

In the Matter of the Application of)
Great Plains Energy Incorporated for)
Approval of its Acquisition of) **File No. EM-2017-0226, et al.**
Westar Energy, Inc.)

COME NOW Great Plains Energy Incorporated (“GPE”), Kansas City Power & Light Company (“KCP&L”) and KCP&L Greater Missouri Operations Company (“GMO”) and states as follows to the Missouri Public Service Commission (“Commission”):

2. On April 3, 2017, GPE, KCP&L, and GMO discovered that they had inadvertently neglected to attach Schedules CAC-1 and CAC-2 (“Schedules”) as referenced in the Caisley Direct testimony. These Schedules are attached hereto.

Respectfully submitted,

/s/ Robert J. Hack

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**Counsel for Great Plains Energy
Incorporated, Kansas City Power & Light
Company, and KCP&L Greater Missouri
Operations Company**

CERTIFICATE OF SERVICE

I hereby certify that a true and correct copy of the above and foregoing document was served upon all counsel of record on this 4th day of April 2017, by either e-mail or U.S. Mail, postage prepaid.

/s/ Robert J. Hack

**Awards to KCP&L
Community, Customer, Stakeholder Leadership
2010 – 2015**

2010

- ReliabilityOne™ Award ~ Plains Region
- JD Power Business Customer Satisfaction ~ Top Midwest Utility
- Business Philanthropist of the Year ~ NonProfit Connect
- Bronze Quill Awards ~ KCIDC
- Good Neighbor Award ~ American Red Cross Midland Empire
- Keep Kansas City Beautiful Sponsor Award ~ Bridging the Gap
- Second Harvest Humanitarian Award to KCP&L
- MORE² Equity Partner of the Year Award to KCP&L

2011

- Southern Christian Leadership Conference Black Achievers Award
- Big Brothers Big Sisters Community Partner Award
- Northeast Johnson County Chamber Corporation of the Year Award
- Bronze Quill Awards ~ KCIDC
- ReliabilityOne for the Plains Region ~ PA Consulting Group
- Power Plant of the Year ~ Power Magazine

2012

- Higher MPact Corporation of the Year
- GreenWorks of Kansas City -- Corporation of the Year
- KC Zoo Paws of Approval – Corporate Environmental Stewardship
- Downtown Council – 100/100 to KCP&L for dedication to city and Downtown for past 100 years.

2013

- EDC – KC Award for Downtown Retention to KCP&L
- Salvation Army ‘Others’ Award to KCP&L
- Bronze Quill Best of Show – Midwest Transmission Project / Stakeholder Outreach
- United Way of St. Joseph Outstanding Partner Award
- UMKC School of Engineering STAR Award for Scholarship Support

2014

- EDC of KC– Energy Award for Outreach & Enhancements / Crosstown Substation to KCP&L
- Platte City Chamber EDC – Corporation of the Year to KCP&L
- MCC Business & Technology Industry Partner of the Year Award to KCP&L
- Boy Scouts Distinguished Citizen Award to KCP&L to KCP&L
- Asian American Chamber of Commerce Corporation of the Year Award to KCP&L
- INROADS Corporate Partner Award to KCP&L
- Hispanic Chamber Corporation of the Year for Hispanic Business Development
- Kansas Department of Commerce, Office of Minority & Women Business Development Corporate of the Year

- Friends of Alvin Ailey Founding Partners Award
- Central Exchange STEMMY Award
- PA Consulting ReliabilityOne™ Award to KCP&L for the region

2015 (through June)

- EDC of KC – Sustainability Award for KCMO Solar Project to KCP&L
- Missouri Western State University – Literacy Advocate Award to KCP&L
- Ad Hoc Group Against Crime – Community Guardian Award to KCP&L
- Rose Brooks Volunteer Corporation of the Year Award to KCP&L



Customer Experience & Commitment to Community

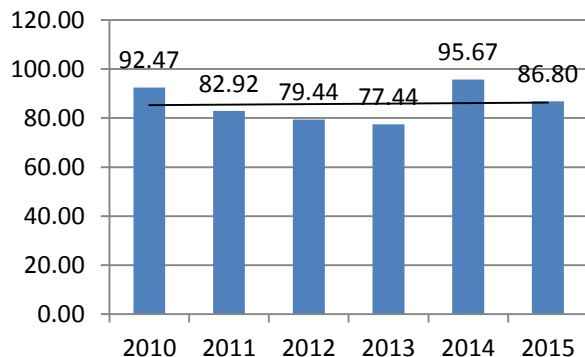


Key Service Reliability Metrics

Our electric service reliability is tier one in the industry and we are always seeking to improve.

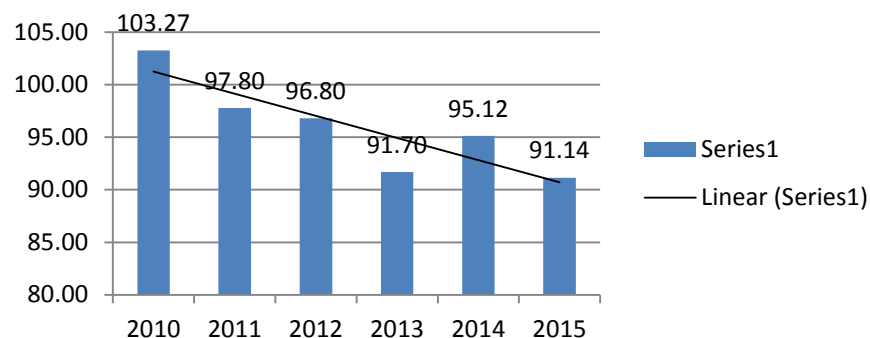
SAIDI Year-end

Delivery



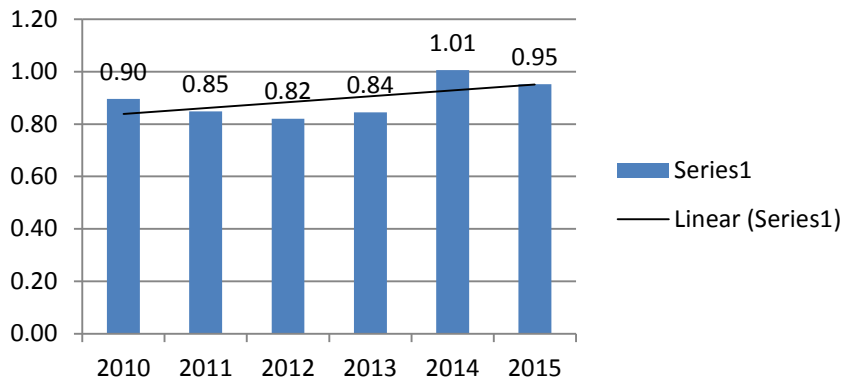
CAIDI Year-end

Delivery

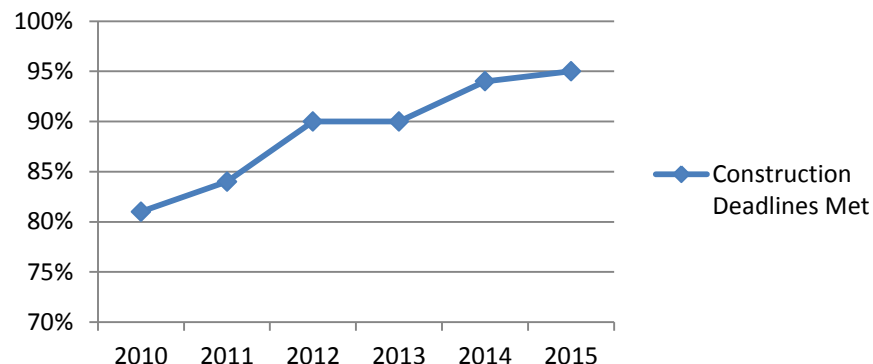


SAIFI Year-end

Delivery



Construction Deadlines Met



Reliability Benchmarking

In addition to top tier reliability, we have multiple programs designed to improve overall performance and improve service wherever there are problem areas on our system.

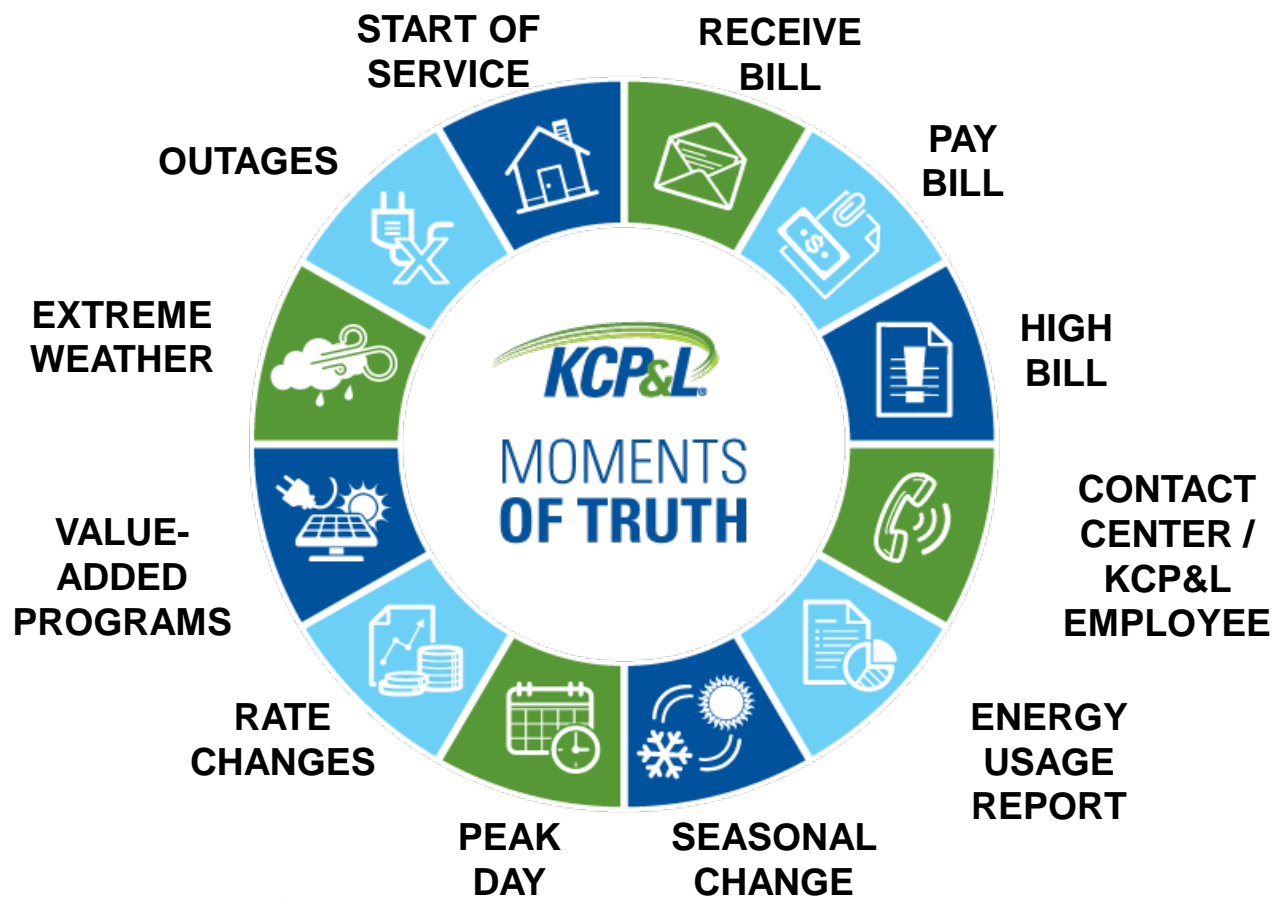
EEI Electric Utility Reliability Ranking (SAIDI)

KCP&L	2008	2009	2010	2011	2012	2013	2014
Quartile Rank	1	2	1	1	1	1	2

Every year the independent consulting firm **PA Consulting** ranks overall utility reliability in the United States. KCP&L has been awarded the ***most reliable utility in the Plains Region for eight of the last nine years***. One of those years, KCP&L was named the most reliable utility in the United States.

Focused Improvements in Customer Service

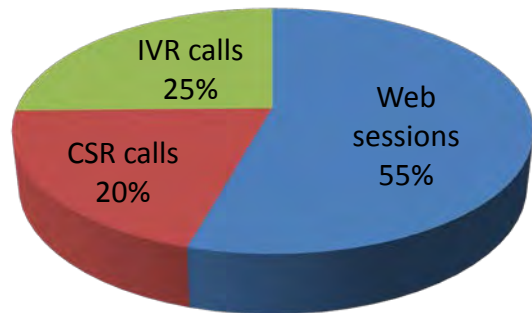
KCP&L is focused on improving customer interactions in the areas and at the times that matter most to customers. Through a focus on improving our digital platform and innovative customer programs, we work to excel at serving our customers when they need us the most.



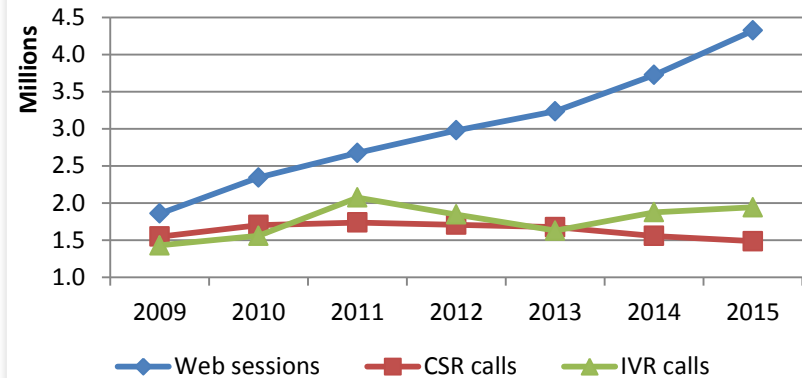
Focused On Our Digital Platform

KCP&L has been focused on our digital platform for nearly a decade. This includes the KCP&L website, social media platforms and most importantly authenticated electronic transactions portals.

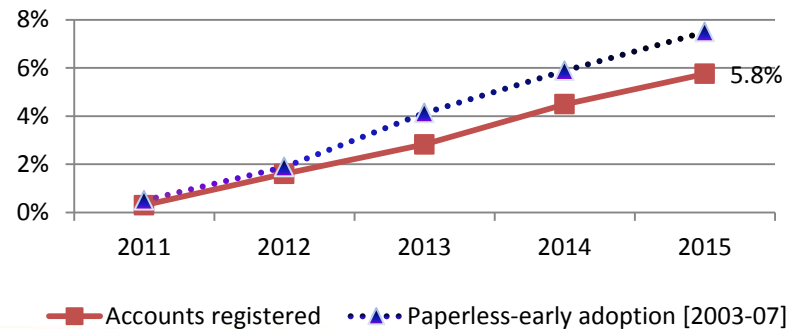
**Customer Contacts
2015 Year End**



Annual Trend: Customer Contacts

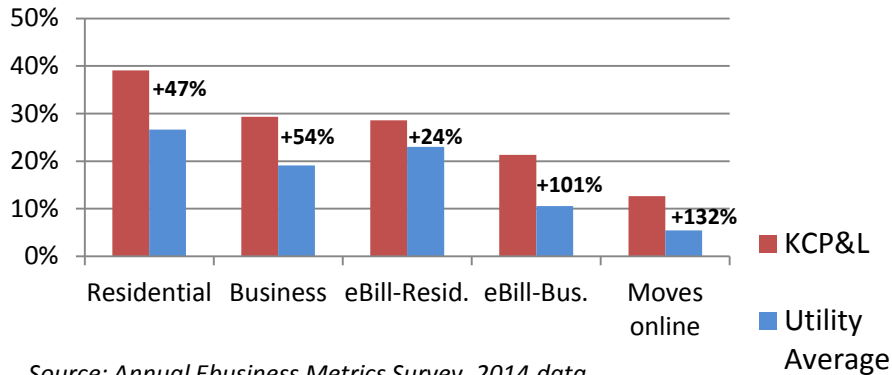


Annual Trend: Text Messaging

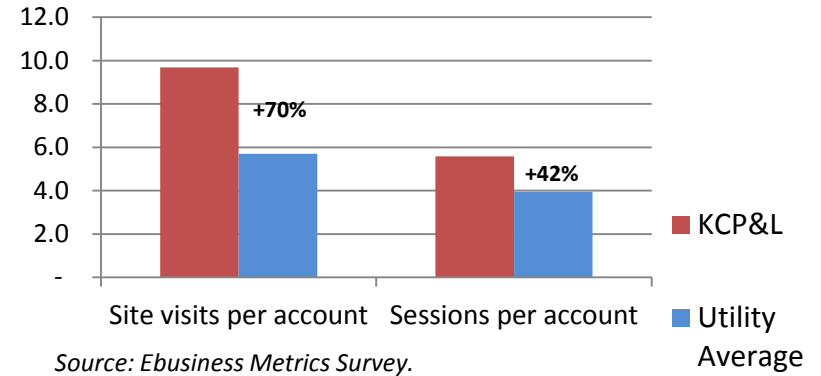


Industry Leading Digital Portals

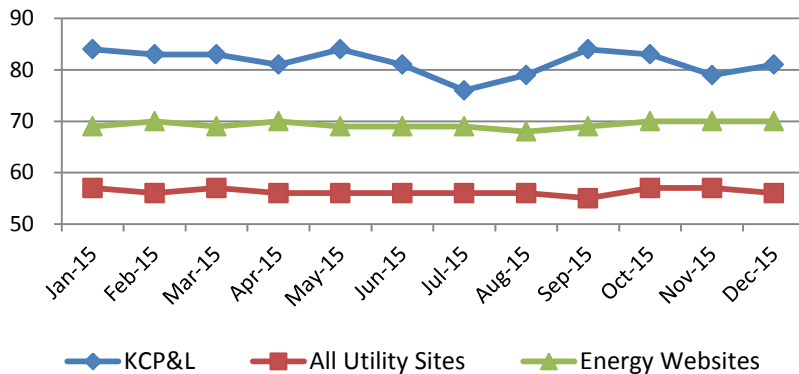
KCP&L Adoption Advantage vs. Utility Averages



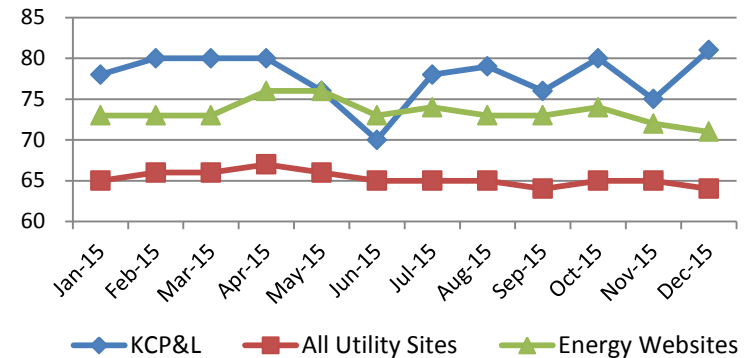
Annual Site Activity per Customer Account



Website Satisfaction - Desktop



Website Satisfaction - Mobile



KCP&L On Social Media: Facebook



- 2015 Engagement Ratio (percentage of people who like, share or comment on our proactive posts: 3.2%. To put this in perspective, a page the size of KCP&L's Facebook page can be expected to have an engagement ratio of .65%. Most utilities our size average an engagement ratio of 1%.
- KCP&L responded to 100% of direct customer inquiries on Facebook.
- In 2015, KCP&L received more than 400 inquiries from customers on Facebook.
- Our average response time on Facebook remained under an hour in 2015, earning us a rapid response badge from Facebook.
- KCP&L has active YouTube and Twitter pages also, although Facebook is the longest and most active social media platform employed by KCP&L.

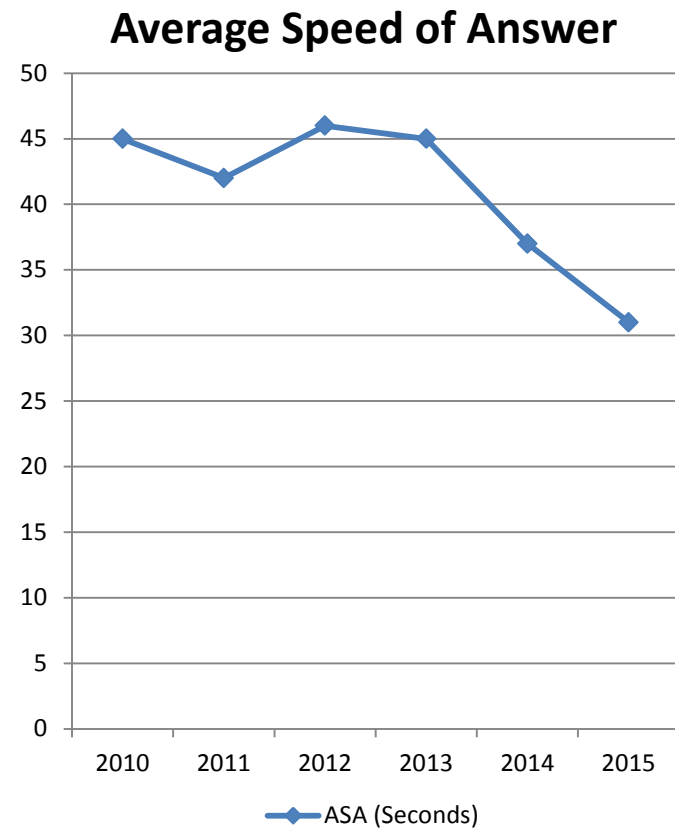
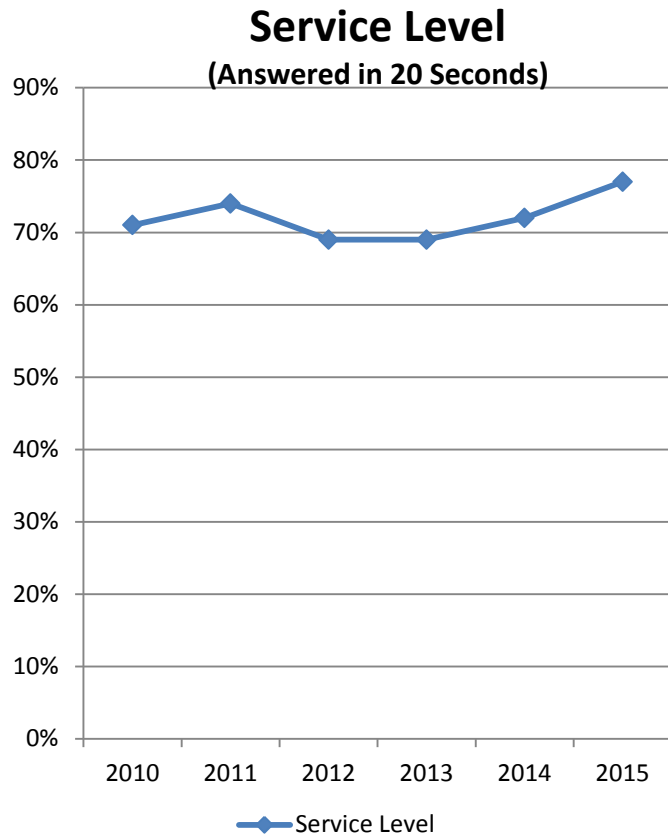
KCP&L Contact Center Voice of the Customer

KCP&L tracks key contact center metrics and uses the information to constantly look for opportunities to improve customer service. This is a cross-functional effort involving multiple areas of the company.

	YE '10	YE '11	YE '12	YE '13	YE '14	YE '15
KCP&L Electric Service						
How would you rate the electric service that KCP&L provides? (Average)	8.6	8.7	8.7	8.7	8.4	8.7
The CSR						
Average rating - Listening attentively to your unique personality and situation	9.0	9.1	9.0	9.0	8.9	9.1
Average rating - Their ability to answer your question or resolve your problem on the first call	8.8	9.0	8.9	8.9	8.8	9.0
Average rating - Their ability to provide caring and individual attention to you	8.9	9.1	9.0	8.9	8.9	9.1
Average rating - Having sufficient knowledge	9.0	9.1	9.1	9.1	9.0	9.1
Average rating - Overall	9.0	9.1	9.1	9.0	8.9	9.1
Issue Resolution						
% Problem/issue resolve during the <u>first</u> call	86%	86%	86%	87%	86%	87%
Overall Call Experience						
Average rating - Overall customer service experience	8.7	8.8	8.8	8.8	8.5	8.9

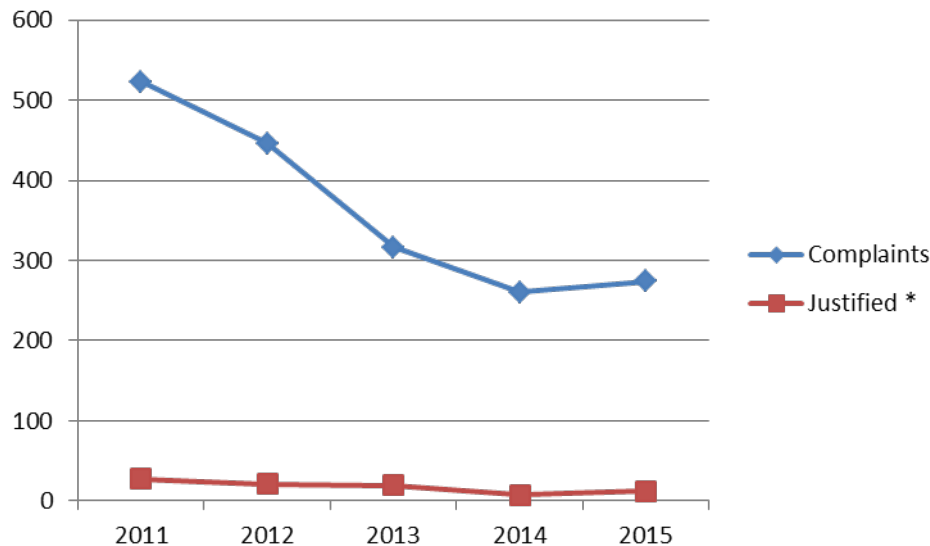
Key Contact Center Metrics

In 2015, the KCP&L Contact Center responded to nearly 3.6 million phone calls and almost 45 thousand emails from our customers.



KCP&L Customer Complaints To Regulators

KCP&L has a cross-functional team dedicated to resolving formal and informal Commission complaints. This team also tracks and responds to escalated complaints through other elevated channels.



Focused on Resolving Customer Issues:

- A 48% decrease in complaints over a five year period
- A 56% decrease in justified complaints over a five year period
- A dedicated team of employees who work to resolve irregular customer situations and complaints
- Resolution of all complaints filed with the Better Business Bureau
- 100% response to “Call for Action” inquiries with less than 1% ever being broadcast

* Indicates an internal designation for KCP&L where a determination is made that the proper procedure was not followed or the situation could have been resolved in a much more positive manner.

Focused On Business Customers

Business and commercial customers have a dedicated team of people to serve their needs. This team works to streamline and expedite billing and service issues.

2015 Most Trusted Business Partners

The Most Trusted Business Partner designation was awarded to the utilities in the top quartile in each region that score above the industry average.

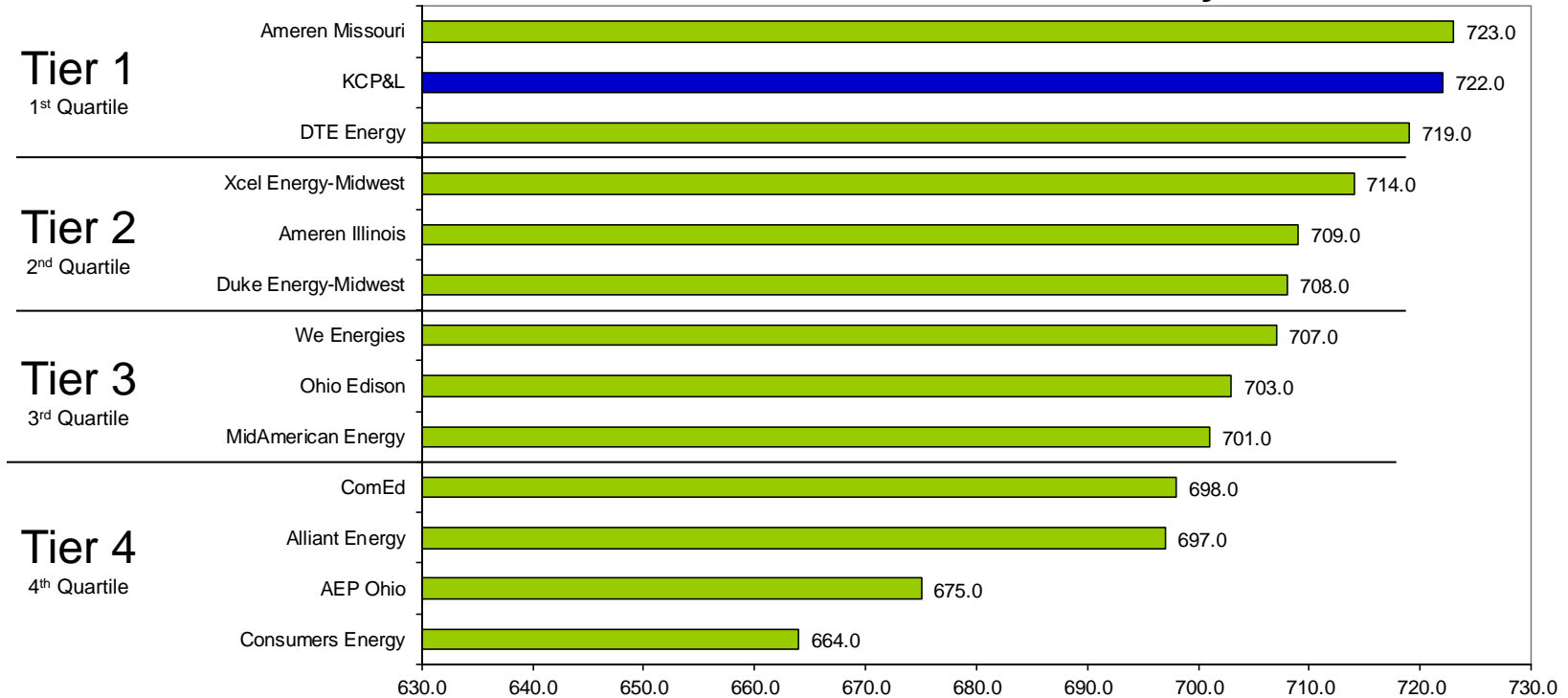
Utility	Region	Brand Trust Index
AEP SWEPCO	South	802
APS	West	768
Salt River Project	West	766
Rocky Mountain Power	West	765
Idaho Power	West	764
Alabama Power	South	763
DTE Energy	Midwest	762
Georgia Power	South	762
CPS Energy	South	757
Florida Power & Light	South	756
Pacific Power	West	756
Ameren Illinois	Midwest	754
KCP&L	Midwest	751
MidAmerican Energy	Midwest	751
Portland General Electric	West	747

Cogent Reports™ names the 20 Most Trusted Business Partners among utilities based on results from its 2015 Commercial Utility Trusted Brand & Customer Engagement study. This study surveyed more than 6,000 business customers of the 59 largest electric and combination utilities in the US.

J.D. Power & Associates on Business Customers

Business and commercial customers have a dedicated team of people to serve their needs. This team works to streamline and expedite billing and service issues.

2016 – JD Power Business Study

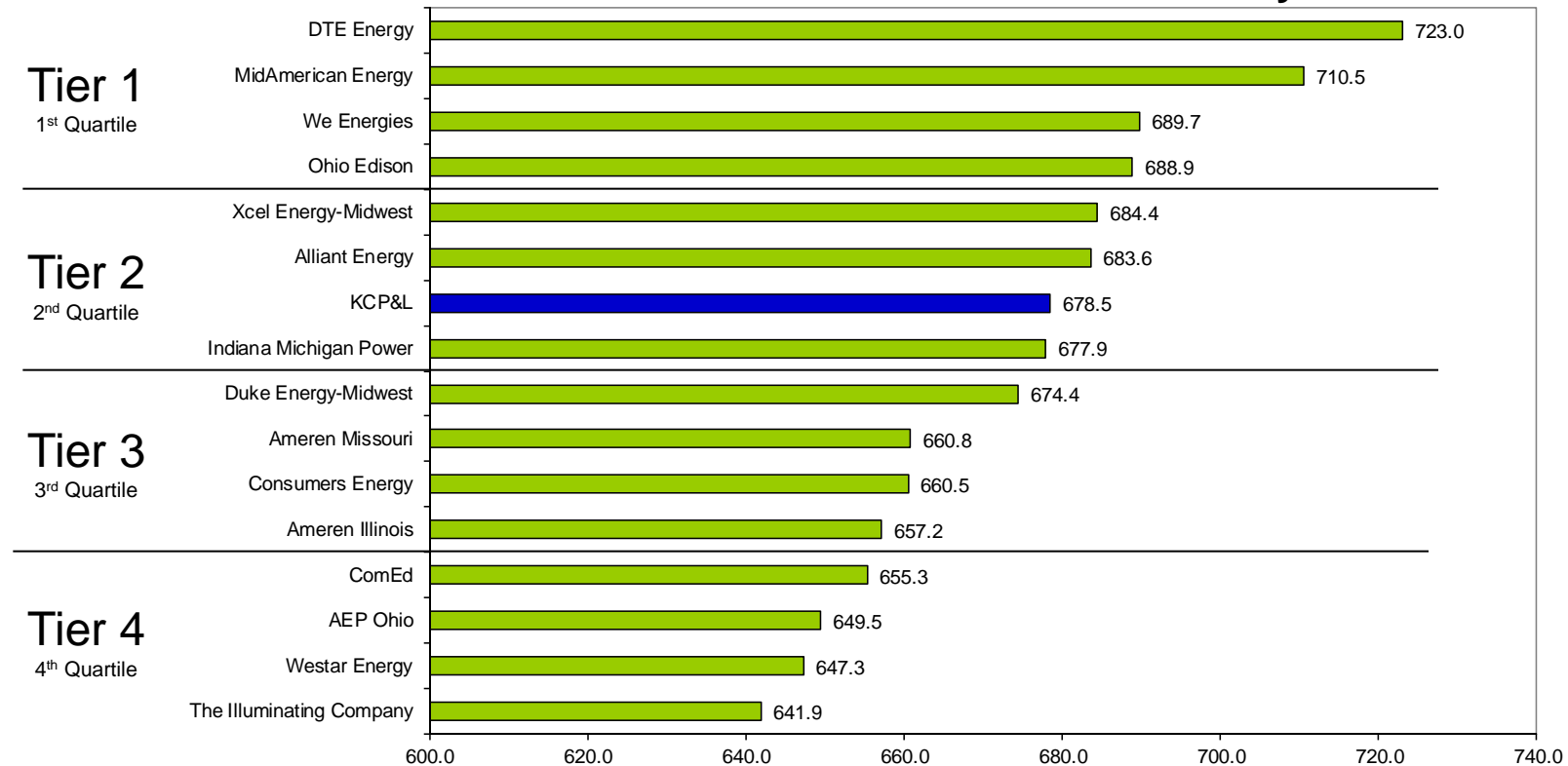


Source: 2016 JD Power Business

JD Power & Associates

KCP&L's Overall Customer Satisfaction Index is ranked 7th out of 16 Midwest Large utilities and is up one position from the previous quarter.

4Q15 – JD Power Residential Study



Special Customer Initiatives

KCP&L has a variety of customer programs designed to handle special circumstances or situations. Customer service is not “one size fits all” and these initiatives are designed to address special circumstances or unique customer needs.

- **Issues Management Team:** tracks hundreds of special community and customer circumstances
- **Gatekeeper and Medical Programs:** elderly, disabled and customers with medical needs
- **Community Agency Initiative:** training and funding for community agencies to maximize LIHEAP
- **Economic Relief Program:** partnership with Salvation Army, providing a monthly bill credit for working poor and elderly
- **Connections Campaign / Program:** Started in recession, now permanent outreach to connect customers to programs and services
- **Family Relief Program:** activated during extended extreme heat or cold situations, provides a one time bill credit with customers to help them not fall behind on their bill
- **Mobile Outreach Units:** used to meet customers where they live for information and during storms
- **Light Source Program:** mentorship and resources for diverse business customers
- **Critical Customer Team:** a proactive and dedicated team that tracks and proactively addresses concerns with any critical infrastructure
- **Frequent Outage Program:** a dedicated team and process to address problem areas for service reliability

Special Customer Initiatives

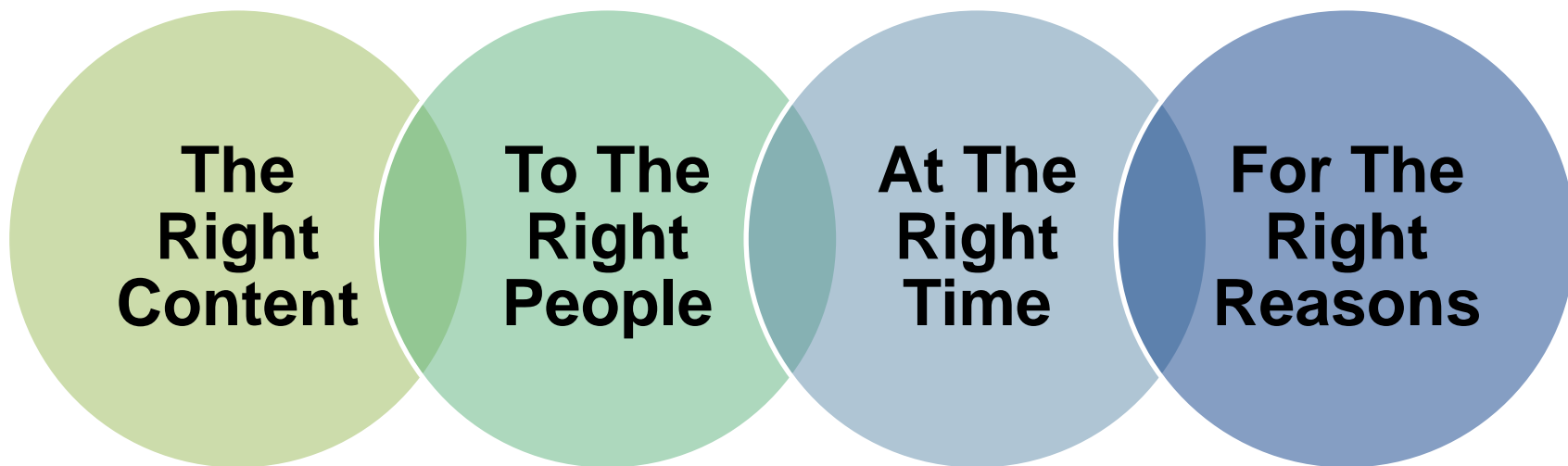
KCP&L has a variety of customer programs designed to handle special circumstances or situations. Customer service is not “one size fits all” and these initiatives are designed to address special circumstances or unique customer needs.

- **Distribution Community Roundtable Events:** district community affairs managers engage with key governmental and business leaders to ensure awareness around electric utility industry changes and potential impacts
- **Hallmark Customer Touch Point:** empowering our customer service representative to strengthen connections, mend fences and show gratitude through an innovative partnership with Hallmark
- **ERTs / Enhanced Outage Map:** system-generated estimated restoration times to better advise customers, offered proactively to commercial customers and is also available to contact center personnel
- **Smart Receipts via Automated Telephone System (IVR):** enhanced self-serve payment reporting through automated telephone system
- **Credit Card Acceptance at Door:** credit card acceptance for field collection of payment across entire service territory

Trusted Energy Partner For Customers

We increase customer satisfaction through a content strategy that empowers our employees to be ambassadors and delivers more relevant, consistent and coordinated communications to customers.

KCP&L Content Strategy Delivers



The KCP&L Marketing Funnel

We have a very deliberate strategy for introducing and engaging with our customers on energy efficiency and other products and services.



Awareness

- Need high level, basic information that KCP&L offers a program & what's in it for them (money savings)

Education

- Want more information on high-level qualifications, how much investment it requires (time & money) & how much it will save them

Conversion

- Seeking full details:
 - How complicated is the process
 - What are the restrictions
 - How long will it take to pay me back

Engagement

- Once they have participated in one program, they are able to retain more detailed program information for others, even if not a current need

Community Investments Snapshot

Company Community Contributions

Charitable \$2.1 million
Dues \$700,000-\$900,000
Total: \$2.8-\$3 million

Employee Donations:
\$1,050,000

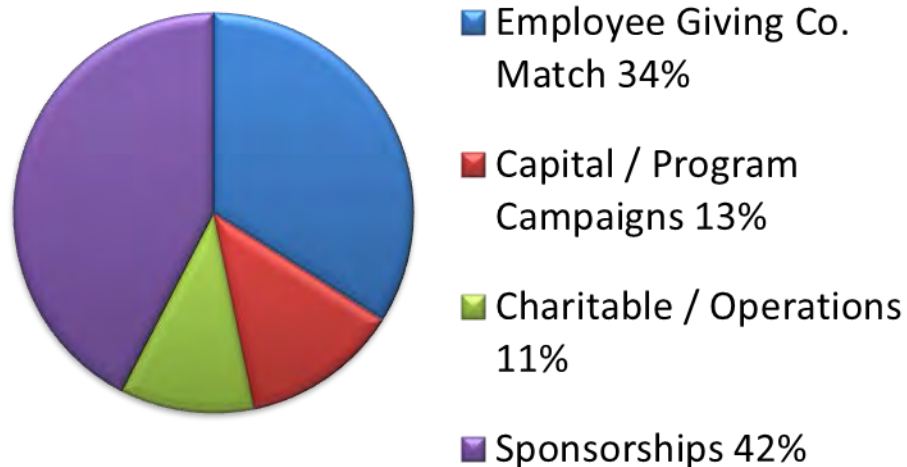
Employee Giving Campaigns

68% Employee Giving Participation (Target 60%)

- ✓ Harvesters
- ✓ REACH
- ✓ Dollar Aide
- ✓ United Way
- ✓ Holiday & General Match

Volunteerism & Leadership

26.5% Employee Involvement (Target 26%)
18,000 Hours / \$294,300 Value
150+ Representatives on Boards



KCP&L Connect Overview



Transforming how we serve our customers and their image of KCP&L through...

A warm, inviting customer-focused 'hub' offering:

- KCP&L's full portfolio of customer payment options and services;
- linkages to resources, at KCP&L and externally;
- energy saving ideas and products;
- educational offerings showcasing the utility of the future; and
- a facility for community groups, events and more.



KCP&L Connect Customer Services

Account Services and Payment

- ☐ Self-serve account access, payments
- ☐ Self-serve cash/check payment kiosk
- ☐ Account review and discussion
 - Payment options / cash, check, debit, credit
 - Start – Stop service / Reconnections
 - Billing inquiries / Metering concerns
 - Payment plans / budget billing, seasonal, long and short term arrangements
 - Initiate field inspections / alterations, vegetation, new construction
- ☐ Budget Billing enrollment
- ☐ Economic Relief Program
- ☐ Linkages to other resources
- ☐ Energy usage information & energy savings tips
- ☐ Weatherization
- ☐ Energy Efficiency Products / Thermostat, Rebates, Appliance Recycling
- ☐ Home Protection Products / Surge, Wiring, Hot Water Heater



Renewables Information

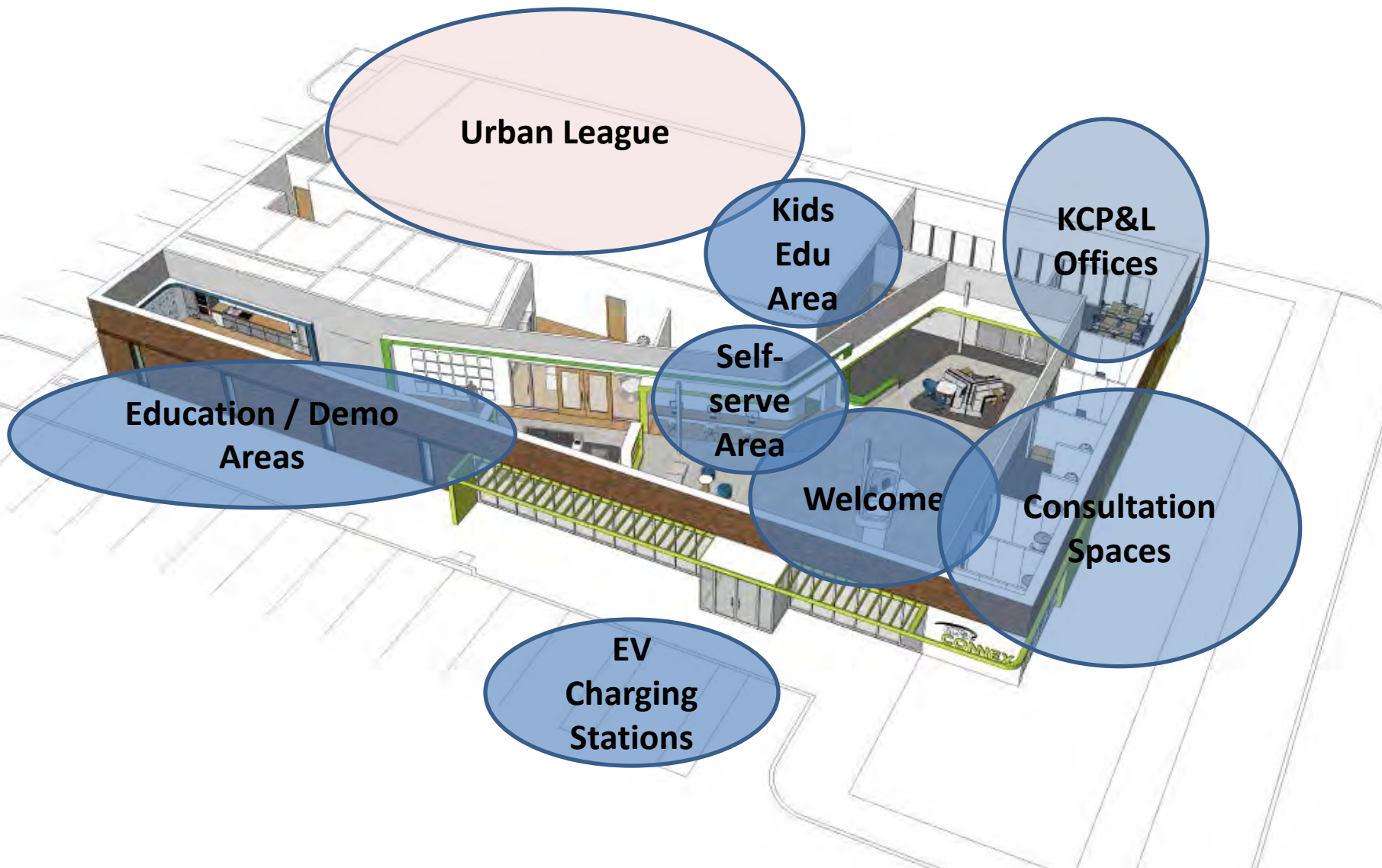
- ☐ Solar / Information and Vendors

Education

- ☐ Home Demo areas (garage, living, kitchen)
- ☐ Smart appliances
- ☐ Children's area with energy 101, safety information and more...



KCP&L Connect Layout



KCP&L Connect ~ On the Go



Transforming how we serve our customers and their image of KCP&L through...

An innovative 'mobile' approach for reaching our customers right in their own neighborhoods; where they live, work, shop and play and offering:

- two mobile units with the ability to customize services and messages to our customer audiences
- payment and options information
- energy saving ideas and products
- customized modules on community, safety, careers and more...

