

KANSAS “COLD WEATHER RULE” SUMMARY
November 1 thru March 31

Customer Responsibilities

- Agree to pay 1/12th of the overdue amount of their bill, plus 1/12th of their current bill, all disconnection and reconnection fees, and applicable deposit (deposit to be spread evenly over the length of plan), and agree to pay the remainder in equal payments over the next 11 months; **or**
- Other payment plan as negotiated with company (can be less than 12 months).
- Must pay future bills in full while paying off the overdue amount.

Customer must not:

1. Violate any rule that affects the safety of the customer, other persons, or the utility’s delivery system;
2. Bypass meter;
3. Misrepresent identity to obtain or retain service;
4. Tender NSF check as initial or installment payment and not cure the insufficient payment within 10 days after NSF letter is mailed.
 - Under **1**, company can disconnect customer immediately.
 - Under **2 and 3**, company can disconnect, regardless of temperature, 48 hours after tagging door or making phone call to customer.
 - Under **4**, company must send NSF letter giving 10 days to cure NSF check, and then disconnect is allowed regardless of temperature.

Company Responsibilities

- 48-hour window required where temperature will remain above 35 degrees.
- In first 24 hours, company must call or tag door of customer notifying them of disconnect next day.
- On the second day (day of disconnect), company must receive forecast that temperature will remain above 35 degrees for 24 hours, before disconnect can be worked. If forecast indicates temperature will fall below 35 degrees, disconnect must be cancelled and company must wait for new 48-hour window.
- Company must inform customer they have the right to enter a level payment plan for arrearages paid thru an initial payment and equal installments over 11 months. If customer still wants plan with fewer months, document that 12 months was offered to and refused by customer. Plans with fewer than 12 months are considered to be CWR (Cold Weather Rule) plans.

Default of Plan

1. Customer must pay cash or money order to cure a NSF check within 10 days of NSF letter issued or will be in default of payment plan.
2. Outside of the CWR plan (April 1 thru Oct. 31), a customer who defaults on a CWR plan is not eligible for another payment plan until they pay all arrearages from prior CWR plan.
3. Inside of the CWR period, a customer who defaults on a CWR plan is eligible for a new CWR plan after making initial payment of at least 1/12th, as explained above under Customer Responsibilities.

Renegotiation of CWR Payments

- If customer receives lump sum assistance (i.e. LIEAP), the customer is encouraged to renegotiate their CWR payments.