

MO.P.S.C. SCHEDULE NO. 6 2nd Revised SHEET NO. 142CANCELLING MO.P.S.C. SCHEDULE NO. 6 1st Revised SHEET NO. 142APPLYING TO MISSOURI SERVICE AREAGENERAL RULES AND REGULATIONSVII. DISCONNECTION AND RECONNECTION OF SERVICEA. REASONS FOR DENIAL OR DISCONNECTION OF SERVICE

In addition to any other right reserved by Company in its schedules, rules and regulations, Company reserves and shall have the right to deny service, or after written notice, to disconnect service supplied by it to an electric customer for any of the following reasons:

1. Nonpayment of an undisputed delinquent account;
2. For failure by non-residential customer to pay when due bills for service supplied to such customer within twelve months immediately preceding the date of such notice of customer's current location or at any other location of customer at which similar service is now or has been supplied;
3. Failure to make and maintain a deposit or acceptable guarantee in accordance with the rules and regulations of Company and of regulatory authorities having jurisdiction;
4. Failure to comply with the terms and conditions of a settlement agreement with the Company regarding a dispute or payment of service charges;
5. Refusal after reasonable notice to permit inspection, maintenance, replacement or meter reading of Company equipment. If the Company has a reasonable belief that health or safety is at risk, notice at the time inspection is attempted is reasonable.
6. Misrepresentation of identity for the purpose of obtaining service;
7. Whenever customer disposes of any electric service to another party in any manner other than as expressly authorized by these rules and regulations;
8. Violation of any rules and regulations of the Company on file with and approved by any regulatory authority having jurisdiction or of any such regulatory authority which adversely affects the safety of the customer or other persons or the integrity of the Company's delivery system.
9. As provided by state or federal law.
10. Unauthorized use, interference or diversion of service

Company will inform the prospective customer of the refusal of service in writing and maintain a record of the notice.

B. NOTICE OF INTENT TO DISCONNECT RESIDENTIAL SERVICE

- * Notice of intent to disconnect service will state the name and address of the customer (and the service address if it is different), the reason for which service will be disconnected, the cost for reconnection if any, the date on or after which such disconnection may be effected, how a customer may avoid being disconnected, and a telephone number the customer may call. Additional information regarding the possibility of a payment agreement, Company's medical

*Indicates Change.

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MO.P.S.C. SCHEDULE NO. 6 2nd Revised SHEET NO. 143CANCELLING MO.P.S.C. SCHEDULE NO. 6 1st Revised SHEET NO. 143APPLYING TO MISSOURI SERVICE AREAGENERAL RULES AND REGULATIONSVII. DISCONNECTION AND RECONNECTION OF SERVICE (Cont'd.)**B. NOTICE OF INTENT TO DISCONNECT RESIDENTIAL SERVICE (Cont'd.)**

* equipment registry, medical hardship payment deferrals, third-party notification, payment options and how to contact energy assistance agencies will also be printed on all residential disconnect notices beginning when Company's remote disconnect functionality becomes operational.

1. Individual Residential Customer Premises

Said notice will be sent to the customer by first class mail not less than ten (10) days prior to the date of the proposed disconnection or delivered to customer not less than 96 hours prior to such date.

2. Single Metered Multi-Dwelling Unit Residential Buildings

At least ten (10) days prior to disconnection of service for nonpayment of a bill or deposit at a multi-dwelling unit residential building at which usage is measured by a single meter, notices of the Company's intent to disconnect will be conspicuously posted in public areas of the building. Such notices will not be required, however, if the Company is not aware that said structure is a single metered multi-dwelling unit residential building or in individual situations where the safety of the Company's employees or agents may be a consideration. If the electric service is necessary to the proper function and operation of a customer's heating equipment, said notice will inform the occupants of their right, under state law, to initiate a receivership procedure.

3. Individually Metered Multi-Dwelling Unit Residential Buildings

At least ten (10) days prior to disconnection of service for nonpayment of a bill or deposit at (a) a multi-dwelling unit residential building where each unit is individually metered, but a single customer is responsible for payment for service in all units in the building, or at (b) a residence in which the occupant using the Company's service is not the Company's customer, the occupant(s) shall be given written notice of the Company's intent to disconnect service, provided however, that such notice will not be required unless one (1) occupant has advised the Company, or the Company is otherwise aware, that he is not the customer. The notice will outline the procedure by which the occupant may apply in his or her name for service of the same character received through that meter. If the electric service for (a) is heat related, said notice will inform the occupants of their right, under state law, to initiate a receivership procedure.

** 4. Medical Equipment Registry Accounts

For all of the items 1. through 3. above, where the account has enrolled as described below in Medical Equipment Registry, said notice will be sent not less than fifteen (15) days prior to the date of the proposed disconnection and an additional notice will be sent by certified mail at least seven (7) days prior to the date of the proposed disconnection.

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GENERAL RULES AND REGULATIONS

VII. DISCONNECTION AND RECONNECTION OF SERVICE (Cont'd.)

C. RESIDENTIAL CUSTOMER CONTACT AND NOTICE OF DISCONNECTION

***1. Where an operational AMI remote disconnect is present:**

At least 24 hours preceding disconnection of service, the Company will attempt to contact a residential customer through a series of communications to advise of the pending action and what steps must be taken to avoid disconnection. Such communications will include not less than two (2) call attempts and an additional notice via the customer's elected preferred communication method. A final call attempt will be made within 24 hours of the discontinuance of service.

Any third-party notifications established by customer will also receive the same notice and communication attempts.

(This section reflects a variance from Rule 20 CSR 4240-13.050(9), Rule 20 CSR 4240-13.055(3)(C), and Rule 20 CSR 4240-13.055(3)(D) granted by Commission in File No. EE-2019-0382.)

****2. Where an operational AMI remote disconnect is not present:**

Immediately preceding the disconnection of service, the Company employee or agent designated to perform such function will, except in individual situations where the safety of the employee or agent may be a consideration, make a reasonable effort to contact and identify himself to the customer or responsible person at the premises to announce his purpose.

When service is disconnected, the Company employee or agent will leave a notice at the premises in a manner conspicuous to the customer that service has been disconnected and the Company address and telephone number where the customer may arrange to have service restored.

D. NOTICE OF INTENT TO DISCONNECT NON-RESIDENTIAL SERVICE

Notice of intent to disconnect service for a non-residential customer under this rule shall state the reason for which service will be disconnected and shall specify a date after which such disconnection may be effected, and such notice shall be mailed to or served upon customer not less than 48 hours prior to such date.

*****E. DISCONNECTION HOURS**

Company will disconnect electric service between the hours of 8:00 a.m. and 4:00 p.m. on the date specified on the notice of disconnection or within thirty (30) calendar days thereafter except that disconnections shall not occur on the following State of Missouri bank holidays: New Year's Day, Martin Luther King, Jr. Day, Lincoln's Birthday, Washington's Birthday, Truman Day, Memorial Day, Independence Day, Labor Day, Columbus Day, Veterans Day, Thanksgiving Day, and Christmas Day.

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MO.P.S.C. SCHEDULE NO. 6 2nd Revised SHEET NO. 145CANCELLING MO.P.S.C. SCHEDULE NO. 6 1st Revised SHEET NO. 145APPLYING TO MISSOURI SERVICE AREAGENERAL RULES AND REGULATIONSVII. DISCONNECTION AND RECONNECTION OF SERVICE (Cont'd.)***F. DELAY OF DISCONNECTION FOR MEDICAL REASONS**

The Company will postpone the disconnection of service to a residential customer for a time not in excess of 21 days if the Company is advised the disconnection will aggravate an existent medical emergency of the customer, a member of his family or other permanent resident of the premises. The Company may require a customer to provide satisfactory evidence that a medical emergency exists before postponing the disconnection of service.

***G. AVOIDANCE OF DISCONNECTION OF SERVICE**

Disconnection of electric service will not be performed if, on or before the date specified in the notice of intent to disconnect, the customer shall:

1. (a) Make good the default by paying such bills for service at a Company office, or make arrangements satisfactory to Company, therefor, (b) make or restore such deposit at a Company office, (c) give Company representatives such access, or (d) cure such violation of rules and regulations, as the case may be; and
2. Pay at a Company office the expenses incurred by Company in detecting and confirming obstruction of electric service. Such expenses will include, but not be limited to all unmetered service as estimated by Company, special equipment necessary to detect the violation (such as check meter), equipment necessary to prevent future violations, labor and materials necessary to test, change, move or install new meters or other equipment and the cost of any rebilling, as applicable.

H. DISCONNECTION OR INTERRUPTION OF SERVICE WITHOUT PRIOR NOTICE

Company shall have the right to disconnect or interrupt service without prior notice for reasons of obstruction; maintenance, health, safety or state of emergency, or in cases where Company is directed to interrupt service by a governmental agency or officer. In such cases Company will make a reasonable effort to inform customer of the reasons for disconnection or interruption of service.

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MO.P.S.C. SCHEDULE NO. 6 Original SHEET NO. 145.1CANCELLING MO.P.S.C. SCHEDULE NO. 6 SHEET NO. _____APPLYING TO MISSOURI SERVICE AREAGENERAL RULES AND REGULATIONSVII. DISCONNECTION AND RECONNECTION OF SERVICE (Cont'd.)***I. RECONNECTION OF SERVICE**

In the event Company disconnects service, in addition to customer's continuing liability for all indebtedness then owed by customer to Company for service supplied at customer's current location and for similar service supplied at any other location of customer, customer shall also be liable for and shall also pay Company for the expenses incurred by Company in detecting and confirming the violation which occasioned such disconnection of electric service. In the event any such disconnected customer, or anyone acting for him, thereafter desires to receive service from Company by reconnection at the same location or at any other location, the payment to Company of the aforesaid liabilities and the payment to Company of each of the following items, as applicable, or the making of arrangements satisfactory to Company therefore, shall be conditions precedent to such reconnection or connection:

1. The charge for reconnection of service indicated on Sheet No. 63, Miscellaneous Charges, for each connection point.
2. Any deposit which may be required by Company under its applicable rules and regulations; and,
3. The cost of facilities or changes Company deems necessary or appropriate in order to prevent, insofar as possible, any future violation by customer of the rules and regulations of the Company as well as the cost of rebilling, as applicable.

****J. MEDICAL EQUIPMENT REGISTRY**

Company will maintain a medical equipment registry of customers whose health situation requires the availability of electric service to operate certain medically necessary equipment. Information regarding eligible equipment and how to register will be available by calling Company or, as soon as practical, through an online web page. MER customers that would otherwise be subject disconnection will first receive a service extender for approximately 20-30 days before a disconnection notice is issued. The service extender allows the customer to receive sufficient power to run the MER eligible equipment listed on the account.

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