Issue(s): Witness: Sponsoring Party: Type of Exhibit: Case No.: Date Testimony Prepared:

Exhibit No.:

Customer Service, Call Center Performance, Estimated Bills Gary Bangert MoPSC Staff Rebuttal Testimony ER-2019-0374 March 9, 2020

MISSOURI PUBLIC SERVICE COMMISSION

FINANCIAL AND BUSINESS ANALYSIS DIVISION

CUSTOMER EXPERIENCE DEPARTMENT

REBUTTAL TESTIMONY

OF

GARY BANGERT

THE EMPIRE DISTRICT ELECTRIC COMPANY

CASE NO. ER-2019-0374

Jefferson City, Missouri March 2020

1		REBUTTAL TESTIMONY OF		
2		GARY BANGERT		
3		THE EMPIRE DISTRICT ELECTRIC COMPANY		
4		CASE NO. ER-2019-0374		
5	Q.	Please state your name and business address.		
6	А.	My name is Gary Bangert. My business address is 200 Madison Street, Jefferson		
7	City, MO 65101.			
8	Q.	By whom are you employed and in what capacity?		
9	А.	I am employed by the Missouri Public Service Commission ("Commission") as		
10	a Utility Management Analyst III in the Customer Experience Department.			
11	Q.	Are you the same Gary Bangert who contributed to the Missouri Public Service		
12	Commission Staff's ("Staff") Cost of Service Report ("COS Report"), filed January 15, 2020?			
13	А.	Yes, I am.		
14	Q.	What is the purpose of your rebuttal testimony in this proceeding?		
15	А.	The purpose of my rebuttal testimony is to respond to Office of the Public		
16	Counsel ("OPC") witness Geoff Marke's direct testimony regarding a deterioration in The			
17	Empire District Electric Company's ("Empire" or "Company") contact center performance			
18	metrics and to comment on Empire's estimated bill procedures.			
19	Q.	Does Staff agree with OPC witness Geoff Marke that there has been a		
20	deterioration in contact center performance?			
21	А.	Yes, I provided an evaluation of this declining performance in Staff's COS		
22	Report filed on January 15, 2020.			

Q. Has Staff developed any conclusions or recommendations regarding
 this situation?

A. Yes. Staff has concluded that while Empire contact center metrics have fallen below established goals, performance has been recently improving, and Staff agrees with the Company's actions taken to date to correct the deficiency. Staff recommended that the Company establish a deadline for meeting its contact center performance goals and communicate its progress in reaching those goals in its monthly reports and periodic meetings with Commission Staff.

9

What comment do you have regarding estimated meter readings?

A. The subject of estimated meter readings was a common concern expressed by
many customers at the local public hearings I attended for this case in early February 2020 in
Bolivar, Joplin, and Branson, Missouri. The Company appears to have been estimating usage
for an above normal number of meters. I am currently reviewing transcripts, data request
responses, informal complaints, Company tariffs, and the Commission's rules in order to
evaluate the situation and potentially develop recommendations. It is my intent to provide this
analysis in subsequent surrebuttal testimony in this proceeding.

Does this conclude your rebuttal testimony?

17

18

A.

Q.

Q.

A. Yes, it does.

BEFORE THE PUBLIC SERVICE COMMISSION

OF THE STATE OF MISSOURI

)

)

)

)

)

In the Matter of The Empire District Electric Company's Request for Authority to File Tariffs Increasing Rates for Electric Service Provided to Customers in its Missouri Service Area

Case No. ER-2019-0374

AFFIDAVIT OF GARY BANGERT

SS.

STATE OF MISSOURI)
)
COUNTY OF COLE)

COMES NOW GARY BANGERT and on his oath declares that he is of sound mind and lawful age; that he contributed to the foregoing *Rebuttal Testimony*; and that the same is true and correct according to his best knowledge and belief.

Further the Affiant sayeth not.

Dan	Rom	X	
GARY BANG	RT (You /	

JURAT

Subscribed and sworn before me, a duly constituted and authorized Notary Public, in and for the County of Cole, State of Missouri, at my office in Jefferson City, on this ______ day of March 2020.

D. SUZIE MANKIN Notary Public - Notary Seal State of Missouri Commissioned for Cole County My Commission Expires December 12, 2020 Commission Numper: 12412070

lankin Notary/Public