

July Calls Provided by KCP&L in DR 0174.1 in ER-2016-0285

	Did The Rep Follow The Script	Did The Rep Follow The Entire Script Except For Confirmation Number	Did The Rep Ask For Permission To Transfer 1.) The Customer and 2.) Their Information	Did The Rep Ask for Permission At All	Did The Rep Say Allconnect Would Confirm Order For 1.) Accuracy or 2.) Verify or 3.) Go Over Order	Did The Rep Give or Offer Confirmation Number During The Call
Yes	0	6	12	28	33	25
No	50	44	38	22	17	25
Call 1 *	No	No	No	No	No	Yes
Call 2	No	No	No	No	Yes	Yes
Call 3	No	No	No	Yes	Yes	Yes
Call 4	No	No	No	Yes	Yes	Yes
Call 5	No	No	No	No	Yes	Yes
Call 6	No	Yes	Yes	Yes	No	Yes
Call 7	No	No	No	Yes	Yes	Yes
Call 8	No	No	No	Yes	Yes	No
Call 9	No	No	No	No	Yes	Yes
Call 10	No	No	Yes	Yes	No	No
Call 11	No	No	No	Yes	Yes	No
Call 12	No	No	No	No	Yes	No
Call 13	No	No	No	No	No	No
Call 14	No	Yes	Yes	Yes	No	Yes
Call 15	No	No	No	No	Yes	No
Call 16	No	Yes	Yes	Yes	No	No
Call 17	No	No	Yes	Yes	Yes	No
Call 18	No	No	Yes	Yes	No	No
Call 19	No	No	No	No	Yes	No
Call 20	No	No	No	Yes	Yes	Yes
Call 21	No	No	No	Yes	Yes	No
Call 22	No	No	No	No	Yes	Yes
Call 23	No	No	No	No	Yes	No
Call 24	No	No	No	No	Yes	No
Call 25	No	No	No	No	Yes	Yes
Call 26	No	No	No	Yes	Yes	Yes
Call 27	No	Yes	Yes	Yes	No	Yes
Call 28	No	No	No	No	No	No
Call 29	No	No	Yes	Yes	No	No
Call 30	No	No	No	Yes	Yes	Yes
Call 31	No	No	No	Yes	Yes	Yes
Call 32	No	No	No	No	Yes	Yes
Call 33 **	N/A	N/A	N/A	N/A	N/A	N/A
Call 34	No	No	No	Yes	No	Yes
Call 35	No	No	No	No	Yes	No
Call 36	No	No	No	Yes	No	Yes
Call 37	No	No	No	No	Yes	Yes
Call 38	No	No	No	No	No	No
Call 39	No	No	No	Yes	Yes	Yes
Call 40	No	No	No	Yes	Yes	Yes
Call 41	No	No	No	No	Yes	No
Call 42	No	No	No	No	Yes	Yes
Call 43	No	No	Yes	Yes	Yes	Yes
Call 44	No	Yes	Yes	Yes	No	No
Call 45	No	No	Yes	Yes	No	No
Call 46	No	Yes	Yes	Yes	No	No
Call 47	No	No	No	No	Yes	No
Call 48	No	No	No	No	Yes	No
Call 49	No	No	No	No	Yes	Yes
Call 50	No	No	No	Yes	No	No
Call 51	No	No	No	Yes	Yes	No

* Calls are titled as they appear on the compact disk provided by KCP&L (ie. 1st call on disk is titled Call 1)

** Just ended the call with no offer to be transferred to Allconnect