

KCP&L Exhibit No. i47  
Date 6.19.15 Reporter AT  
File No. ER-2014-0370

KCP&L  
Case Name: 2014 KCPL Rate Case  
Case Number: ER-2014-0370

FILED  
June 26, 2015  
Data Center  
Missouri Public  
Service Commission

Response to Kremer Lisa Interrogatories - MPSC\_20150529  
Date of Response: 06/17/2015

Question:0613

**Issue:** General Information & Miscellaneous - Other General Info & Misc.

**Description:** Please provide all documentation and support, including but not limited to presentations, memoranda, all written communications, records, research, and/or contracts, which supports Mr. Klote's statement made on page 32, beginning at line 8 of his rebuttal testimony which states "the initial purpose of transferring these calls is to serve the regulated business by having Allconnect confirm the accuracy of customer information (i.e. name, service address, etc.) input by KCP&L employees into the billing system . . ." Thus, please provide all documentation and support that KCP&L-GMO has that KCP&L-GMO were having issues with the accuracy of the information being taken down by its customer service representatives and what was the nature of those issues. Data Request submitted by Lisa Kremer ([lisa.kremer@psc.mo.gov](mailto:lisa.kremer@psc.mo.gov)).

Response:

This response and attachments are considered **HIGHLY CONFIDENTIAL** as they contain marketing analyses or other market specific information relation to services offered in competition with others and should be handled accordingly.

The purpose of the Allconnect program was and is:

- to offer a valuable service to customers thereby improving overall customer experience around the service start or service change interaction;
- to offer additional services to customers who are starting or moving their electrical service
- to re-confirm the accuracy of customer information for the start or move of electrical service;
- to evaluate this customer platform as a method by which to potentially market regulated energy efficiency products and services; and
- to create a sufficient revenue stream to at least cover the cost of program implementation.

Mr. Klote's testimony meaning regarding the initial purpose of the call transfer is to explain that the initial action that is taken by Allconnect is to confirm the accuracy of the regulated transaction initiated by the customer with the KCP&L call center. It was not meant to imply either that it was the sole purpose or original purpose the Allconnect program was considered. Neither has KCP&L testified or implied that the KCP&L-GMO or KCP&L-MO was "having issues with accuracy of information being taken down by its customer service

representatives". Rather, KCP&L has said that a benefit of the Allconnect program was additional verification of accuracy and that through that verification process multiple errors have been identified and corrected.

Documentation regarding the program's purpose has been provided through multiple prior data requests and KCP&L does not believe any additional or supplemental documentation is available other than what has been previously turned over in response to data requests.

Drafted by Kevin Nielsen


Attachment: Q0613\_Verification.pdf

*Verification of Response*

**Kansas City Power & Light Company  
AND  
KCP&L Greater Missouri Operations**

**Docket No. ER-2014-0370**

The response to Data Request # 0613 is true and accurate to the best of my knowledge and belief.

Signed:   
Date: June 8, 2015