

ARKANSAS PUBLIC SERVICE COMMISSION

Ark. Public Serv. Comm. ---APPROVED---09/09/2020 Docket: 20-045-TF Order No.-1
PSC FILED Time: 8/17/2020 12:05:55 PM: Recvd 8/17/2020 11:53:39 AM: Docket 20-045-TF-Doc. 3

ORIGINAL _____ Sheet No. 50

Replacing: _____ Sheet No. _____

The Empire District Electric Company d/b/a Liberty-Empire
Name of Company

Kind of Service: Electric Class of Service: All

Part IV Policy Schedule No. 1

Title: **EXTENDED ABSENCE PAYMENT PROCEDURE**

PSC File Mark Only

1. EXTENDED ABSENCE PAYMENT PROCEDURE (GSR 5.11)

1.1. Company will provide the following options to Customers who have notified Company of an anticipated extended absence, thereby allowing them to avoid suspension of service during the absence.

1.1.1. Forward bills to a temporary address supplied by the Customer.

1.1.2. Place Customer on the Average Payment Plan (see page 52) so they will know how much to mail in during each month of the extended absence.

1.1.3. Place Customer on AUTOPAY bank draft plan.

1.1.4. Customer may advance an amount estimated to cover charges for the period of the extended absence.

1.1.4.A. Monthly charges will reduce the payment credit until Customer returns, at which time settlement for any over payment or under payment will be made. If at any time prior to the Customer's return the actual charges for service substantially exceed the advance payment, Company will attempt to contact Customer to request additional payment. If contact cannot be made, the entire outstanding balance will become due and payable with the first billing after Customer's scheduled date of return, or an arrangement made per 1.1.4.C. of this rule.

1.1.4.B. If, upon Customer's return, the account has been over paid, Customer may elect to receive a refund or continue to carry the credit balance forward to reduce future charges.

1.1.4.C. If, upon Customer's return, there is a substantial outstanding balance that results from underpayment of charges, a delayed payment agreement will be made available upon request.

ARKANSAS PUBLIC SERVICE COMMISSION

Ark. Public Serv. Comm. ---APPROVED---09/09/2020 Docket: 20-045-TF Order No.-1
PSC FILED Time: 8/17/2020 12:05:55 PM: Recvd 8/17/2020 11:53:39 AM: Docket 20-045-TF-Doc. 3

ORIGINAL _____ Sheet No. 51

Replacing: _____ Sheet No. _____

The Empire District Electric Company d/b/a Liberty-Empire
Name of Company

Kind of Service: Electric Class of Service: All

Part IV Policy Schedule No. 2

Title: **EXTENDED DUE DATE POLICY (Preferred Due Date Plan)**

PSC File Mark Only

2. EXTENDED DUE DATE POLICY (GSR 5.09)

2.1. Company shall offer a Preferred Due Date Plan which shall allow a qualified Customer to choose a regularly scheduled due date that falls within a maximum of 35 days from the normal billing cycle date for his/her account. To qualify for the Preferred Due Date Plan, a Customer must meet at least one of the following criteria. Company may require verification of the income sources listed.

- 2.1.1. Customer is receiving Aid to Families with Dependent Children (AFDC), or Aid to the Aged, Blind and Disabled (AABD);
- 2.1.2. Customer is receiving Supplemental Security Income;
- 2.1.3. Customer's primary source of income is Social Security or Veterans Administration disability or retirement benefits;
- 2.1.4. Customer is enrolled in the Average Payment Plan (APP) and paying on or before the delinquent date each month;
- 2.1.5. Customer is enrolled in the automatic bank draft program (AUTOPAY)

2.2. Company may remove a Customer from the Preferred Due Date Plan if Customer fails to pay on or before the scheduled delinquent date for two consecutive times or three times within the last 12 months. Company shall notify Customers in writing that the extended due date for payment has been removed.

2.3. Company will bill Customer in order to allow 14-day due period and will not charge a late payment charge.

ARKANSAS PUBLIC SERVICE COMMISSION

APSC FILED Time: 8/17/2020 12:05:55 PM: Recvd 8/17/2020 11:53:39 AM: Docket 20-045-TF-Doc. 3

ORIGINAL _____ Sheet No. 52

Replacing: _____ Sheet No. _____

The Empire District Electric Company d/b/a Liberty-Empire
Name of Company

Kind of Service: Electric Class of Service: All

Part IV Policy Schedule No. 3

Title: **AVERAGE PAYMENT PLAN (Rider AP)**

PSC File Mark Only

3. AVERAGE PAYMENT PLAN (APP) (GSR 5.10)

3.1. Company shall offer a levelized billing plan (hereafter referred to as Average Payment Plan or APP) to any residential or small commercial Customer who wishes to participate in such a plan.

3.2. The Average Payment Plan shall meet the following standards:

3.2.1. Applicants must be told about APP when applying for service;

3.2.2. Qualifying Customers may enter the plan at any time.

3.2.3. The monthly APP contract billing amount shall be based on the Customer's previous twelve months billing history. Where the Customer has less than twelve months billing history at his present location or the billing history is not representative, the monthly APP contract amount may be based on estimates of monthly bills.

3.2.4. Differences between Customer's applicable rate schedule billing and APP contract billings will be accumulated for 12 months and the outstanding balance due or owed will be applied to the next year's APP.

3.2.5. If an APP Customer becomes delinquent, Company may remove Customer from the plan, and if Customer qualifies, offer a delayed payment agreement.

3.2.6. In the event of a Commission approved rate change, the monthly APP amount may be adjusted by the approved rate change percentage. In the event a monthly APP Audit Report indicates a significant change in kilowatt-hour use, the APP amount may be adjusted in an amount sufficient to prevent significant underpayment or overpayment of actual charges by the end of the contract year. The APP Audit Report evaluates APP accounts monthly by comparing the current contract amount to a newly calculated monthly audit amount that takes into account the accumulated APP status amount (difference between actual and APP billings) and the amount needed to cover the remainder of the contract year. When the current amount falls outside a plus or minus tolerance amount, the account is listed on the Audit Report for review. Customers will be notified of any proposed changes.

3.3. TERMINATION AND SETTLEMENT

3.3.1. Billing under this plan shall be automatically terminated when Customer discontinues service. Any amounts owed for service billed under this plan shall be due as any other final bill for service. Any amounts overpaid for service billed under this plan shall be refunded to Customer by check.

ARKANSAS PUBLIC SERVICE COMMISSION

Ark. PSC FILED Time: 8/17/2020 12:05:55 PM: Recvd 8/17/2020 11:53:39 AM: Docket 20-045-TF-Doc. 3

ORIGINAL _____ Sheet No. 53

Replacing: _____ Sheet No. _____

The Empire District Electric Company d/b/a Liberty-Empire
Name of Company

Kind of Service: Electric Class of Service: All

Part III Rate Schedule No. 3

Title: **AVERAGE PAYMENT Plan (Rider AP)**

PSC File Mark Only

3.3.2. A Customer may withdraw from the plan at any time. A Customer withdrawing from APP shall have the APP balance applied to his account. When a net credit results it shall apply as a billing credit unless Customer requests a refund. When the APP balance is not a credit, the Customer shall have the option of paying the account balance in full, or, if qualified, under a delayed payment agreement.

Ark. Public Serv. Comm. ---APPROVED---09/09/2020 Docket: 20-045-TF Order No.- 1

ARKANSAS PUBLIC SERVICE COMMISSION

Ark. Public Serv. Comm. ---APPROVED---09/09/2020 Docket: 20-045-TF Order No.-1
PSC FILED Time: 8/17/2020 12:05:55 PM: Recvd 8/17/2020 11:53:39 AM: Docket 20-045-TF-Doc. 3

ORIGINAL _____ Sheet No. 54

Replacing: _____ Sheet No. _____

The Empire District Electric Company d/b/a Liberty-Empire
Name of Company

Kind of Service: Electric Class of Service: All

Part IV Policy Schedule No. 4

Title: **PROVISIONS FOR LANDLORDS AND TENANTS**

PSC File Mark Only

4. PROVISIONS FOR LANDLORDS AND TENANTS (GSR 6.19(A))

4.1. ACCOUNT IDENTIFICATION

4.1.1. Landlords shall identify themselves as landlords and shall identify each property, dwelling unit, or commercial space which may be occupied by tenants. Without this identification, Company shall not be required to treat a Customer as a tenant unless it has actual knowledge or information that reliably indicates that the person to whom service is provided is a tenant.

4.1.2. During the application process, Company personnel shall ask if there is a landlord/tenant relationship when the mailing address is different than the service address.

4.1.3. Company will associate the landlord's name, mailing address and telephone number with each tenant-occupied premise.

4.1.4. When landlord is responsible for payment of bills for electric service rendered at tenant-occupied premises, landlord shall provide Company with the following information for each premise:

- 4.1.4.A. Tenant Name
- 4.1.4.B. Service address of unit occupied
- 4.1.4.C. Meter number of unit occupied

4.1.5. Company will provide information regarding landlord/tenant situations in an *Information to Customers* booklet.

Ark. Public Serv. Comm. ---APPROVED---09/09/2020 Docket: 20-045-TF Order No.-1

ARKANSAS PUBLIC SERVICE COMMISSION

Ark. Public Serv. Comm. --- APPROVED --- 09/09/2020 Docket: 20-045-TF Order No. - 1
PSC FILED Time: 8/17/2020 12:05:55 PM: Recvd 8/17/2020 11:53:39 AM: Docket 20-045-TF-Doc. 3

ORIGINAL _____ Sheet No. 55

Replacing: _____ Sheet No. _____

The Empire District Electric Company d/b/a Liberty-Empire
Name of Company

Kind of Service: Electric Class of Service: All

Part IV Policy Schedule No. 5

Title: **TEST METHOD FOR IN SERVICE ELECTRIC METERS**

PSC File Mark Only

5. TEST METHOD FOR IN-SERVICE ELECTRIC METERS (SRE 7.08)

5.1. Single Phase Meters:

5.1.1. New and in-service single phase meters will be tested under the statistical sampling plan described in the latest revision of ANSI C12.1, Section 8.8.6.

5.2. Three Phase Meters:

5.2.1. New three phase meters will be 100% tested.

5.2.2. In-service three phase meters will be tested under the periodic interval test method described in the latest revision of ANSI C12.1, Section 8.8.4.

ARKANSAS PUBLIC SERVICE COMMISSION

APSC FILED Time: 8/17/2020 12:05:55 PM: Recvd 8/17/2020 11:53:39 AM: Docket 20-045-TF-Doc. 3

ORIGINAL _____ Sheet No. 56

Replacing: _____ Sheet No. _____

The Empire District Electric Company d/b/a Liberty-Empire
Name of Company

Kind of Service: Electric Class of Service: All

Part IV Policy Schedule No. 6

Title: **POWER SUPPLY**

PSC File Mark Only

6. POWER SUPPLY (SRE 6.01)
In all cases and at all locations, supply specifications shall be approved by the Company.

6.1. Voltages:
The following nominal voltages are available for supply to Customers, depending upon size, application and location on the Company's distribution system: Other voltages may be available in certain areas but will require consultation with a Company representative.

6.1.1. Standard Secondary Voltages:
120/240 Volts single phase
120/208 Volts three phase grounded wye
120/240 Volts three phase delta
277/480 Volts grounded wye

6.1.2. Standard Primary Voltage:
12,470 Volts three phase grounded wye

6.1.3. Capacity:
The Customer must contact the Company to verify the available power supply capacity at any particular location on Company's electrical system.

6.1.4. Phase:
Standard phasing for residential or rural areas shall be single phase. Customers or applicants for service in such areas should arrange to utilize single phase service. When three phase is requested in residential or rural areas, feasibility of extending three phase facilities shall be determined by Company, considering such factors as prospective annual revenue, location, topography, Customer load characteristics, etc.

6.1.5. Frequency:
The standard frequency in all locations shall be 60 Hertz or cycles per second.
6.1.5.A. Company shall maintain this frequency to within 5 percent below the standard at all times.
6.1.5.B. Infrequent and unavoidable fluctuations of short duration shall not be considered a violation of this Rule if caused by:
(1) The operation of power equipment on a Customer's premises;
(2) The action of the elements; or,
(3) Infrequent and unavoidable fluctuations of short duration in system operations.

6.2. Fluctuating Loads:
Any single phase equipment rated over 20 kW or any three phase equipment rated over 45 kW must be approved by Company. Three phase fluctuating loads drawing a peak instantaneous demand in excess of 15 kVA and cycling at a rate of once every five minutes or less shall be reported to the Company so the effects of the Customer's load on the Customer's and/or adjacent Customers' electrical service quality can be determined.

Ark. Public Serv. Comm. ---APPROVED---09/09/2020 Docket: 20-045-TF Order No.- 1

ARKANSAS PUBLIC SERVICE COMMISSION

APSC FILED Time: 8/17/2020 12:05:55 PM: Recvd 8/17/2020 11:53:39 AM: Docket 20-045-TF-Doc. 3

ORIGINAL _____ Sheet No. 57

Replacing: _____ Sheet No. _____

The Empire District Electric Company d/b/a Liberty-Empire
Name of Company

Kind of Service: Electric Class of Service: All

Part IV Policy Schedule No. 7

Title: **MOTORS**

PSC File Mark Only

7. MOTORS:

7.1. Supply to Motors:

All single phase motors over 6.5 h.p. and all three phase motors over 15 h.p. must be approved by Company. If an adjustable speed drive or DC drive is used, the Customer shall notify Company so that characteristics particular to solid state motor controlling can be taken into account in all studies.

7.2. Electric Welders:

Any electric welder rated over 5 kVA must be approved by Company.

7.3. Load Balance:

Customer's wiring shall have a sufficient number of branch circuits and be so connected as to allow load on each phase or side of the supply neutral to be as nearly balanced as possible, thus minimizing unbalance or neutral current.

7.4. Grounding:

Customer's wiring installation shall be effectively grounded as required by the NEC (NFPA 70), NESC and local code or building authority. This includes grounding of the service entrance neutral conductor, metallic metering enclosures, the meter base, metallic service entrance enclosures, main disconnect or switch enclosures, and metallic service entrance conduit.

7.5. Application for Electrical Supply With Special Considerations:

In cases or locations where the Customer's or applicant's equipment installation and usage applications do not meet the requirements stated above, the Customer shall contact the Company to request a feasibility study of the Customer's proposed requirements. If problems are found to exist with the application as proposed, Company shall suggest mitigative measures. When applying for special consideration, the Customer shall supply all data relevant to his/her electrical power needs which shall include but not be limited to the following:

Equipment Nameplate Information:

- Voltage
- Frequency
- Efficiency
- Power Factor
- NEMA equipment data (specifically locked rotor current code for motors)

- Type of equipment
- Location of equipment
- Equipment operation schedules (i.e., how many times started per hour, etc.)
- Adjacent and/or auxiliary equipment types and schedules
- Equipment test data (if available)

ARKANSAS PUBLIC SERVICE COMMISSION

APSC FILED Time: 8/17/2020 12:05:55 PM: Recvd 8/17/2020 11:53:39 AM: Docket 20-045-TF-Doc. 3

ORIGINAL _____ Sheet No. 58

Replacing: _____ Sheet No. _____

The Empire District Electric Company d/b/a Liberty-Empire
Name of Company

Kind of Service: Electric Class of Service: All

Part IV Policy Schedule No. 8

Title: **ELECTRIC VOLTAGE VERIFICATION PLAN**

PSC File Mark Only

8. ELECTRIC VOLTAGE VERIFICATION PLAN (SRE 6.01(C)(2)(b))

8.1. The Empire District Electric Company has permanently installed, at each of its distribution substations, voltmeters that verify voltage levels by recording continual voltage readings.

Ark. Public Serv. Comm. --- APPROVED --- 09/09/2020 Docket: 20-045-TF Order No. - 1

ARKANSAS PUBLIC SERVICE COMMISSION

Ark. Public Serv. Comm. FILED Time: 8/17/2020 12:05:55 PM: Recvd 8/17/2020 11:53:39 AM: Docket 20-045-TF-Doc. 3

ORIGINAL _____ Sheet No. 59

Replacing: _____ Sheet No. _____

The Empire District Electric Company d/b/a Liberty-Empire
Name of Company _____

Kind of Service: Electric Class of Service: All

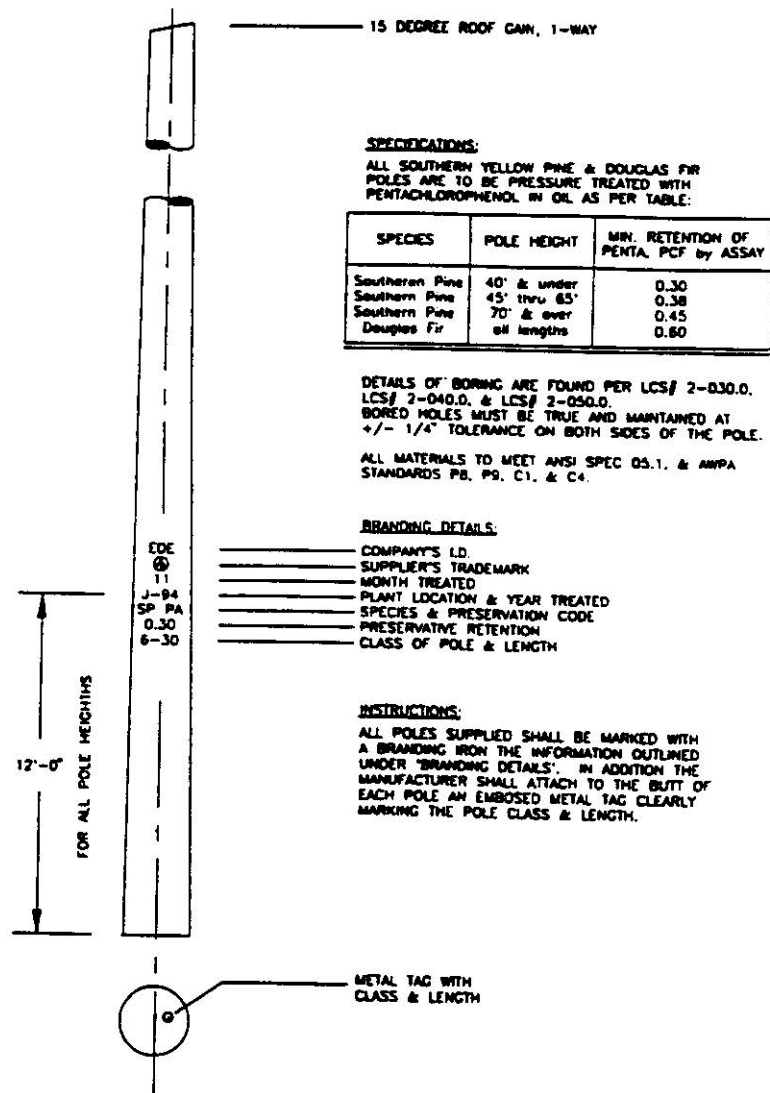
Part IV Policy Schedule No. 9

Title: **FACILITY IDENTIFICATION**

PSC File Mark Only

9. FACILITY IDENTIFICATION

9.1. Company poles will be identified in the following manner:



This Space For PSC Use Only

Ark. Public Serv. Comm.----APPROVED----09/09/2020 Docket: 20-045-TF Order No.-1

ARKANSAS PUBLIC SERVICE COMMISSION

ORIGINAL _____ Sheet No. 60

Replacing: _____ Sheet No. _____

The Empire District Electric Company d/b/a Liberty-Empire
Name of Company

Kind of Service: Electric Class of Service: All

Part IV Policy Schedule No. 10

Title: **EMERGENCY CURTAILMENT PLAN**

PSC File Mark Only

10. EMERGENCY ENERGY CONSERVATION AND CURTAILMENT PLAN (ECP)

10.1 GENERAL

The purpose of this Emergency Energy Conservation and Curtailment Plan (Emergency Curtailment Plan or ECP) is to define actions that will be taken when a power supply shortage (due to, for example, deficiencies in fuel, generation capacity, transmission system capability) is imminent that could threaten the ability of The Empire District Electric Company (Company or EDE) to continue services which are essential to the health, safety, and well being of the Company's Customers.

EDE is subject to the mandatory reliability standards of the North American Electric Reliability Corporation (ERO or NERC), as approved by the Federal Energy Regulatory Commission, and Southwest Power Pool (SPP) Criteria. NERC Standards and SPP Criteria require establishment of plans and procedures to provide load relief to minimize the probability of bulk electric system collapse during major system contingencies. The ECP is consistent with, and will be maintained, in accordance with policies and procedures established and maintained by the Company for adherence to the NERC and SPP emergency plan requirements.

The ECP is a two phase plan with the second phase being implemented in the event Phase I fails to provide adequate reduction in energy consumption. The Plan will be implemented as necessary and in the order shown. Should conditions deteriorate rapidly, Phase II may be implemented before any or all steps in Phase I have been completed. Material changes to the ECP will be filed with the Commission.

ARKANSAS PUBLIC SERVICE COMMISSION

ORIGINAL _____ Sheet No. 61

Replacing: _____ Sheet No. _____

The Empire District Electric Company d/b/a Liberty-Empire
Name of Company

Kind of Service: Electric Class of Service: All

Part IV Policy Schedule No. 10

Title: **EMERGENCY CURTAILMENT PLAN**

PSC File Mark Only

10.2 PHASE I

1. Elimination of all non-essential Company consumption.
2. Voluntary elimination of all non-essential lighting, including but not limited to:
 - Homes
 - Stores
 - Educational Institutions
 - Industries
 - Commercial Buildings
 - Street Lighting
 - Outdoor Advertising
 - Parking Lot Lighting
3. A voluntary 20% reduction in consumption for educational institutions, museums, art galleries and historic buildings.
4. Voluntary elimination of all night-time sporting events and other recreational uses.
5. Interruption of service to all Customers served on interruptible rates as provided in the respective rate or contract.
6. Voluntary reduction by industrial Customers which is expected to result in approximately 20% reduction in energy consumption.
7. Voluntary reduction in the use of home heating equipment and appliances to the lowest use necessary to maintain life support systems.

In the event the steps implemented in Phase I do not provide adequate reduction in consumption to mitigate the imminent power supply shortage, The Empire District Electric Company will implement, in coordination with the Southwest Power Pool Reliability Coordinator (SPP RC), Phase II procedures as they become necessary to

ARKANSAS PUBLIC SERVICE COMMISSION

ORIGINAL _____ Sheet No. 62

Replacing: _____ Sheet No. _____

The Empire District Electric Company d/b/a Liberty-Empire
Name of Company

Kind of Service: Electric Class of Service: All

Part IV Policy Schedule No. 10

Title: **EMERGENCY CURTAILMENT PLAN**

PSC File Mark Only

preserve the Company's power supply, including fuel inventory, and maintain essential services.

10.3 PHASE II

1. Mandatory elimination and reduction as outlined in Phase I.
2. Mandatory elimination of consumption by all educational institutions, museums, art galleries and historic buildings.
3. Voltage reduction of 5% for all Customers.
4. Rotating service interruptions on selected distribution feeder lines. The EDE System Operator will be responsible for implementing and controlling the interruptions, and, where possible, will avoid interruption of circuits which serve critical needs of the community.

In the event EDE implements Phase II procedures that affect EDE's Arkansas customers, as soon as practical and possible, EDE's Regulatory Services department will report to the Director of Public Utilities of the Commission and other regulatory authorities, as required. The report shall explain the reason for the Phase II emergency curtailments, the substations and circuits affected, the customer classifications affected, the beginning and ending time and duration of the emergency curtailment, and the number of Arkansas customers affected by the emergency curtailment.

10.4 ESSENTIAL SERVICES

It is the Company's intent that the following Customers will be exempt from full compliance with the plan as outlined in Phase II due to the essential nature of the service they provide. Although exempted from the mandatory provision of this plan, such Customers would be expected to cooperate to the fullest extent possible consistent

ARKANSAS PUBLIC SERVICE COMMISSION

ORIGINAL _____ Sheet No. 63

Replacing: _____ Sheet No. _____

The Empire District Electric Company d/b/a Liberty-Empire
Name of Company

Kind of Service: Electric Class of Service: All

Part IV Policy Schedule No. 10

Title: **EMERGENCY CURTAILMENT PLAN**

PSC File Mark Only

with the continued operation of the essential service for which the Customer is responsible.

1. Any facility whose function is known to the Company to be necessary to the support of life.
 - a. Certain hospital services and nursing homes.
 - b. Non-hospital facilities which may have iron lung or kidney machines.
2. Any facility whose function is necessary for National, State or local security.
 - a. Civil Defense facilities.
 - b. Other Governmental activities essential to national defense.
3. Any facility whose function is known to be necessary to provide essential public services.
 - a. Police and fire control facilities.
 - b. Public utilities - water, telephone, cellular communication, gas, sewage disposal facilities.
 - c. Transportation facilities.
 - d. Communications media - newspapers, radio and television stations.
 - e. Coal mining and related functions.
 - f. Petroleum refining and pipeline facilities.
 - g. Food processing, storage and distribution facilities.

ARKANSAS PUBLIC SERVICE COMMISSION

ORIGINAL _____ Sheet No. 64

Replacing: _____ Sheet No. _____

The Empire District Electric Company d/b/a Liberty-Empire
Name of Company

Kind of Service: Electric Class of Service: All

Part IV Policy Schedule No. 10

Title: **EMERGENCY CURTAILMENT PLAN**

PSC File Mark Only

h. Medical supply facilities.

10.5 PUBLIC APPEALS

EDE has established and maintains a crisis communication plan that is used as a guide for employees for contact information and predetermined communication assignments pertaining to situations during times of serious problems, emergencies, or crisis. A listing of personnel and all area media contacts is maintained by the Company's Corporate Communications department.

In the event of an implementation of the ECP, EDE local area and corporate crisis communication teams will make public appeals through various media during emergency conditions for customers to reduce energy usage in the EDE service area. These messages will include instructions on how to reduce energy consumption during the time of emergency.

10.6 During emergency conditions, EDE will be in constant communication with the SPP RC and EDE's neighboring Transmission Operators (TOs) and Balancing Authorities (BAs) advising them of the situation within the EDE footprint as steps are taken in the energy curtailment plan.

10.7 After all possible voluntary load reductions have been achieved the system load may still exceed the available power supply. If so, the System Operator(s), after contacting other utilities and the SPP RC advising them of the situation, may declare a NERC Energy Emergency Alert 3 (EEA3) to the SPP RC and direct the manual interruption of as many circuits as necessary to balance the system load to the available power supply.