

Exhibit No.:
Issue(s): *Customer Service,
Call Center Performance,
Estimated Bills*
Witness: *Gary Bangert*
Sponsoring Party: *MoPSC Staff*
Type of Exhibit: *Rebuttal Testimony*
Case No.: *ER-2019-0374*
Date Testimony Prepared: *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

Rebuttal Testimony of
Gary Bangert

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

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

9 Q. What comment do you have regarding estimated meter readings?

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

17 Q. Does this conclude your rebuttal testimony?

18 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

STATE OF MISSOURI)
)
) ss.
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.

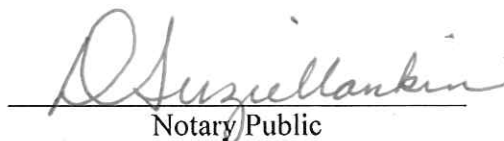


GARY BANGERT

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 5th 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 Number: 12412070



Notary Public