

Exhibit No.:
Issue: Service Quality
Witness: Jimmy D. Alberts
Type of Exhibit: Rebuttal Testimony
Sponsoring Party: KCP&L Greater Missouri
Operations Company
Case No.: ER-2009-0090
Date Testimony Prepared: March 13, 2009

MISSOURI PUBLIC SERVICE COMMISSION

CASE NO.: ER-2009-0090

REBUTTAL TESTIMONY

OF

JIMMY D. ALBERTS

ON BEHALF OF

KCP&L GREATER MISSOURI OPERATIONS COMPANY

**Kansas City, Missouri
March 2009**

REBUTTAL TESTIMONY

OF

JIMMY D. ALBERTS

Case No. ER-2009-0090

1 **Q: Are you the same Jimmy D. Alberts, who submitted Direct Testimony in this case on**
2 **behalf of KCP&L Greater Missouri Operations Company (“GMO”) on or about**
3 **September 5, 2008?**

4 A: Yes, I am.

5 **Q: What is the purpose of your Rebuttal Testimony?**

6 A: The purpose of my Rebuttal Testimony is to address issues raised by the Staff of the
7 Missouri Public Service Commission (“Staff”) in its *Cost of Service Report* in this case
8 concerning GMO’s call center operation service quality. Staff Report, pp. 162-171.

9 **Q: What areas will you address?**

10 A: I will provide some clarity as to what impacted call center operations at the time of the
11 acquisition of Aquila, Inc. by Great Plains Energy Incorporated, the parent company of
12 Kansas City Power & Light Company (“KCP&L”). I also wish to offer perspective on
13 the slight increase of customer complaints filed with the Missouri Public Service
14 Commission (“Commission”).

15 **Q: What is the Company’s overall view on its commitment to customer service?**

16 A: GMO has a long history of improving service over time. In fact, even though the
17 Company experienced technical difficulties beyond its control following the integration
18 of KCP&L and GMO operations in July 2008, all performance metrics demonstrate a

1 positive trend of improvement. It is helpful to understand that following the operational
2 integration of two major companies, there are likely to be issues that come up no matter
3 how much testing and preparation is done. What demonstrates our commitment to
4 service is our speed of identifying the issues and fixing them. It is my experience that
5 major integrations often take significantly longer to return to near normal performance.
6 GMO is dedicated to keep our commitment of transparency with the Commission's Staff
7 by communicating directly all issues that were encountered during the integration, as well
8 as issues that may arise going forward. We have also held our first two quarterly review
9 meetings with the Staff to highlight current performance, discuss trends, opportunities
10 and issues. These meetings have proven to be very beneficial.

11 **Q: What is GMO's philosophy relating to customer service operations?**

12 A: KCP&L, by an operating agreement, manages GMO's customer contact operations.
13 GMO embraces KCP&L's operating philosophy to manage as one company from the
14 customer point of view, even though it is different for regulatory purposes. This means
15 we have one point of contact staffed by call center agents to answer calls for the entire
16 customer base. A natural outcome of that process is a leveling or averaging effect
17 between GMO's and KCP&L's past performance. The overall average becomes the new
18 operationally integrated companies' customer service performance, which is very
19 respectable.

20 **Q: What impact did issues immediately following the operational integration of GMO
21 and KCP&L have on service and what has changed since that time?**

22 A: We recognize that our performance for the abandoned call rate and average speed of
23 answer fell below expectations for July through September 2008. However, performance

1 during that period was not indicative of our most recent performance and GMO's
2 commitment to timely and quality service.

3 **Q: What do your most recent performance metrics indicate?**

4 A: During the period, October through December 2008, average speed of answer ("ASA")
5 was consistently equal to or better than the same period in 2007.

- 6 • The combined October 2008 ASA was 36 seconds, compared to 42 seconds in
7 October 2007 for GMO, and 104 seconds for KCP&L.
- 8 • The combined November 2008 ASA was 24 seconds. The November 2007 ASA
9 was also 24 seconds for GMO, and 48 seconds for KCP&L.
- 10 • The combined December 2008 ASA was 31 seconds compared to 21 seconds in
11 December 2007 for GMO, and 59 seconds for KCP&L. December 2008
12 performance was significantly impacted by a late month storm and related power
13 outages. To give a view of performance excluding storm impacts, the average
14 speed of answer for the period December 1-26 was 14 seconds.
- 15 • In addition, the combined January 2009 ASA was 16 seconds, compared to 19
16 seconds in January 2008 for GMO, and 39 seconds for KCP&L. This
17 demonstrates KCP&L's commitment to quality service.

18 During the period October through December 2008, the abandoned call rate was
19 higher than the same period in 2007. However, the abandoned call rates for each month
20 were all below 5%, which is a very respectable performance level.

21 **Q: What do you believe was impacting performance levels?**

22 A: The performance levels for the first three months of integration were indicative of
23 transition-related issues, such as, integration of call center staffs and the use of

1 technology in the handling of calls. I would highlight that the performance after
2 September 2008 has been very favorable, and demonstrates that performance levels of the
3 first three months were not systemic performance issues and not reflective of our longer-
4 term performance.

5 **Q: Are there other things that continue to impact performance?**

6 A: From time to time, there are short-term impacts to performance due to various events,
7 including power outages, telecommunication providers, and hot weather.

8 **Q: What trends have you witnessed since integration of the call centers?**

9 A: We noticed that the increase in call volumes seen after integration leveled off to some
10 degree once the technical problems were repaired, but it leveled off at around 15% higher
11 than the prior year. To put it in perspective, this increase could represent an additional
12 700 calls per day. Also, the impact of the overall economy has directly caused an
13 increase in call volumes. We constantly look for ways to improve our service delivery as
14 a way to offset the impact of higher call volumes, which we review during our quarterly
15 sessions with Staff.

16 **Q: What is your perspective on the slight overall increase in customer complaints?**

17 A: The economic environment has caused an increase in customer complaints regarding
18 disconnection of service, denial of service and payment arrangement cases. If these
19 economically sensitive types of complaints are factored out, there is no appreciable
20 change in the volume of complaints when compared to pre-integration operations. This
21 implies that customers are not complaining incrementally regarding access or availability
22 of customer service agents, nor are they complaining about their service delivery. As the
23 economy tightens and the number of customers becoming potentially eligible for

1 disconnection rises, it is a reasonable to expect that the number of complaints around the
2 disconnection process will also increase. Internally we are focused on our responsiveness
3 to the complaints that come to us from staff or customers, acknowledging that as the
4 landscape changes, complaints may also increase.

5 **Q: What is your assessment of KCP&L's service statistics compared to the concerns**
6 **Staff raises?**

7 A: Yes. A review of GMO's and KCP&L's overall annual statistics for complaints
8 demonstrates that the numbers reflect a different trend than Staff suggests in its report.
9 The chart below highlights those results.

Customer Complaints				
2007			2008	
	#	Per 1,000 Customers	#	Per 1,000 Customers
KCP&L	217	0.91	248	1.03
GMO	206	0.76	192	0.70

10
11 The numbers do not reflect significant differences year over year and indicates
12 stability from the customer's point of view. As previously discussed, there were
13 increases in the specific types of complaints regarding denial of service, payment
14 arrangements, and disconnection of service, but those increases can be attributed to
15 economic pressures on customers. A review of these increases was made with Staff
16 during the most recent quarterly review so stakeholders have a common understanding
17 about what was happening.

18 **Q: Do you have any concerns with Staff's recommendation to continue monitoring**
19 **GMO's customer service performance and to meet with the Company on a**
20 **quarterly basis to discuss service quality issues?**

1 A: No. We are committed to customer service and transparency with Staff concerning our
2 customer service operations. We also believe that our quarterly meetings to review
3 service quality issues have been beneficial.

4 **Q: Does that conclude your testimony?**

5 A: Yes, it does.

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

In the Matter of the Application of Aquila, Inc. dba)
KCP&L Greater Missouri Operations Company to) Case No. ER-2009-0090
Modify Its Electric Tariffs to Effectuate a Rate Increase)

AFFIDAVIT OF JIMMY D. ALBERTS


STATE OF MISSOURI)
) ss
COUNTY OF JACKSON)

Jimmy D. Alberts, being first duly sworn on his oath, states:

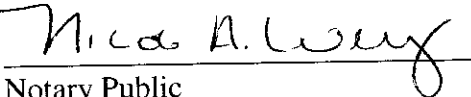
1. My name is Jimmy D. Alberts. I work in Kansas City, Missouri, and I am employed by Kansas City Power & Light Company as Vice President, Customer Services.

2. Attached hereto and made a part hereof for all purposes is my Rebuttal Testimony on behalf of KCP&L Greater Missouri Operations Company consisting of six (6) pages and Schedule(s) _____ through _____, all of which having been prepared in written form for introduction into evidence in the above-captioned docket.

3. I have knowledge of the matters set forth therein. I hereby swear and affirm that my answers contained in the attached testimony to the questions therein propounded, including any attachments thereto, are true and accurate to the best of my knowledge, information and belief.


Jimmy D. Alberts

Subscribed and sworn before me this 13th day of March 2009.


Notary Public

My commission expires: Feb. 4, 2011

