

Evergy Missouri West
Case Name: 2022 Evergy MO West Rate Case
Case Number: ER-2022-0130

Requestor Marke Geoff -
Response Provided June 01, 2022

Question:2143

Please provide the position description of Mr. Caisley in his role as Senior Vice President, Public Affairs as well as Chief Customer Officer for Evergy, Inc. as indicated on page 2 lines 6 and 7 of his Direct testimony in Case No. ER-2022-0130. Please provide all criteria and performance objectives, including weighting if exists, by which Mr. Caisley's performance is evaluated in his Company roles.

RESPONSE: (do not edit or delete this line or anything above this)

Confidentiality: PUBLIC

Statement: This response is Public. No Confidential Statement is needed.

Response:

Position Description relating to Mr. Caisley role as SVP, Public Affairs and Chief Marketing Officer is as follow:

This position helps to ensure the implementation and advancement of corporate strategies to generate and sustain long-term shareholder value and customer value and satisfaction and a positive reputation amongst a wide range of stakeholder groups. This includes understanding the complexities of the business, the factors driving growth opportunities, and the major risks and vulnerabilities to effectively identify, measure, prioritize and respond to strategic opportunities and mitigate vulnerabilities.

This position shall provide the leadership for establishing the strategic direction for customer engagement and experience, digital customer experience, brand curation, reputation management as well as regulated and non-regulated products and services. This position is responsible for integrating technology solutions to enhance customer experience and engagement, designing performance metric requirements, identifying customer requirements/expectations, conducting and utilizing customer research, creating and utilizing data management and analysis, implementing projects and managing processes that ensure top tier customer satisfaction, as well as implementing continuous

improvement projects that advance the company's overall effectiveness, efficiency and customer experience.

This position description is not exhaustive of the Mr. Caisley's duties or responsibilities, which evolves and also involves leadership and strategy around emergent issues and other duties as assigned by the CEO. Mr. Caisley also has responsibility for customer operations, government affairs, policy and regulatory affairs.

Specific divisional scorecards used to evaluate performance objectives is not applicable, please refer to Questions 0098 and 0098.1 for Corporate Scorecard information.

Information provided by: Thao Bui

Attachment(s):

Missouri Verification:

I have read the Information Request and answer thereto and find answer to be true, accurate, full and complete, and contain no material misrepresentations or omissions to the best of my knowledge and belief; and I will disclose to the Commission Staff any matter subsequently discovered which affects the accuracy or completeness of the answer(s) to this Information Request(s).

Signature /s/ *Brad Lutz*
Director Regulatory Affairs