Rule 6.11 and the Non-Standard Meter Charge will be added to the customer's monthly bill.
- (D) All Company rules shall apply under this Rule 6.11.
- (E) Any customer who has requested service under this Rule 6.11 may, at any time, terminate this Non-Standard Metering Service and request that the Company install a Standard Meter on their premise(s); at which point the monthly Non-Standard Meter Charge will no longer be applicable. There is no subsequent charge for a Customer to request that a Standard Meter be installed on their premise(s) that previously opted for service under this Rule 6.11.