

KCPL and KCPL GMO
Case Name: Westar Aquisition
Case Number: EM-2016-0324

Response to Kremer Lisa Interrogatories - MPSC_20160616
Date of Response: 6/27/2016

Question:0017

Please provide a description and/or copies of all Great Plains Energy, Inc., and/or KCP&L and KCP&L-GMO actions taken to date, analysis and/or studies conducted to determine that the purchase of Westar Energy, Inc. will not have any detrimental impact upon KCP&L and KCP&L-GMO Missouri customers respecting the service quality / quality of service matters/areas, including but not limited to: call center operations, service order processes, meter reading, credit and collections, connection and disconnection processes, payment remittance and others. Please include all planned or anticipated operational changes during and post-acquisition of Westar Energy in any and all service quality matters/areas that include outsourcing and/or terminating current KCP&L employee headcounts. DR requested by Lisa Kremer (lisa.kremer@psc.mo.gov).

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

Thus far KCP&L has only performed the due diligence phase of the Westar transaction and as part of that due diligence phase has evaluated service related data (provided as part of our response to DR 21). Transition planning and next steps are yet to be developed.

However, based on the results of the Aquila integration, KCP&L believes that we have a credible track record and proof of our ability and willingness to effectively integrate companies without negatively impacting our quality of service. We will pursue a similar approach with the Westar integration and expect no significant negative customer impacts.

Information Provided By:

Attachment: Q0017_Verification.pdf