

**STATE OF MISSOURI
PUBLIC SERVICE COMMISSION**

At a session of the Public Service Commission held by telephone and internet audio conference on the 4th day of November, 2020.

In the Matter of the Application of Evergy)
Metro, Inc. d/b/a Evergy Missouri Metro for) **File No. ET-2021-0109**
Approval of Tariff Revisions)

ORDER APPROVING PROPOSED TARIFF WORDING

Issue Date: November 4, 2020

Effective Date: November 14, 2020

On October 8, 2020, Evergy Metro, Inc. d/b/a Evergy Missouri Metro filed an application for approval of three tariff revisions as part of its Customer Forward Program. Attached to the application as Exhibit A are exemplars of the tariff sheets to be filed, but no changes to the tariffs have yet been officially filed. Evergy Missouri Metro requested waiver of the Commission's sixty-day notice rule, and also requested a Commission order approving the application by November 11, 2020, in order to meet its deadline for testing of changes to its customer systems. Tariffs are expected to be filed later, after testing, to coincide with a January 18, 2021, implementation date.

The Commission issued notice of the filing, set an intervention deadline, and directed the Staff of the Missouri Public Service Commission (Staff) to submit a recommendation. Staff submitted a recommendation on October 23, 2020, recommending that the Commission approve Evergy Missouri Metro's application with some wording modifications. No other party commented on the application or responded to Staff's recommendation.

The proposed tariff revisions all relate to Evergy Missouri Metro's Customer Forward Program, which will serve to integrate and consolidate the customer service systems in all Evergy jurisdictions. The first revision is to align the non-residential deposit process with the process used by its sister company, Evergy Missouri West, Inc. Non-residential deposits will not exceed two times the highest bill incurred or estimated to be incurred during the most proximate twelve-month period.

The second revision adds language to better explain the estimation process. No change is being made to the approved estimation process; however, additional phrasing was determined to help more accurately describe the existing process. Staff and the Office of Public Counsel (OPC) recommended two changes to Evergy Missouri Metro's proposed language for this revision. Under the meter estimation language, they recommended changing the proposed phrase "last read plus" to "last read plus the". The description of the calculation would thus be as follows: "For customers with Advanced Metering Infrastructure (AMI) meters, when a current meter read is unavailable, the Meter Data management (MDM) system will average consumption from the last read plus the three-prior days to estimate the daily meter read."

Under the security deposit language of Evergy Missouri Metro's proposed second revision, Staff and OPC recommended changing the language relating to new customer estimations. Thus the proposed security deposit calculation language would read, "For non-residential customers, a security deposit shall not exceed two (2) times the highest bill for utility charges actually incurred by the customer, *or in the case of a new customer estimated to be incurred*, during the most proximate twelve (12) month period at the service location" (recommended Staff and OPC change in italics).

The third revision would allow non-residential customers to pay with an approved credit or debit card while incurring a third-party vendor transaction fee. Staff's review of the third revision led it to conclude that there is no rule or tariff prohibition against paying via credit or debit card through a third-party vendor; therefore no Commission approval was necessary for this revision. However, Staff noted that the third revision may assist customers in differentiating the treatment of residential versus non-residential, thus Staff does not oppose Evergy Missouri Metro's proposed third revision.

The Commission has reviewed Evergy Missouri Metro's application and Staff's recommendation and memorandum, and finds the proposed tariff revisions acceptable. As no tariff changes are being approved, the Commission will hold open this file for receipt of the final tariff proposed changes in anticipation of the expected future tariff filing to meet the January 18, 2021, implementation date.

Lastly, the Commission will grant Evergy Missouri Metro's request for waiver of the sixty-day case filing notice requirement under 20 CSR 4240-4.017. The Commission finds good cause exists for waiver based on Evergy Missouri Metro's verified declaration that it had no communication with the Commission regarding substantive issues likely to arise in this file within 150 days before filing its application.

So that the testing program can begin close to Evergy Missouri Metro's chosen start date, this order will be made effective in less than thirty days.

THE COMMISSION ORDERS THAT:

1. The sixty-day notice of case filing requirement is waived for good cause found pursuant to 20 CSR 4240-4.017(1)(D).

2. Evergy Missouri Metro's tariff revision application is approved for customer testing as described above and in the application, subject to the wording changes recommended by Staff and OPC related to the estimation of bills and security deposits as described in the body of this order.

3. This order shall become effective on November 14, 2020.



BY THE COMMISSION

A handwritten signature in black ink that reads "Morris L. Woodruff".

Morris L. Woodruff
Secretary

Silvey, Chm., Kenney, Rupp, Coleman, and
Holsman CC., concur.

Hatcher, Regulatory Law Judge