

NOTICE

Terms of the Kansas Cold Weather Rule for residential customers of Liberty Utilities – Empire District (Liberty-Empire).

EFFECTIVE PERIOD: November 1st through March 31st

(This notice is given in compliance with The Kansas Corporation Commission order no. 02-GIMX-211-GIV.)

RESIDENTIAL CUSTOMER RESPONSIBILITIES

All Kansas residential customers who have unpaid arrearages or are unable to pay their current bill in full may apply for payment arrangements under the Cold Weather Rule, and service will not be disconnected provided they meet the following Customer Responsibilities:

1. Contact Liberty-Empire and let us know that you are unable to pay in full.
2. Be prepared to give sufficient financial information to allow determination of a payment agreement.
3. Apply for federal, state, local or other utility assistance funds for which you may be eligible. Any assistance payment you receive will be applied to your account. You may then elect to have a reduced monthly installment amount or a shortened payment period, whichever you prefer.
4. Make an initial payment to Liberty-Empire that equals 1/12 the total due: (current bill + arrears) divided by 12.
5. Enter into a payment plan for payment of the arrears and for current and future consumption that may be equalized. The monthly Average Payment Plan amount may be reviewed periodically and reasonably adjusted by Liberty-Empire.
6. Not default on the minimum payment requirement or issue an insufficient check for payment to Liberty-Empire.
7. Not violate any rule of the Company that adversely affects the safety or integrity of its delivery system, nor interfere with or divert utility service.

If disconnection occurs because of default on a Cold Weather Payment Agreement, Liberty-Empire will reconnect the meter upon receipt of a reconnect fee and execution of a new Cold Weather Payment Agreement as described above, including an initial payment that equals 1/12 the total due. The new agreement will cancel and replace the old agreement.

COMPANY OBLIGATIONS

1. Cold Weather Rule information will be included with all written delinquent notices and will be made known to all residential customers during telephone and/or personal contacts regarding unpaid bills.
2. No residential meters will be disconnected when the temperature is forecast to be in the mid-thirties or below within the next 48 hours.
3. A company representative will attempt to contact you by phone or in person one day prior to any scheduled disconnection. If no contact is made, a door-tag will be left advising you of your options under the terms of the Kansas Cold Weather Rule.
4. You may have the Company notify a third party of any delinquent notices issued on your account if you wish.

If you have questions regarding this rule, please contact our Liberty-Empire office. If, after contacting us you are not satisfied with the resolution offered, you may telephone the Kansas Corporation Commission's consumer protection office toll-free at 1-800-662-0027.

Financial assistance in paying electric bills may be available from agencies listed below. These agencies may require proof of income as well as proof that you have been making an effort to pay for electricity you have used.

State of Kansas

Location	SRS LIEP	Project Help
Columbus.....	800-432-0043.....	800-206-2300
Baxter Springs.....	800-432-0043.....	800-206-2300
Galena.....	800-432-0043.....	800-206-2300
Weir.....	800-432-0043.....	800-206-2300
Joplin.....	800-432-0043.....	800-206-2300