

# NOTICE

Terms of the Kansas Cold Weather Rule for residential customers of Liberty Utilities

**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 Utilities 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 Utilities 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 Utilities.
6. Not default on the minimum payment requirement or issue an insufficient check for payment to Liberty Utilities.
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 Utilities 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 Utilities 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

**Information For Residential Customers Whose  
Service May Be Or Has Been Disconnected During  
The Period of November 1st Through March 31st**

We hope the following questions and answers will help you understand your rights and options in avoiding disruption of service or obtaining reconnection after service has been shut off during the Cold Weather Period of November 1 through March 31.

**How can I keep from being disconnected if I receive a final notice and can't pay the bill?**

First, contact the social agency most convenient for you and find out if you are eligible for assistance. (Locations and telephone numbers are listed on the other side of this form). The agency will help you make application for assistance in paying your bill if you qualify.

**If I can get assistance, what do I do next?**

Have the agency let Liberty Utilities know that you are eligible for help. Next, contact the Liberty Utilities office. Our address and phone number is shown below. The Liberty Utilities representative that you talk with may ask you for income information and will help arrange a payment plan for you.

**What kind of payment plan?**

The maximum amount that can be required to avoid disconnection is one-twelfth of the total due. (Add arrears to the current bill and divide that total by 12.) The balance that remains after this initial payment will then be scheduled for payment in 11 equal installments over the next 11 months, or fewer as negotiated with Liberty Utilities. You will also be placed on the Average Payment Plan to level out your bills for the next 11 months. When your assistance payment is received, it will be applied to your account. You may then renegotiate the terms of your agreement by having the monthly installment amount reduced or the payment period shortened.

**Is there anything I can do if I'm not eligible for assistance?**

Yes, the payment plan described above is available to you whether or not you are eligible for assistance. Just be sure to contact us. We want to help you in every way we can to work through your present difficulty.

**I have already been disconnected. How can I be reconnected?**

First, do all the things described above -- contact service agencies, make initial payment, and enter into a payment agreement. You will also be required to pay a reconnect fee before you can be reconnected.

**Will I have to make a deposit?**

You may be required to make a deposit for continued service if:

- (1) You have been disconnected for non-payment.
- (2) You have had three consecutive late payments, one of which was at least 60 days in arrears.
- (3) You diverted energy from the Company or tampered with Liberty Utilities equipment.

If the deposit is required during the Cold Weather period and you have entered into a Cold Weather Agreement in order to be reconnected or avoid disconnection, you may elect to pay the deposit in twelve (12) equal monthly installments, 1/12th with the initial payment and the remainder over the 11 remaining months of the Cold Weather Agreement.

**Rate Schedules Are Available Upon Request**

**Location, mailing address, and toll-free telephone number of our company office:**

OFFICE	LOCATION	MAILING ADDRESS	TELEPHONE
Joplin	602 S. Joplin Ave.	P.O. Box 127, Joplin, MO 64802	1-800-206-2300

The toll-free number is available 7AM to 7PM, Monday through Friday, except holidays.

Office hours are 8 AM to 4:30 PM, Monday through Friday, except holidays.