

**ARKANSAS PUBLIC SERVICE COMMISSION**

1st Revised \_\_\_\_\_ Sheet No. R-20.1

Replacing: Original Sheet No. 47

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. 20

Title: **CHARGES RELATED TO CUSTOMER ACTIVITY**

PSC File Mark Only

20. CHARGES RELATED TO CUSTOMER ACTIVITY

20.1. APPLICABLE SERVICE AREA

20.1.1. To all Customers taking electric service under Company's retail rate schedules as they are now or as they may in the future be filed and approved by the Arkansas Public Service Commission (APSC).

20.2. DEPOSIT FROM APPLICANT

20.2.1. The Company may require a security deposit or other guarantee from any applicant to guarantee payment for service in accordance with the APSC's General Service Rules.

20.2.2. Company may require a deposit from a non-residential applicant for service.

20.3. DEPOSIT FROM LANDLORD (GSR 4.01.A. & B.)

20.3.1. Company may require a deposit when an applicant for residential service qualifies as a landlord as defined in the APSC General Rules.

20.3.2. The amount of the landlord deposit shall not exceed the estimated bill for three average billing periods. (See GSR 4.03 for calculation of "Average Bill.")

20.4. DEPOSIT DUE TO BANKRUPTCY [GSR 4.02.(A)(7)]

20.4.1. In accordance with the United States Bankruptcy Code, U.S.C.A. Title 11, Section 366, Company may require a Customer to furnish adequate assurance of payment in the form of a deposit or other security. This deposit may be in addition to all other deposits posted with Company before the bankruptcy filing.

20.5. DEPOSIT FROM EXISTING CUSTOMER (GSR 4.02.A.)

20.5.1. Company may require an existing Customer to pay a new deposit or an increase in the amount of a deposit in accordance with the APSC's General Service Rules.

20.6. LATE PAYMENT CHARGES (GSR 5.07)

20.6.1. Company elects to retain 14-day due periods for all Customers and not charge a late payment charge. Customers qualifying for the Preferred Due Date Plan will follow the same guidelines, and their bills will be mailed 14 days prior to the due date.

20.7. PROCESSING FEE FOR LEVELIZED BILLING WITHDRAWAL [GSR 5.10.(C)(3)]

20.7.1. Company will require payment of a processing fee of ..... \$ 0.00  
if a Customer withdraws from a levelized billing plan more than one time in 12 months.

20.8. RETURNED CHECK CHARGE [GSR 5.13]

20.8.1. Company will charge a returned check fee of ..... \$ 25.00  
when a Customer pays by check and the check is returned to Company for any reason other than bank error.

Ark. Public Serv. Comm.---APPROVED---01/01/2024 Docket: 22-085-U Order No.- 9 nunc pro tunc

**ARKANSAS PUBLIC SERVICE COMMISSION**

2nd Revised \_\_\_\_\_ Sheet No. R-20.2

Replacing: 1ST Revised Sheet No. 48

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. 20

Title: **CHARGES RELATED TO CUSTOMER ACTIVITY**

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<p>20.9. METER READING REPORT CHARGE [GSR 5.16.B.(3)]</p> <p>20.9.1. Company will charge a meter reading report fee of ..... if a Customer has requested a meter reading report in writing and the Customer has already received two free meter reading reports in the last 12 months.</p> <p>20.10. METER TEST FEE [GSR 5.18.C.(1)]</p> <p>20.10.1. Company will charge a meter test fee of ..... when a Customer's meter has been tested at the Customer's request in accordance with the procedures set out in GSR 5.18, and the meter test results show the meter to be operating within the guidelines of Rule 7.05. of the Special Rules - Electric.</p> <p>20.11. COLLECTION FEE [GSR 6.11.]</p> <p>20.11.1. Company will charge a fee of ..... when the last day to pay, as printed on the most recent shut-off notice, has passed and a Company employee either accepts payment at the premises under GSR 6.09.B.(1). or visits the premises at the Customer's request to collect.</p> <p>20.12. RECONNECTION FEE [GSR 6.12]</p> <p>20.12.1. Company will charge a reconnect fee of .....</p> <p>20.13. FINANCE CHARGE ON DELAYED PAYMENT AGREEMENTS [GSR 6.13.I]</p> <p>20.13.1. Company may assess a finance charge on delayed payment agreements. This finance charge will be interest as defined by the GSR and at a rate set annually by the Commission.</p> <p>20.14. ADDITIONAL METER CHARGE</p> <p>20.14.1. Company shall provide, own, install, operate, and maintain at its expense equipment necessary for regulating and measuring service delivered to Customer. If Customer requests additional meters to be used as special meters or for the Customer's convenience, Company may charge a fee as set forth in Rate Schedule 13, Special or Excess Facilities, Rider XC, of 1.5% per month of Company investment for additional metering.</p> <p>20.15. CUSTOMER ADVANCE FOR TEMPORARY SERVICE LINE (GSR 3.03A(1)c)</p> <p>20.15.1. Company shall require an advance payment of ..... as a construction payment for the cost of installation and removal of the meter, service, and other necessary facilities to provide service to temporary locations.</p>	<p>\$ 0.00</p> <p>\$ 44.00</p> <p>\$ 13.00</p> <p>\$ 0.00</p> <p>\$ 30.00</p>
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**ARKANSAS PUBLIC SERVICE COMMISSION**

1st Revised \_\_\_\_\_ Sheet No. R-20.3

Replacing: Original Sheet No. 49

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. 20

Title: **CHARGES RELATED TO CUSTOMER ACTIVITY**

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<p>20.16. CUSTOMER ACCOUNT RECORD</p> <p>20.16.1. Company shall require a payment of ..... for issuing a statement showing a Customer’s account record for the previous 12 months.</p> <p>20.17. CUSTOMER ENERGY CONSUMPTION RECORD</p> <p>20.17.1. Company shall require a payment of ..... for issuing a statement showing a Customer’s energy consumption for the previous 12 months.</p> <p>20.18. MANUAL METER READ FEE</p> <p>20.18.1 Company shall require payment of ..... to complete a manual read of a Customer’s meter. This fee shall apply to any customer with a non-AMI meter or an AMI meter with the two-way communication disabled. Exemptions to this fee include: (1) the Company’s AMI/Remote read technology fails, and the Company is unable to obtain a meter read electronically; and (2) Co-generation and Load Research meters.</p> <p>20.19 MANUAL RECONNECT FEE</p> <p>20.19.1 Company shall require payment of ..... to complete a manual reconnect of a Customer’s meter. This fee shall apply to any customer with a non-AMI meter or an AMI meter with the two-way communication disabled. Exemptions to this fee include: (1) the Company’s AMI technology fails, and the Company is unable to reconnect the meter electronically; (2) the customer’s meter is too large to allow for remote reconnection; and (3) Co-generation and Load Research meters.</p>	<p>\$ .00</p> <p>\$ .00</p> <p>\$ 47.13</p> <p>\$ 40.31</p>
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