

# Economic Relief Pilot Program Terms and Conditions

## 1. Program Summary

Evergy created the Economic Relief Pilot Program (“ERPP”) to help relieve some of the financial hardship experienced by some of its residential customers. Customers enrolled in the program will receive a monthly credit of up to \$65 for up to twelve consecutive months. ERPP is designed to meet the needs of customers who, with help of the credit, will be able to keep their accounts in good standing. ERPP is a pilot program.

## 2. Customer Qualifications

In order to participate in the ERPP, a customer must complete the ERPP application and submit it to The Salvation Army, which is assisting Evergy in the application process for this pilot program. The customer must also meet the following qualifications:

- The customer must have an open residential account with an active meter in the Missouri portion of the Evergy service territory. Evergy customers in the state of Kansas are not eligible for the ERPP. The person applying for the credit must be listed in Evergy records as a person financially responsible for the account.
- Account must be in good standing. Account must be current (no past due balance) or have an active pay arrangement including a schedule to pay all past due balance.
  - Note: The ERPP enrollment will not be processed unless a customer meets all eligibility requirements and there is a spot open in the program. Therefore, an anticipated credit cannot be used as a part of a grant, payment arrangement or payment to put an account in good standing. The account must be in good standing before enrollment in the program can be considered.

- Customer must be at or below 200% of the federal poverty level at time of application. Verification of income will be completed by The Salvation Army according to its income verification guidelines and processes.
- Customer must have no history of tampering, fraud or diversion.
- Customer must not have been previously removed from the program due to mishandling of his Evergy account (non-payment, tampering, diversion, fraud).
- Customer agrees to participate in an interview regarding program participation if requested by Evergy and/or the Missouri Public Service Commission.

## 3. Number of Program Participants

The number of participants is controlled by tariff. In addition to the above customer qualifications, there must be a spot open in the program in order for a customer to enroll. Applications received by Evergy when there are no spots available will be denied and the customer will be notified of the denial via letter. Evergy will not maintain a waiting list for the program. If a customer is denied because the program is full, the customer may periodically check with The Salvation Army to inquire about availability and re-apply when appropriate.

## 4. Evergy Account Review and Customer Notification

Evergy will process all applications submitted by The Salvation Army (The Salvation Army may pre-determine that customer is ineligible for the program. In that case, Evergy will not receive the application and will not notify the customer). Evergy will review customer account information including, but not limited to: current

account and meter status, balance on account, history of tampering or diversion and previous enrollments and removals from the program. If the account meets the program qualifications and there are spots open in the program, Evergy will enroll the customer in the program. The customer will be notified via a bill message and credit appearing on the monthly Evergy bill.

***If approved, the credit may take up to two months to appear on the customer's bill. The customer must continue to pay his/her Evergy bill in full each month. The customer may not subtract an anticipated credit amount from the bill.***

If the account does not meet program qualifications Evergy will notify the customer via a letter sent to the customer's address.

## 5. Credit Calculation

The approved amount of the monthly credit will be calculated by figuring the premises' average monthly bill over the previous 12-month period at the time Evergy processes the application. The credit will be equal to the amount of the average monthly bill rounded up to the nearest whole dollar with a maximum credit of \$65. For example, an average monthly bill of \$38.22 would receive a credit of \$39.00.

## 6. Termination of Enrollment

Once enrolled, the customer will remain in the program unless one or more of the following situations occur:

- The customer receives twelve consecutive credits at the same address. The customer will be removed from the program after the twelfth consecutive credit is applied. If the customer wishes to re-enroll in the program and the program is still available, he or she must re-apply. The application will be treated the same as all other new applications. No preference will be given to customers who are re-applying.
- The ERPP funds are exhausted. In this case, a customer may not receive twelve consecutive credits.
- The customer changes residences. If the customer changes residences he or she will remain in the program at the approved residence until the final bill is calculated. The credit will be applied to the final bill. If the customer wishes to participate in the program at the new residence and that residence is served by Evergy, he or she must re-apply for

the program. The application will then go through the enrollment process. If the customer meets the program requirements and there is a spot available in the program, he or she will be reenrolled for a new twelve-month period.

- The customer submits a written request to Evergy asking that his enrollment be terminated.
- The pilot program period ends. Evergy reserves the right to terminate the program at any time for any reason.
- The customer's service is disconnected for non-pay, fraud, tampering or diversion. If terminated for any of these reasons, the customer is not eligible to re-enroll in the program.

## 7. Account Credit

The ERPP credit is based on a monthly average of the electric bill at the customer's residence over a 12-month period. As such, the ERPP credit may generate a credit balance on the customer's account in certain months. In such cases, the credit balance will be applied to the next month's bill. In no event will an ERPP credit be converted to cash or refunded in any monetary form to the customer.

## 8. Miscellaneous

Evergy may modify, alter or amend these terms and conditions at any time without prior notice. Evergy may also modify, suspend or discontinue this program at any time without prior notice.

EVERGY AND ITS OFFICERS, DIRECTORS, EMPLOYEES, AGENTS AND AFFILIATES SHALL HAVE ABSOLUTELY NO LIABILITY WHATSOEVER FOR ANY ACTIONS OR OMISSIONS THAT ARE IN ANY WAY RELATED TO THE ERPP. UNDER NO CIRCUMSTANCES SHALL EVERGY AND ITS OFFICERS, DIRECTORS, EMPLOYEES, AGENTS AND AFFILIATES BE RESPONSIBLE FOR ANY CONSEQUENTIAL, INCIDENTAL OR INDIRECT DAMAGES.