

THE EMPIRE DISTRICT ELECTRIC COMPANY d.b.a. LIBERTY

P.S.C. Mo. No. 6 Sec. 4 2nd Revised Sheet No. 24

Canceling P.S.C. Mo. No. 6 Sec. 4 1st Revised Sheet No. 24

For ALL TERRITORY

**PILOTS, VARIANCES, AND PROMOTIONAL PRACTICES  
FRESH START PLAN**

**PURPOSE:**

The goals of the Fresh Start Plan ("Plan") are to: 1) provide electric bill payment assistance to a selection of customers meeting the Plan's eligibility requirements, 2) Help customers with significant arrearages catch up and break the cycle of being behind on their bills, 3) evaluate the impact of the Plan on the disconnections and uncollectible/bad debt amounts for Liberty, and 4) evaluate the effectiveness of an arrearage management program decoupled from the Budget Billing Plan ("Rider BBP"), allowing customers to choose whether or not they will enroll in the Rider BBP.

**AVAILABILITY:**

The Fresh Start Plan will be available to a selection of customers with an income—verified by a designated Community Action Agency ("CAA")—less than or equal to sixty (60) percent of the State Median Income ("SMI"). No customer with an arrearage that includes a theft of service charge shall be eligible to participate in the Plan.

**DEFINITIONS:**

Designated CAA – For Liberty's electric customers in Missouri, the Community Action Agency for their area will be one of the following three: West Central Missouri Community Action Agency ("WCMCAA"), Ozarks Area Community Action Corporation ("OACAC"), or Economic Security Corporation ("ESC").

**PROVISIONS:**

The total annual program budget is \$900,000 - \$450,000 of which is provided by Liberty's shareholders. Unless renewed, the Plan shall run until rates are implemented in Liberty's next general rate case.

The Fresh Start Plan will offer a tiered credit to eligible customers based on income, as verified by the CAA providing the referral. The Plan will offer a \$50 bill credit to customers between 41 and 60 percent of the SMI, and \$75 to customers with an income less than or equal to 40 percent of the SMI. The program will also have an Arrearage Match component, wherein customers who enter into and maintain a twelve-month payment agreement for half of their arrearage amount will receive a monthly credit on their bills equal to the other half of their arrearage amount.

**ADMINISTRATION, REPORTING AND EVALUATION:**

Program administration and reporting will be conducted consistent with the terms of the orders of the MoPSC in Case No. ER-2024-0261. If the Company hits a minimum threshold of 60 percent of budget expenditures in Year 1 of the Plan, and 75 percent in Year 2 of the Plan, an evaluation not to exceed \$25,000 will be conducted upon conclusion of Year 2. This study will include a process evaluation, economic evaluation, and—budget permitting—customer interviews.

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ISSUED BY Charlotte Emery, Senior Director Rates and Regulatory Affairs, Joplin, MO

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