

Results of Calls in Percentages

	July	Sept	Oct	Nov
1. Percentage of KCPL-GMO reps that followed the script	2%	71%	85%	62%
2. Percentage of KCPL-GMO reps that "Verified Customer Information" AND "Give Confirmation number"	38%	85%	77%	69%
3. Percentage of KCPL-GMO reps that asked for permission to transfer 1.) The Customer and 2.) Their Information	24%	88%	83%	86%
4. Percentage of KCPL-GMO reps that at least asked for permission to transfer the customer	56%	97%	97%	100%
5. Percentage of KCPL-GMO reps that said Allconnect would confirm order for 1.) Accuracy or 2.) Verify or 3.) Go Over Order	66%	0%	0%	0%
6. Percentage of KCPL-GMO reps that provided customer a confirmation number during the call	44%	88%	83%	74%

Breaking Down the 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.

1. Verify Customer information
2. Provide Confirmation Number
3. I'd like to transfer you and your order information
4. May I transfer you and your order information

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

	Did The Rep Follow The Script	Did The Rep "Verify Info" AND "Give 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	1	19	12	28	33	22
No	49	31	38	22	17	28
Call 1 *	No	Yes	No	No	No	Yes
Call 2	No	Yes	No	No	Yes	Yes
Call 3	No	Yes	No	Yes	Yes	Yes
Call 4	No	Yes	No	Yes	Yes	Yes
Call 5	No	No	No	No	Yes	No
Call 6	No	No	Yes	Yes	No	No
Call 7	No	No	No	Yes	Yes	No
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	No	Yes	Yes	No	Yes
Call 15	No	No	No	No	Yes	No
Call 16	No	No	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	Yes	No	Yes	Yes	Yes
Call 21	No	No	No	Yes	Yes	No
Call 22	No	Yes	No	No	Yes	Yes
Call 23	No	No	No	No	Yes	No
Call 24	No	No	No	No	Yes	No
Call 25	No	Yes	No	No	Yes	Yes

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

	Did The Rep Follow The Script	Did The Rep "Verify Info" AND "Give 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	1	19	12	28	33	22
No	49	31	38	22	17	28
Call 26	No	Yes	No	Yes	Yes	Yes
Call 27	Yes	Yes	Yes	Yes	No	Yes
Call 28	No	No	No	No	No	No
Call 29	No	No	Yes	Yes	No	No
Call 30	No	Yes	No	Yes	Yes	Yes
Call 31	No	Yes	No	Yes	Yes	Yes
Call 32	No	Yes	No	No	Yes	Yes
Call 33 **	N/A	N/A	N/A	N/A	N/A	N/A
Call 34	No	Yes	No	Yes	No	Yes
Call 35	No	No	No	No	Yes	No
Call 36	No	Yes	No	Yes	No	Yes
Call 37	No	Yes	No	No	Yes	Yes
Call 38	No	No	No	No	No	No
Call 39	No	Yes	No	Yes	Yes	Yes
Call 40	No	Yes	No	Yes	Yes	Yes
Call 41	No	No	No	No	Yes	No
Call 42	No	Yes	No	No	Yes	Yes
Call 43	No	No	Yes	Yes	Yes	Yes
Call 44	No	No	Yes	Yes	No	No
Call 45	No	No	Yes	Yes	No	No
Call 46	No	No	Yes	Yes	No	No
Call 47	No	No	No	No	Yes	No
Call 48	No	No	No	No	Yes	No
Call 49	No	Yes	No	No	Yes	Yes
Call 50	No	No	No	Yes	No	No

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

	Did The Rep Follow The Script	Did The Rep "Verify Info" AND "Give 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	1	19	12	28	33	22
No	49	31	38	22	17	28
Call 51	No	No	No	Yes	Yes	No

September Calls Provided by KCP&L in DR 308 in ER-2016-0285

	Did The Rep Follow The Script	Did The Rep "Verify Info" AND "Give Confirmation number" (per script)	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	24	29	30	33	0	30
No	10	5	4	1	34	4
Q0308_HC_Sept_0823AM	No	Yes	Yes	Yes	No	No
Q0308_HC_Sept_0825AM	Yes	Yes	Yes	Yes	No	Yes
Q0308_HC_Sept_0831AM	Yes	Yes	Yes	Yes	No	Yes
Q0308_HC_Sept_0842AM	Yes	Yes	Yes	Yes	No	Yes
Q0308_HC_Sept_0849AM	Yes	Yes	Yes	Yes	No	Yes
Sept 0934 and 0823 same call	N/A	N/A	N/A	N/A	N/A	N/A
Q0308_HC_Sept_0937AM	No	Yes	No	No	No	Yes
Q0308_HC_Sept_0950AM	Yes	Yes	Yes	Yes	No	Yes
Q0308_HC_Sept_0955AM	Yes	Yes	Yes	Yes	No	Yes
Q0308_HC_Sept_0958AM	No	Yes	No	Yes	No	Yes
Q0308_HC_Sept_1027 20AM	Yes	Yes	Yes	Yes	No	Yes
Q0308_HC_Sept_1027 33AM	Yes	Yes	Yes	Yes	No	Yes
Q0308_HC_Sept_1039AM	Yes	Yes	Yes	Yes	No	Yes
Q0308_HC_Sept_1043AM	No	No	Yes	Yes	No	No
Q0308_HC_Sept_1044AM	Yes	Yes	Yes	Yes	No	Yes
Q0308_HC_Sept_1045AM	Yes	Yes	Yes	Yes	No	Yes
Q0308_HC_Sept_1059AM	Yes	Yes	Yes	Yes	No	Yes
Q0308_HC_Sept_1109AM	Yes	Yes	Yes	Yes	No	Yes
Q0308_HC_Sept_1110AM	Yes	Yes	Yes	Yes	No	Yes
Q0308_HC_Sept_1111 AM	No	Yes	No	Yes	No	Yes
Q0308_HC_Sept_1112 AM	No	No	Yes	Yes	No	No
Q0308_HC_Sept_1118 AM	No	No	Yes	Yes	No	No
Q0308_HC_Sept_1127 AM	No	Yes	No	Yes	No	Yes
Q0308_HC_Sept_1132 19AM	Yes	Yes	Yes	Yes	No	Yes
Q0308_HC_Sept_1132 28AM	Yes	Yes	Yes	Yes	No	Yes
Q0308_HC_Sept_1138 AM	Yes	Yes	Yes	Yes	No	Yes

September Calls Provided by KCP&L in DR 308 in ER-2016-0285

	Did The Rep Follow The Script	Did The Rep "Verify Info" AND "Give Confirmation number" (per script)	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	24	29	30	33	0	30
No	10	5	4	1	34	4
Q0308_HC_Sept_1139 AM	Yes	Yes	Yes	Yes	No	Yes
Q0308_HC_Sept_1213 pM	No	No	Yes	Yes	No	Yes
Q0308_HC_Sept_1220 pM	Yes	Yes	Yes	Yes	No	Yes
Q0308_HC_Sept_1222 pM	Yes	Yes	Yes	Yes	No	Yes
Q0308_HC_Sept_1223 pM	Yes	Yes	Yes	Yes	No	Yes
Q0308_HC_Sept_1226 PM	No	No	Yes	Yes	No	Yes
Q0308_HC_Sept_1234 PM	Yes	Yes	Yes	Yes	No	Yes
Q0308_HC_Sept_1237 PM	Yes	Yes	Yes	Yes	No	Yes
Q0308_HC_Sept_1240 PM	Yes	Yes	Yes	Yes	No	Yes

October Calls Provided by KCP&L in DR 308 in ER-2016-0285

	Did The Rep Follow The Script	Did The Rep "Verify Info" AND "Give Confirmation number" (per script)	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	25	27	29	34	0	29
No	10	8	6	1	35	6
Q0308_HC_OCT_843AM	Yes	Yes	Yes	Yes	No	Yes
Q0308_HC_OCT_9:07AM	Yes	Yes	Yes	Yes	No	Yes
Q0308_HC_OCT_910AM	No	Yes	No	Yes	No	Yes
Q0308_HC_OCT_925AM	Yes	Yes	Yes	Yes	No	Yes
Q0308_HC_OCT_931AM	Yes	Yes	Yes	Yes	No	Yes
Q0308_HC_OCT_933AM	No	No	Yes	Yes	No	No
Q0308_HC_OCT_944AM	Yes	Yes	Yes	Yes	No	Yes
Q0308_HC_OCT_1003AM	Yes	Yes	Yes	Yes	No	Yes
Q0308_HC_OCT_1005AM	Yes	Yes	Yes	Yes	No	Yes
Q0308_HC_OCT_1011AM	Yes	Yes	Yes	Yes	No	Yes
Q0308_HC_OCT_1013AM	Yes	Yes	Yes	Yes	No	Yes
Q0308_HC_OCT_1020AM	Yes	Yes	Yes	Yes	No	Yes
Q0308_HC_OCT_1022AM	No	No	Yes	Yes	No	No
Q0308_HC_OCT_1026-28AM	Yes	Yes	Yes	Yes	No	Yes
Q0308_HC_OCT_1026-57AM	Yes	Yes	Yes	Yes	No	Yes
Q0308_HC_OCT_1039AM	No	No	Yes	Yes	No	No
Q0308_HC_OCT_1042AM	Yes	Yes	Yes	Yes	No	Yes
Q0308_HC_OCT_1048AM	Yes	Yes	Yes	Yes	No	Yes
Q0308_HC_OCT_1050AM	No	No	No	Yes	No	Yes
Q0308_HC_OCT_1104AM	Yes	Yes	Yes	Yes	No	Yes
Q0308_HC_OCT_1108AM	No	No	No	No	No	Yes
Q0308_HC_OCT_1115AM	Yes	Yes	Yes	Yes	No	Yes
Q0308_HC_OCT_1116AM	Yes	Yes	No	Yes	No	Yes
Q0308_HC_OCT_1120AM	Yes	Yes	Yes	Yes	No	Yes
Q0308_HC_OCT_1122AM	No	No	Yes	Yes	No	No
Q0308_HC_OCT_1133AM	No	No	No	Yes	No	No
Q0308_HC_OCT_1134AM	Yes	Yes	Yes	Yes	No	Yes
Q0308_HC_OCT_1145AM	No	Yes	No	Yes	No	Yes
Q0308_HC_OCT_1154AM	No	No	Yes	Yes	No	No

October Calls Provided by KCP&L in DR 308 in ER-2016-0285

	Did The Rep Follow The Script	Did The Rep "Verify Info" AND "Give Confirmation number" (per script)	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	25	27	29	34	0	29
No	10	8	6	1	35	6
Q0308_HC_OCT_1208PM	Yes	Yes	Yes	Yes	No	Yes
Q0308_HC_OCT_1211PM	Yes	Yes	Yes	Yes	No	Yes
Q0308_HC_OCT_1215PM	Yes	Yes	Yes	Yes	No	Yes
Q0308_HC_OCT_1219PM	Yes	Yes	Yes	Yes	No	Yes
Q0308_HC_OCT_1224PM	Yes	Yes	Yes	Yes	No	Yes
Q0308_HC_OCT_1226PM	Yes	Yes	Yes	Yes	No	Yes

November Calls Provided by KCP&L in DR 308.1 in ER-2016-0285

	Did The Rep Follow The Script	Did The Rep "Verify Info" AND "Give Confirmation number" (per script)	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	22	24	30	35	0	26
No	13	11	5	0	35	9
Q0308.1_HC_Nov_0824 AM	No	No	No	Yes	No	No
Q0308.1_HC_Nov_0827 AM	No	No	Yes	Yes	No	No
Q0308.1_HC_Nov_0844 AM	Yes	Yes	Yes	Yes	No	Yes
Q0308.1_HC_Nov_0825 AM	No	No	Yes	Yes	No	No
Q0308.1_HC_Nov_0921 AM	Yes	Yes	Yes	Yes	No	Yes
Q0308.1_HC_Nov_0928 AM	Yes	Yes	Yes	Yes	No	Yes
Q0308.1_HC_Nov_0933 AM	Yes	Yes	Yes	Yes	No	Yes
Q0308.1_HC_Nov_0940 AM	Yes	Yes	Yes	Yes	No	Yes
Q0308.1_HC_Nov_0942 AM	Yes	Yes	Yes	Yes	No	Yes
Q0308.1_HC_Nov_0948 AM	No	Yes	No	Yes	No	Yes
Q0308.1_HC_Nov_0950 AM	Yes	Yes	Yes	Yes	No	Yes
Q0308.1_HC_Nov_0958 AM	No	No	Yes	Yes	No	No
Q0308.1_HC_Nov_1008 AM	Yes	Yes	Yes	Yes	No	Yes
Q0308.1_HC_Nov_1017 AM	No	No	Yes	Yes	No	No
Q0308.1_HC_Nov_1020 AM	No	No	Yes	Yes	No	Yes
Q0308.1_HC_Nov_1030 AM	Yes	Yes	Yes	Yes	No	Yes
Q0308.1_HC_Nov_1031 AM	No	No	No	Yes	No	Yes
Q0308.1_HC_Nov_1050 AM	Yes	Yes	Yes	Yes	No	Yes
Q0308.1_HC_Nov_1101 AM	No	No	Yes	Yes	No	No
Q0308.1_HC_Nov_1111 AM	Yes	Yes	Yes	Yes	No	Yes
Q0308.1_HC_Nov_1125 AM	Yes	Yes	Yes	Yes	No	Yes
Q0308.1_HC_Nov_1127 AM	Yes	Yes	Yes	Yes	No	Yes
Q0308.1_HC_Nov_1133 AM	Yes	Yes	Yes	Yes	No	Yes
Q0308.1_HC_Nov_1139 AM	Yes	Yes	Yes	Yes	No	Yes
Q0308.1_HC_Nov_1146 AM	No	No	Yes	Yes	No	No

Q0308.1_HC_Nov_1203 PM	No	No	No	Yes	No	No
Q0308.1_HC_Nov_1210 PM	No	Yes	Yes	Yes	No	Yes
Q0308.1_HC_Nov_1226 PM	Yes	Yes	Yes	Yes	No	Yes
Q0308.1_HC_Nov_1232 PM	Yes	Yes	Yes	Yes	No	Yes
Q0308.1_HC_Nov_123 PM	Yes	Yes	No	Yes	No	Yes
Q0308.1_HC_Nov_134 PM	Yes	Yes	Yes	Yes	No	Yes
Q0308.1_HC_Nov_138 PM	Yes	Yes	Yes	Yes	No	Yes
Q0308.1_HC_Nov_153 PM	No	No	Yes	Yes	No	No
Q0308.1_HC_Nov_202 PM	Yes	Yes	Yes	Yes	No	Yes
Q0308.1_HC_Nov_215 PM	Yes	Yes	Yes	Yes	No	Yes