

Issue: Quality of Service  
Issue2: Customer Service

Brief Desc: Allconnect Compliance

In order for KCPL-GMO customer service representatives to comply with the Commission's May 26, 2016 Order Regarding Script Revisions, are the KCPL-GMO customer service representatives required to recite the script word for word as directed by the Commission in that Order?

**Commission Ordered Script:**

**Mr. / Ms. \_\_\_\_\_. [Verify Customer Information and Provide Confirmation Number] This is your electric service confirmation number. Now that I have completed your electric service order, I'd like to transfer you and your order information to our partner Allconnect, a company that can assist you with the transfer or setup of home services, such as TV and internet. May I transfer you and your order information to Allconnect at this time?  
If the customer's answer is "yes", the call is transferred.  
If the customer's answer is "no", the call is concluded.**

Is it acceptable for KCPL-GMO customer service representatives to substitute language for that of the Commission's ordered script so long as they keep all of the components of the Commission's ordered script:

- (a) verifying the customer information,
- (b) providing the confirmation number,
- (c) identifying Allconnect,
- (d) and asking for authorization to transfer the customer and his/her information to Allconnect

Brief Desc: Allconnect Compliance

Looking at compliance on an individual KCPL-GMO customer service representative basis, how does KCPL-GMO define what constitutes compliance by an individual KCPL-GMO customer service representative regarding use of the script directed by the Commission in its May 26, 2016 Order in File No. EC-2015-0309? Is compliance comprised of the individual KCPL-GMO customer service representative completing all or some of the following: verifying the customer information, providing the confirmation number, identifying Allconnect, and asking for authorization to transfer the customer and his/her information to Allconnect.

Does KCPL-GMO consider that the Commission ordered script has various elements, some of which may be more significant than others, such that so long as the KCPL-GMO customer service representative covers one item(s) in particular, but may miss another item(s), the phone call is deemed handled in a compliant manner? If the answer is “yes,” what does KCPL-GMO consider to be the key item(s), which must be covered by the KCPL-GMO customer service representative to be compliant with the Commission’s May 26, 2016 Order in File No. EC-2015-0309? Does less than 100% correct handling of calls of new or changing address customers within the Missouri service territory by a KCPL-GMO customer service representative constitute compliance with the Commission’s May 26, 2016 Order in File No. EC-2015-0309?

What are the bases for KCPL-GMO’s responses? Please explain. (lisa.kremer@psc.mo.gov)

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The preceding Staff Data Request No. asks questions relating to an individual KCPL-GMO customer service representative’s hypothetical, but likely use of the script directed by the Commission’s May 26, 2016 Order in File No. EC-2015-0309. This Staff Data Request relates to the KCPL-GMO customer service representatives in the aggregate and KCPL-GMO’s position regarding what constitutes compliance in the aggregate by KCPL-GMO’s customer service representatives’ regarding with the use of the script directed by the Commission’s May 26, 2016 Order in File No. EC-2015-0309.

What in the aggregate for the KCPL-GMO customer service center in transferring new or changing address customers within the Missouri service territory to Allconnect customer service representatives does KCPL-GMO believe constitutes compliance regarding use of the script directed by the Commission’s May 26, 2016 Order in File No. EC-2015-0309? (In other words, does aggregating the performance of KCPL-GMO customer service representatives who have performed less than 100% correctly in the handling of calls of new or changing address customers within the Missouri service territory constitute compliance with the Commission’s May 26, 2016 Order in File No. EC-2015-0309 to use the script directed in that Order?) Is there a percentage of correctly handled calls which constitutes compliance with the Commission’s May 26, 2016 Order in File No. EC-2015-0309?

What are the bases for KCPL-GMO’s responses? Please explain.  
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Due to the Commission's May 26, 2016 Order in File No. EC-2015-0309 concerning use of a phone script, do KCPL-GMO's customer service representatives work from two phone scripts, one for new or changing address customers within the Missouri service territory and another for new or changing address customers within the Kansas service territory? If the answer is "yes," on what date did this use of two scripts begin? If there are two different phone scripts, one for Kansas and one for Missouri, does KCPL-GMO monitor whether its customer service representatives are using the Missouri script for new or changing address customers for the Missouri service territory customers? How frequently does KCPL-GMO monitor whether its customer service representatives are using the Missouri script for new or changing address customers for the Missouri service territory customers? Please explain.

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Does KCPL-GMO encourage its customer service representatives on an ongoing basis to follow completely the customer script directed by the Commission's May 26, 2016 Order in File No. EC-2015-0309 when talking with Missouri customers, i.e., new or changing address customers within the Missouri service territory? Please explain? Please provide a copy of the following items: (a) all training materials used to train KCPL-GMO customer service representatives on the Commission ordered script; (b) a description of the training process utilized to be in compliance with the Commission ordered script; (c) all KCPL-GMO communications with KCPL-GMO customer service representatives concerning compliance with the Commission ordered script; and (d) specific actions taken to determine that KCPL-GMO is in compliance on an ongoing basis with the Commission's May 26, 2016 Order in File No. EC-2015-0309.

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