

**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. On October 10, 2023 and November 9, 2023, 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”) filed a response to a Commission order, including a confidential log of customer contacts for September and October 2023. Based on those confidential logs and consumer comments received by the Commission, Staff requests additional information be filed in this working docket regarding TOU billing for customers participating in net-metering and the solar subscription program. Given the Commission’s interest in this matter, Staff requests that Evergy provide its responses to the information requests in this working docket to the extent practicable.

1. Provide a representative billing statement from a net-metered customer before and after enrollment on a TOU rate plan. Please include billing statements from both Evergy Missouri Metro and Evergy Missouri West.
2. Describe and explain any changes made to net-metered billing statements, specifically related to the display of delivered and received meter readings.
3. Explain the escalation process from the general Evergy hotline to Evergy’s solar hotline.

4. Provide any TOU call scripts related to net-metering and/or the solar subscription pilot program.
5. Provide Evergy's process and procedures, if any, used to ensure that it does not claim renewable energy credits from net-metered customers who remove solar panels. Provide supporting documentation of such processes and procedures.
6. Provide the Company's log of solar subscription pilot customers including enrollment and cancelation dates.
7. Does the Company have an example letter or other educational material that explains net-metering under the peak reward saver? If so, please provide.

Additionally, Staff requests Evergy file, in this working docket, the following information regarding the customer surveys about TOU implementation:

1. How often are customer surveys conducted?
2. How many customer surveys are sent out each time? Please provide this information for all customer surveys sent out since June of 2023.
3. What media is used to approach customers about taking a survey?
4. Do the customer surveys get sent to the same group of customers each time? Please explain this process in detail. Is there a group of customers that are on a survey list? If this is the case, do the customers get rotated? When are new customers added/dropped?
5. How are questions in the surveys determined?
6. In the On the Record presentation on November 28, 2023, Evergy numbers showed that overall customer satisfaction continued to slowly decline from June through October of 2023. What specific follow up questions were asked to determine why satisfaction had declined?
7. In response to the survey results showing a decline in customer satisfaction, what steps has the Company taken to mitigate negative customer reactions?
8. Does Evergy believe that it has "over communicated" to its customers leading to customer fatigue and frustration, which has contributed to a

decline in customer satisfaction? If so, what specific future steps are planned to mitigate this concern?

9. If available, provide a log of respondents to each ToU-awareness survey by some identifying factor to enable identification of the level to which a customer participates in multiple surveys over time.

WHEREFORE, Staff prays that the Commission accepted *Staff's Request for Additional Information*, and grant any and all relief it deems just in the circumstances.

Respectfully submitted,

/s/ Nicole Mers

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CERTIFICATE OF SERVICE

I hereby certify that true and correct copies of the foregoing were served electronically to all counsel of record this 14th day of December, 2023.

/s/ Nicole Mers