

ARKANSAS PUBLIC SERVICE COMMISSION

Original	Sheet No.	_____ 47 _____
Replacing	Sheet No.	_____ Issued _____ 08-24-98 _____
Name of Company: <u> THE EMPIRE DISTRICT ELECTRIC COMPANY </u>		
Kind of Service:	_____ Electric _____	Class of Service: _____ All _____
Issue Date:	_____	Effective Date: _____ 5-14-05 _____

Part III. Rate Schedule No.: _____ 20 _____

Title: **CHARGES RELATED TO CUSTOMER ACTIVITY**

PSC File Mark Only

20. CHARGES RELATED TO CUSTOMER ACTIVITY (RPP 11.02(d), (11.03(b)(1))

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 (CR)
when a Customer pays by check and the check is returned to Company for any reason other than bank error.

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Replacing	Sheet No.		Issued
Name of Company: <u>THE EMPIRE DISTRICT ELECTRIC COMPANY</u>			
Kind of Service:	Electric	Class of Service:	All
Issue Date:	4-10-95	Effective Date:	6-1-95

Part III. Rate Schedule No.: 20

Title: **CHARGES RELATED TO CUSTOMER ACTIVITY**

PSC File Mark Only

- 20.9. METER READING REPORT CHARGE [GSR 5.16.B.(3)]
 - 20.9.1. Company will charge a meter reading report fee of \$ 0.00
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.
- 20.10. METER TEST FEE [GSR 5.18.C.(1)]
 - 20.10.1. Company will charge a meter test fee of \$ 44.00
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.
- 20.11. COLLECTION FEE [GSR 6.11.]
 - 20.11.1. Company will charge a fee of \$ 13.00
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.
- 20.12. RECONNECTION FEE [GSR 6.12]
 - 20.12.1. Company will charge a reconnect fee of \$ 25.00
when a Customer or other authorized party requests reconnection during normal working hours, and payment is made at a Company business office or payment agency before the Company's close of business on the same day.
 - 20.12.2. Company will charge a reconnect fee of \$ 50.00
when a Customer or other authorized party requests reconnection during hours other than those described in paragraph 20.12.1.
- 20.13. FINANCE CHARGE ON DELAYED PAYMENT AGREEMENTS [GSR 6.13.I]
 - 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.
- 20.14. ADDITIONAL METER CHARGE
 - 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.
- 20.15. CUSTOMER ADVANCE FOR TEMPORARY SERVICE LINE (GSR 3.03A(1)c)
 - 20.15.1. Company shall require an advance payment of \$ 30.00
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.

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Issue Date:	4-10-95	Effective Date:	6-1-95

Part III. Policy Schedule No.: _____ 20 _____

Title: **CHARGES RELATED TO CUSTOMER ACTIVITY**

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20.16.	CUSTOMER ACCOUNT RECORD		
20.16.1.	Company shall require a payment of	\$.00
	for issuing a statement showing a Customer's account record for the previous 12 months.		
20.17.	CUSTOMER ENERGY CONSUMPTION RECORD		
20.17.1.	Company shall require a payment of	\$.00
	for issuing a statement showing a Customer's energy consumption for the previous 12 months.		