

**BEFORE THE PUBLIC SERVICE COMMISSION  
OF THE STATE OF MISSOURI**

In the Matter of Kansas City Power & Light            )  
Company's Request for Authority to Implement        )  
A General Rate Increase for Electric Service        )        **File No. ER-2014-0370, et al.**

**RESPONSE TO COMMISSIONER REQUESTS FOR INFORMATION**

COMES NOW Kansas City Power & Light Company ("KCP&L" or "Company") and in response to Commissioner requests for information made during the hearing respectfully states as follows:

1. On June 15, 2015, during opening statements, Commissioner Kenney requested information regarding historical property taxes paid by KCP&L (Tr. p. 35, ll. 4-17) and Chairman Kenney requested information regarding the impact of energy efficiency and solar installations on KCP&L's kWh sales. (Tr. p. 43, l. 11 through p. 44, l. 2) Information responsive to these requests by Commissioner Kenney and Chairman Kenney is appended hereto as Attachment 1.

2. On June 17, 2015, during the hearing on the issue of the Clean Charge Network (Issue XVIII), Chairman Kenney and Commissioner Kenney requested a variety of information regarding the Clean Charge Network and electric vehicle charging stations generally. (Tr. p. 602, ll. 1-14; Tr. p. 608, ll. 7-14; and Tr. p. 609, ll. 1-21) Information responsive to these requests by Chairman Kenney and Commissioner Kenney is appended hereto as Attachment 2.

3. On June 19, 2015, during the hearing on the issues of Affiliate transactions and corporate cost allocations and management audit request (Issues XVI and XVII), Commissioner Rupp requested information regarding customer and employee satisfaction surveys undertaken by KCP&L. (Tr. p. 1167, ll. 1-16) Information responsive to this request by Commissioner Rupp is appended hereto as Attachment 3.

4. As responses to requests for information made by Commissioners as described above, KCP&L requests the admission of Attachments 1, 2 and 3 into record evidence. KCP&L personnel are available to answer questions regarding Attachments 1, 2 and 3 during the week of June 29 if so desired by the Commission or the presiding officer.

WHEREFORE, KCP&L respectfully provides this response to Commissioner requests for information and moves for the admission of Attachments 1, 2 and 3 into record evidence.

Respectfully submitted,

*/s/ Roger W. Steiner*

Robert J. Hack, MBE# 36496  
Roger W. Steiner, MBE #39586  
Kansas City Power & Light Company  
1200 Main Street  
Kansas City, MO 64105  
(816) 556-2785  
(816) 556-2787 (Fax)  
[Rob.Hack@kcpl.com](mailto:Rob.Hack@kcpl.com)  
[Roger.Steiner@kcpl.com](mailto:Roger.Steiner@kcpl.com)

Attorneys for Kansas City Power & Light Company

**CERTIFICATE OF SERVICE**

I do hereby certify that a true and correct copy of the foregoing document has been hand-delivered, emailed or mailed, postage prepaid, this 26<sup>th</sup> day of June, 2015, to all parties of record.

*/s/ Roger W. Steiner*

Roger W. Steiner

# **ATTACHMENT 1**

Kansas City Power & Light Company  
 5-Year Summary of KCP&L Property Taxes By Calendar Year  
 (RAK-10 Exhibit - Extended for period: 2005 - 2014)  
 MPSC Filings

	<b>Total Actual Property Taxes Charged By Calendar Year</b>									
	<b>2014</b>	<b>2013</b>	<b>2012</b>	<b>2011</b>	<b>2010</b>	<b>2009</b>	<b>2008</b>	<b>2007</b>	<b>2006</b>	<b>2005</b>
<b>Total Property Taxes:</b>										
Total Property Taxes (excluding PILOTs)	87,581,940	82,212,720	76,721,385	74,539,929	71,954,230	66,897,155	66,628,631	60,620,669	57,911,549	55,084,697
Payments in Lieu of Taxes (PILOTs)	825,767	804,364	783,520	763,220	357,090	347,820	338,702	330,000	-	-
Total Property Taxes	88,407,707	83,017,084	77,504,905	75,303,149	72,311,320	67,244,975	66,967,333	60,950,669	57,911,549	55,084,697

**Source:**

MPSC Data Request #	#0104R	#0104	#0104	#0214	#0172T	#0172	#0172	#0151	#0151	#0264
Date Provided Response	Feb 2015	Dec 2014	Dec 2014	Apr 2012	Jan 2011	June 2010	June 2010	Oct. 2008	Oct. 2008	Jun 2006

**KCP&L-MO Annual Energy Savings\***

Year	Incremental MEEIA** MWh	Incremental Pre-MEEIA MWh	Total Incremental MWh	Cumulative MWh
2005		360	360	360
2006		1,559	1,559	1,919
2007		8,456	8,456	10,376
2008		16,231	16,231	26,606
2009		23,482	23,482	50,088
2010		34,241	34,241	84,329
2011		26,663	26,663	110,992
2012		33,942	33,942	144,935
2013		32,751	32,751	177,686
2014	41,540	14,405	55,945	233,631
***2015	68,716		68,716	302,347

\* MWh savings are at the meter and must be grossed up for losses to get load impacts. 2014 losses are estimated at 6.56%.

\*\* KCP&L-MO MEEIA programs began July, 2014.

\*\*\*Estimated based on approved MEEIA programs

**DSM and Customer-Owned Load Impacts - KCP&L Missouri**

	Annual MWh	Percent of 2014 Retail Energy Sales
Estimated Annual Customer-Owned Solar Generation:****	19,696	0.23%
Estimated Annual MEEIA Energy Savings:	41,540	0.49%
Estimated Annual DSM Energy Savings through 2015:	302,347	3.53%

2014 KCPL-Mo Retail Energy Sales (Report 1A): 8,554,331

\*\*\*\* Once KCP&L rebate cap reached

Estimated cost to achieve MEEIA savings in 2015	\$0.17612 per kwh
2014 Average Retail Rate all classes (Report 1A)	\$0.09533 per kwh
2014 Average annual use per Residential Customer (Report 1A)	10,696 kwh
Loss of sales due to DSM in terms of avg household use	28,267 households

# **ATTACHMENT 2**







State	Utility	Proceeding	Proceeding Title	Program/Proceeding Type	# Stations	Program Design/Proceeding Focus	Filing Date	Order date	Order #	Notes
MO	KCP&L	ER-2014-0370	In the Matter of Kansas City Power & Light Company's Request for Authority to Implement a General Rate Increase for Electric Service	Clean Charge Network	1,000	Public - retail, workplace, MUD	02/2015			
KS	KCP&L	15-KCPE-116-RTS	In the Matter of the Application of Kansas City Power & Light Company to Make Certain Changes in Its Charges for Electric Service.	Clean Charge Network	1,000	Public - retail, workplace, MUD	02/2015			
CA	All	R.09-08-009	Phase 2 Decision Establishing Policies to Overcome Barriers to Electric Vehicle Deployment and Complying with Public Utilities Code Section 740.2	PUC Rulemaking	--	Precluded utilities from owning EVCS except for their own fleet or employee charging. Left open to revisit if utilities show market failure to provide adequate infrastructure.	08/20/2009	07/14/2011	D.11-07-029	
	All	R.13-11-007	Phase 1 Decision establishing Policy to Expand the Utilities' Role in Development of EV Infrastructure	PUC Rulemaking	--	Rescinds ban on utility ownership of EV charging infrastructure and replaces it with case-specific approach.	04/2011	12/18/2014	D.14-12-079	
	SDG&E	A.14-04-014	Application of SDG&E (U 902 E) for Approval of its Electric Vehicle-Grid Integration Pilot Program	VGI Pilot Program	5,500	Workplace and MUD only; Rate base All Infra, EVCS, svcs across all rate classes; VGI RTP Rate Billed on Cust. Bill Public, workplace and MUD;	04/11/2014	6/3/2015	Pending Settlement	Settlement changes: Host to select EVCS; SDG&E to allow multiple System Services; adds RTP billed to Host option.
	SCE	A.14-10-014	Application of SCE (U 338 E) for Approval of its Charge Ready and Market Education Programs	Charge Ready Program	30,000	Rate base All Infra across all rate classes; <b>Host owns EVCS, SCE rebates base EVCS cost to Host; Price set by Host/EVSP</b> Public, workplace and MUD;	10/30/2014			Of the three CA programs, PG&E's model as closest to the KCP&L Clean Charge Network.
	PG&E	A.15-02-009	Application of PG&E (U 39 E) for Approval of its Electric Vehicle Infrastructure and Education Program	Electric Vehicle Program	25,000	Rate base All Infra across all rate classes; Priced under tariff to SvcCo billed direct to EV driver	02/09/2015			
	All	AB1005	An act to amend Sections 740.2, 740.3, and 740.8 of the Public Utilities Code, relating to electric vehicles.	Legislation	--	Utility allowed to own/rate base all EV infrastructure up to EVCS. Allows rate base of EVCS if networked, host can select EVCS, participates in DR, electricity not limited to utility owned generation.	02/26/2015			Amended March 26
IN	IPL	44478	Verified Petition of IP&L for Approval of Alternative Regulation Plan for Extension... for purposes of the City of Indianapolis' and Blue Indy's EV Sharing Program...	Blue Indy EV Car Sharing Project		Rate recovery for distribution extensions and service lines to, and installation of, 200 Blue Indy owned car sharing/charging locations	04/10/2014	2/11/2015	na	Allowed rate base and recovery of extension/service costs; did not allow recovery of installation costs for Blue Indy owned charging locations and equipment
*WA	All	SHB 1571	Limiting regulation of electric vehicle battery charging facilities	Legislation	--	Commission shall not regulate battery charging facilities provided by entities not regulated as utilities	1/26/2011	7/22/2011	na	Utility may offer EV charging as regulated service.
*WA	All	SHB 1853	Encouraging utility leadership in electric vehicle charging infrastructure build-out	Legislation	--	Provide clear policy directive and financial incentive to utilities for electric vehicle10infrastructure build-out	2/19/2015	7/24/2015	SHB 1853	Utilities may rate base EVCS infrastructure when provided as regulated svc. Established EVCS incentive ROE+2%
*OR	All	UM1461	Investigation of matters related to Electric Vehicle Charging	PUC Investigative Docket -EV Charging	--	Addressing Non-utility ownership of EVSE; Utility ownership of EVSE without Rate Recovery; Utility ownership of EVSE with Rate Recovery ~ 50 L2/L3 APS owned Public EVCS	12/2009	1/19/2012	12-013	Utility EVCS infrastructure may be un-regulated or regulated. If regulated it may require ratepayer benefit analysis and creation of a separate EV Rate Class. Approved-experimental E1-EV home charge rate
AZ	APS	E-01345A-10-0123	In the Matter of Arizona Public Service Company's Application for Approval of Proposed Electric Vehicle Readiness Demonstration Project	EV Readiness Demo Proj.	48 L2 5 L3	Proposed EVPS public sale rate included 18 cents/kwhr infrastructure charge plus a TOU energy charge. If pilot discontinued infra to be recovered through normal ratemaking	10/1/2010	9/15/2011	72582	Did not approve public sale tariff, may rerequest public sale tariff at such time until such time as APS can demonstrate a need for company owned charging infrastructure. 2014 annual report did not request but found public charging infrastructure inadequate.
GA	GA Pwr.	nonDocket Ltr.	Electric Transportation Initiatives, Non-Docket	Elec. Transportation Initiative	50 islands w/L2 & DCFS	Company will install, own, operate, and maintain EV charging islands. Payments collected will offset program costs. GaPwr not offering as retail electric service	10/24/2014	na	na	The Company plans to provide the Commission an update on the status of the initiative in 2016.

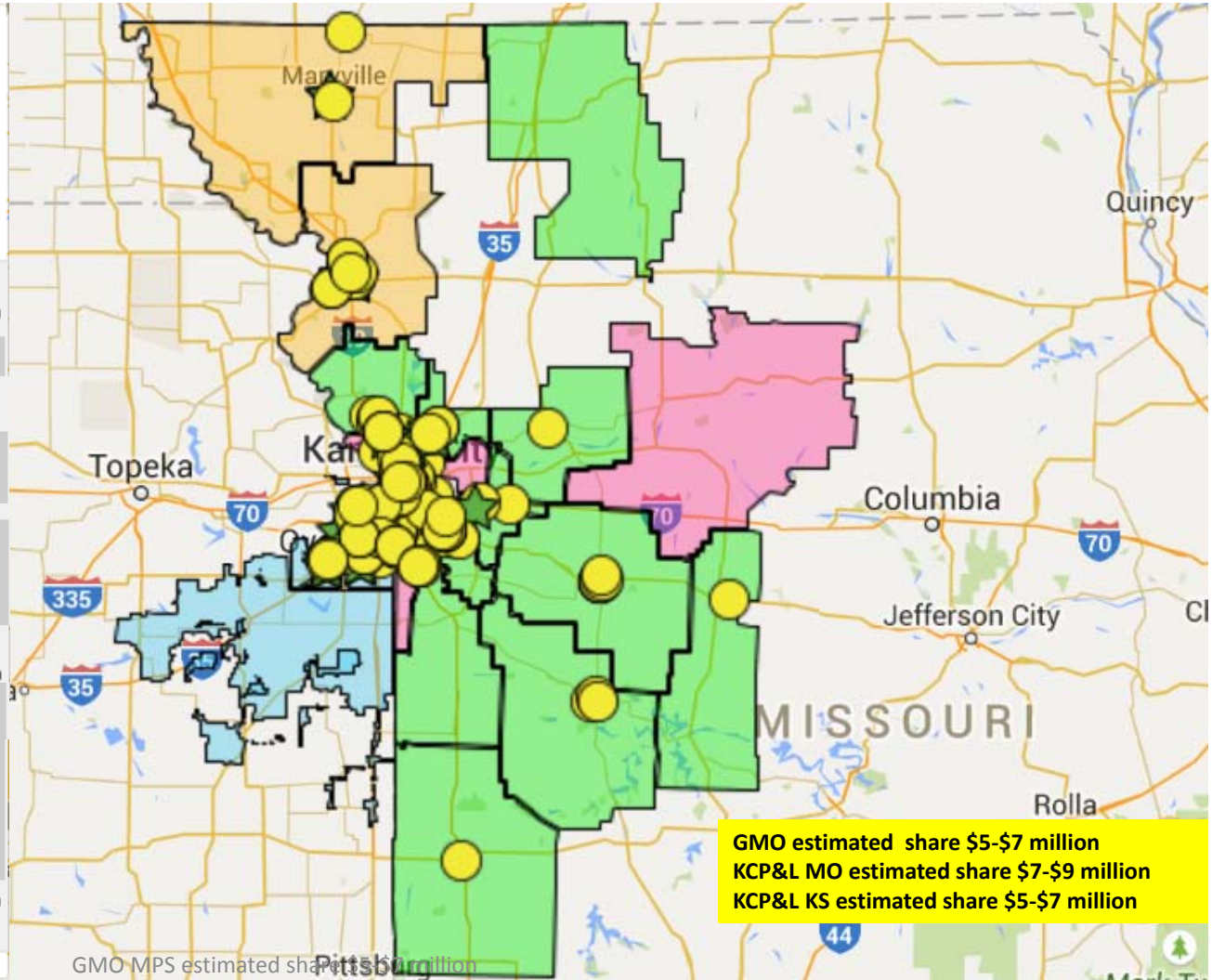
\* Washington and Oregon are places where the penetration is slightly better than KCP&L's, but have similar market sizes and rural areas. Both of these areas contemplate that utility infrastructure is needed with Washington going as far as to authorize the potential for incentives.

# KCP&L Clean Charge Network 6-25-15



Made with Google My Maps

- GMO MPS**
  -  MoPub1
- GMO SLP**
  -  SJLP1
- KCPL MO**
  -  KCPL MO1
- KCPL KS**
  -  KCPL KS1
- CCN Host Locations**
  -  Installed 107 Stations
  -  In Process 227 Stations





# KCP&L Clean Charge Network 6-25-15

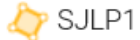


Made with Google My Maps

GMO MPS



GMO SLP



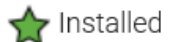
KCPL MO



KCPL KS



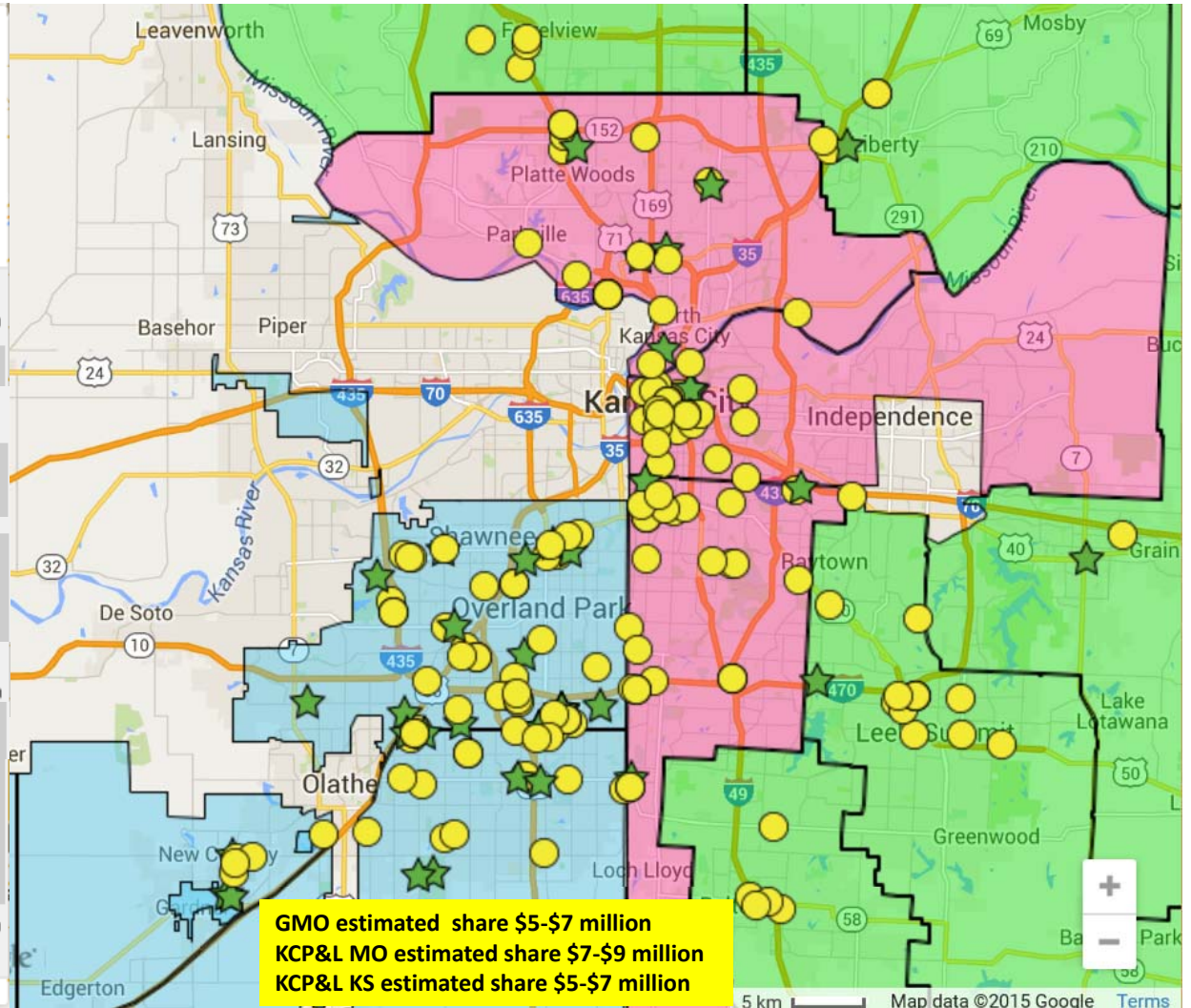
CCN Host Locations



107 Stations



227 Stations



# KCP&L Clean Charge Network 6-25-15



Made with Google My Maps

KCPL KS

KCPL MO

KCPL M01

KCPL M02

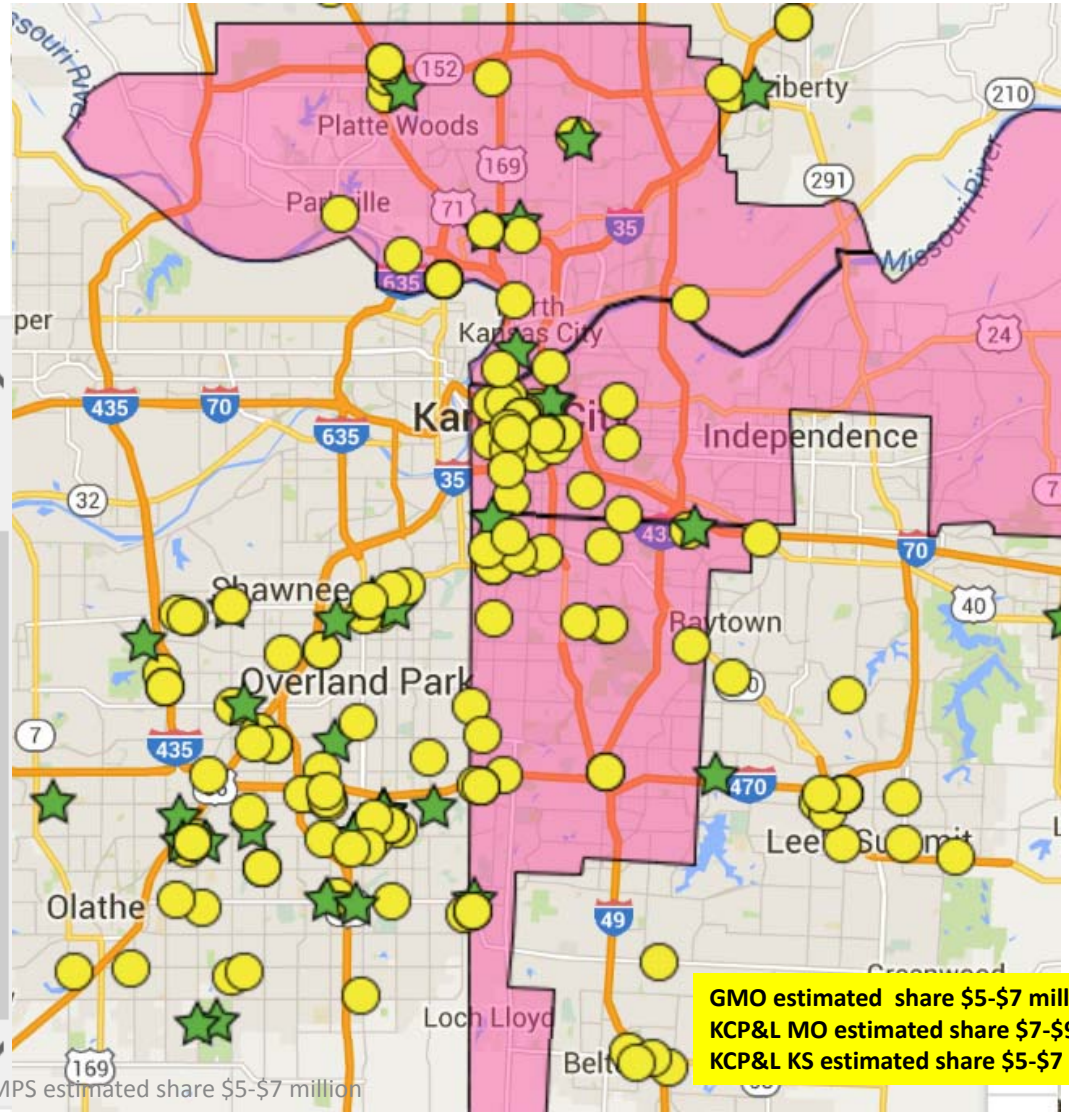
KCPL M03

KCPL M04

CCN Host Locations

Installed 107 Stations

In Process 227 Stations



# **ATTACHMENT 3**

## KCP&L Customer/Employee Satisfaction

Throughout the year, KCP&L conducts multiple surveys that provide valuable customer insights. This information is used to guide our company as we look for opportunities to improve upon the customer experience.

Customers have a more favorable impression of KCP&L than other local businesses in the area. Eight out of ten customers surveyed have a favorable impression of KCP&L.

<i>Thinking about KCP&amp;L, please tell me if you have a favorable or unfavorable impression of each company? (March 2015)</i>					
<i>N=600</i>	<b>KCP&amp;L</b>	<b>MGE</b>	<b>Sprint</b>	<b>Time Warner</b>	<b>UMB Bank</b>
<i>Favorable</i>	80%	45%	34%	33%	35%
<i>Unfavorable</i>	12%	9%	21%	23%	5%
<i>Does not serve my area</i>	1%	21%	11%	15%	17%
<i>Don't know/No Opinion</i>	6%	25%	34%	29%	44%

Source: WPA Customer Tracking Study

KCP&L is consistently ranked high in both customer service (89%) and overall job performance (89%). Over half, are either “Very Satisfied” or “Strongly Approve” of KCP&L’s electric service.

<i>What is your overall level of satisfaction with KCP&amp;L’s customer service? Would you say you are...</i>					
	<b>Apr 2014</b>	<b>Jul 2014</b>	<b>Oct 2014</b>	<b>Jan 2015</b>	<b>Mar 2015</b>
	N=600	N=600	N=603	N=603	N=600
<b>Total Satisfied</b>	<b>87%</b>	<b>85%</b>	<b>89%</b>	<b>89%</b>	<b>89%</b>
<b>Total Dissatisfied</b>	<b>10%</b>	<b>11%</b>	<b>8%</b>	<b>8%</b>	<b>8%</b>
<i>Very Satisfied</i>	53%	55%	58%	51%	52%
<i>Somewhat Satisfied</i>	34%	30%	31%	38%	36%
<i>Don't know</i>	3%	5%	3%	4%	4%
<i>Somewhat Dissatisfied</i>	4%	5%	4%	3%	5%
<i>Very Dissatisfied</i>	6%	6%	4%	4%	3%

Source: WPA Customer Tracking Study

<i>Do you approve or disapprove of the overall job KCP&amp;L is doing as your electricity provider?</i>					
	<b>Apr 2014</b>	<b>Jul 2014</b>	<b>Oct 2014</b>	<b>Jan 2015</b>	<b>Mar 2015</b>
	N=600	N=600	N=603	N=603	N=600
<b>Total Approve</b>	<b>87%</b>	<b>88%</b>	<b>90%</b>	<b>90%</b>	<b>89%</b>
<b>Total Disapprove</b>	<b>10%</b>	<b>10%</b>	<b>9%</b>	<b>8%</b>	<b>9%</b>
<i>Strongly Approve</i>	57%	56%	55%	51%	52%
<i>Somewhat Approve</i>	31%	33%	34%	39%	36%
<i>Don't know</i>	2%	2%	1%	2%	2%
<i>Somewhat Disapprove</i>	5%	4%	5%	3%	5%
<i>Strongly Disapprove</i>	5%	6%	5%	5%	3%

Source: WPA Customer Tracking Study

Most customers feel KCP&L is an honest company (79%) and are a good corporate citizen (76%) within the communities they serve.

<b>Would you say that KCP&amp;L is an honest or dishonest company in their dealings with customers and the community?</b>					
	<b>Apr 2014</b>	<b>Jul 2014</b>	<b>Oct 2014</b>	<b>Jan 2015</b>	<b>Mar 2015</b>
	N=600	N=600	N=603	N=603	N=600
<b>Total Honest</b>	<b>83%</b>	<b>80%</b>	<b>81%</b>	<b>81%</b>	<b>79%</b>
<b>Total Dishonest</b>	<b>7%</b>	<b>9%</b>	<b>7%</b>	<b>10%</b>	<b>7%</b>
<i>Very Honest</i>	48%	54%	52%	48%	45%
<i>Somewhat Honest</i>	35%	27%	29%	32%	34%
<i>Don't know</i>	11%	10%	12%	9%	14%
<i>Somewhat Dishonest</i>	4%	5%	5%	6%	4%
<i>Very Dishonest</i>	3%	4%	2%	4%	3%

Source: WPA Customer Tracking Study

<b>Would you say that KCP&amp;L is a good corporate citizen, that is to say that as a company they try to conduct business in a way that improves/benefits the communities they serve?</b>					
	<b>Apr 2014</b>	<b>Jul 2014</b>	<b>Oct 2014</b>	<b>Jan 2015</b>	<b>Mar 2015</b>
	N=600	N=600	N=603	N=603	N=600
<b>Total Good</b>	<b>71%</b>	<b>73%</b>	<b>71%</b>	<b>71%</b>	<b>76%</b>
<b>Total Bad</b>	<b>12%</b>	<b>12%</b>	<b>11%</b>	<b>12%</b>	<b>9%</b>
<i>Very Good</i>	40%	43%	43%	37%	38%
<i>Somewhat Good</i>	32%	30%	28%	34%	38%
<i>Don't know</i>	16%	15%	18%	17%	14%
<i>Somewhat Bad</i>	6%	5%	5%	6%	5%
<i>Very Bad</i>	6%	7%	5%	6%	4%

Source: WPA Customer Tracking Study

Over half of customers (58%) feel that KCP&L is fair in the way that they price electricity.

<b>Would you say that KCP&amp;L is fair or unfair in the way that they price electricity for their customers?</b>					
	<b>Apr 2014</b>	<b>Jul 2014</b>	<b>Oct 2014</b>	<b>Jan 2015</b>	<b>Mar 2015</b>
	N=600	N=600	N=603	N=603	N=600
<b>Total Fair</b>	<b>54%</b>	<b>58%</b>	<b>57%</b>	<b>59%</b>	<b>58%</b>
<b>Total Unfair</b>	<b>23%</b>	<b>21%</b>	<b>22%</b>	<b>23%</b>	<b>23%</b>
<i>Very Fair</i>	20%	23%	21%	16%	16%
<i>Somewhat Fair</i>	35%	36%	36%	43%	42%
<i>Don't know</i>	22%	20%	21%	18%	19%
<i>Somewhat Unfair</i>	12%	9%	13%	13%	13%
<i>Very Unfair</i>	11%	12%	8%	10%	10%

Source: WPA Customer Tracking Study

KCP&L also measures customer satisfaction among those that contact the company’s call center. The following measures show the mean scores for key metrics that are tracked. This study includes all different call types including those starting/transferring new services. Those that are transferred to Allconnect answer additional questions to monitor customer satisfaction specific to that experience. Over half (56%) of customers indicated that their experience with Allconnect had a positive impact on their opinion of KCP&L.

<b>KCP&amp;L Call Center Customer Satisfaction Study</b>		
	<b>2014</b>	<b>YTD 2015</b>
	N=1209	N=505
<i>How would you rate the electric service that KCP&amp;L provides? (Using a 10pt scale, where 1 is Unacceptable, 10 is Outstanding, and 5 is Average)</i>	8.4	8.8
<i>Overall, how would you rate this customer service experience? (Using a 10pt scale, where 1 is Unacceptable, 10 is Outstanding, and 5 is Average)</i>	8.5	8.9
<i>How would you rate the KCP&amp;L customer representative on an <u>overall</u> basis? (Using a 10pt scale, where 1 is Unacceptable, 10 is Outstanding, and 5 is Average)</i>	8.9	9.2
<i>Was your problem/issue resolved or your question(s) answered during the <u>first</u> call? (% = Yes)</i>	86%	88%
<i>How would you rate the process of starting /transferring service with KCP&amp;L in terms of being easy and smooth? (Using a 10pt scale, where 1 is Unacceptable, 10 is Outstanding, and 5 is Average)</i>	8.9	9.3
<i>And, in terms of starting service with KCP&amp;L, would you say your experience with the <b>Allconnect</b> agent...?</i>		
<i>Positively impacted your opinion of KCP&amp;L overall</i>	43%	56%
<i>Negatively impacted your opinion of KCP&amp;L overall</i>	13%	9%
<i>Did not impact your opinion of KCP&amp;L</i>	44%	36%
<i>Don't know</i>	0%	0%

Source: KCP&L VOC Study (May 2015)

Employees also have very favorable ratings of KCP&L as a place to work along with other key metrics.

<b>KCP&amp;L 2014 Employee Engagement Survey Results</b>					
	<b>Strongly Agree</b>	<b>Agree</b>	<b>Neither</b>	<b>Disagree</b>	<b>Strongly Disagree</b>
<i>I am proud to work for KCP&amp;L (N=1,708)</i>	31%	47%	18%	3%	1%
<i>I would recommend KCP&amp;L as a great place to work (N=1,708)</i>	26%	43%	23%	6%	2%
<i>I believe that KCP&amp;L contributes positively to the communities we serve (N=1,694)</i>	33%	52%	12%	2%	1%
<i>KCP&amp;L provides a safe work environment (N=1,697)</i>	28%	55%	12%	3%	2%

Source: 2014 KCP&L Employee Engagement Survey