

**BEFORE THE PUBLIC SERVICE COMMISSION  
OF THE STATE OF THE MISSOURI**

In the Matter of a Collaborative Workshop for )  
Customer Education and Outreach Regarding )  
The Introduction of Default Time-of-Use Rates ) **File No. EW-2023-0199**  
By Evergy Metro, Inc. d/b/a Evergy Missouri )  
Metro and Evergy Missouri West, Inc. d/b/a )  
Evergy Missouri West )

**STAFF’S REQUEST FOR ADDITIONAL INFORMATION**

**COMES NOW** the Staff of the Missouri Public Service Commission, and for its *Staff’s Request for Additional Information*, states as follows:

1. Given the Commission’s interest in this matter, Staff requests that Evergy Metro, Inc. d/b/a Evergy Missouri Metro and Evergy Missouri West, Inc. d/b/a Evergy Missouri West (collectively, “Evergy” or the “Company”) provide its responses to the information requests included here-in in this working docket to the extent practicable.
  - a. Copies of all press releases, print and printed media ads (including billboards and signage), and social media releases and ads. Where applicable, this information should include identification of what content is visible to customers without further interaction, and with further interaction. For example, what may appear on a social media feed, as distinguished from what a social media user would see upon clicking on the content or otherwise interacting with the content.
  - b. Uploads of all TV, radio, and other media or sound recording advertisements or releases.
  - c. Copies of media interviews with Evergy employees or representatives.
  - d. Copies of all scripts or discussion trees provided to Evergy customer service representatives.
  - e. The date of first use or publication of each item above.
  - f. All contracts for advertisements and education/marketing development.

g. All communications regarding advertisement and education/marketing development including communications between Evergy and its vendors, and internal to Evergy.

h. All contracts for running advertisements, sponsored posts, etc.

i. An explanation of the treatment of customers currently enrolled in Level Pay/Average Payment Plan/Budget Billing who opt into a time-based rate schedule prior to defaulting to a time-based rate schedule.

j. An explanation of the treatment of customers currently enrolled in Level Pay/Average Payment Plan/Budget Billing who default to a time-based rate schedule.

k. An explanation of the treatment of customers currently enrolled in Level Pay/Average Payment Plan/Budget Billing who opt into a different time-based rate schedule after defaulting to a time-based rate schedule.

l. An explanation of the order, tariff, or rule language that Evergy relies on for each of the treatments described in items i – l.

m. An explanation of how often a customer can change rate plans, and the order, tariff, or rule language that Evergy relies on.

2. Staff respectfully requests the Commission order Evergy to file the above information in this docket by August 1, 2023.

**WHEREFORE**, Staff prays the Commission accept *Staff's Request for Additional Information* and respectfully requests the Commission order Evergy to file the above information in this docket by August 1, 2023.

Respectfully submitted,

**/s/ Nicole Mers**

Nicole Mers #66766

Deputy Staff Counsel

P.O Box 360

Jefferson City, MO 65012

(573) 751-6651 (Telephone)

(573) 751-9285 (Fax)

[nicole.mers@psc.mo.gov](mailto:nicole.mers@psc.mo.gov)

**CERTIFICATE OF SERVICE**

I hereby certify that true and correct copies of the foregoing were served electronically to all counsel of record this 19<sup>th</sup> day of July, 2023.

**/s/ Nicole Mers**