

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

RESPONSE TO ORDER DIRECTING TRANSITION REPORTING

COMES NOW, Evergy Metro, Inc. d/b/a as Evergy Missouri Metro (“Evergy Missouri Metro”) and Evergy Missouri West, Inc. d/b/a Evergy Missouri West (“Evergy Missouri West”) (collectively, “Evergy” or the “Company”) and, for their response (“Response”) to the Missouri Public Service Commission’s (“Commission”) *Order Directing Time-of-Use Customer Choice Transition Reporting* (“Order”) issued on August 30, 2023, states as follows:

Please see the attached¹, as detailed below:

Monthly Dashboard Section	Order Request Data
TOU Marketing Campaign Dashboard (includes Confidential Exhibit A)	1. TOU Campaign Dashboard 1a. Enrollment Summary by Segment 1b. Details on Contact Center Engagement - alternate data 2. Marketing Channel Results 3. Customer Engagement
Customer Survey Results	3a. Number of Customers Surveyed 6. Internal Monthly Survey Results 7. Third Party Survey Results
Copies of Customer Communication	4b. Customer Media Communications
Communication Strategy and Special Group Customers Details	4c. Communication Plan & Particular Customer Outreach (includes 4c.i-v) 4c.vi. Average Payment Plan 4c.vii. Other Payment Arrangements 4d. Modifications based on Customer Feedback
Customer Data (includes Confidential Exhibit B)	5a.-c. Usage requests – alternate data 5d. Accounts Switching Rate Plans – alternate data 8-11. Customer APP information – alternate data

¹ Data is provided as detailed in the Company’s *Response to Order and Motion for Clarification* dated September 29, 2023.

WHEREFORE, The Company submits the attached for its Response to the Order.

Respectfully submitted,

/s/ Roger W. Steiner

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**Attorneys for Evergy Missouri Metro and
Evergy Missouri West**

CERTIFICATE OF SERVICE

I hereby certify that a true and copy of the foregoing was emailed on this 9th day of
November 2023 to counsel for all parties.

/s/ Roger W. Steiner

Roger W. Steiner