

**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)

NOTICE OF PRESENTATION

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 submits its *Notice of Presentation* (“Notice”) to the Missouri Public Service Commission (the “Commission”), and states as follows:

1. On January 22, 2024, the Company will make an on-the-record presentation to the Commission beginning at 10 a.m. pursuant to the Commission’s *Order Scheduling Second On-The-Record Presentation by Evergy Regarding Time-of-Use Rate Implementation* (“Order”) issued on December 18, 2023.

2. Pursuant to the request of the Staff (“Staff”) for the Commission, a copy of the Company’s presentation is attached hereto as **Exhibit A**.

WHEREFORE, The Company submits the above-referenced presentation to the Commission.

Respectfully submitted,

/s/ Roger W. Steiner

Roger W. Steiner, MBN 39586
Phone: (816) 556-2314
E-mail: roger.steiner@evergy.com
Evergy, Inc.
1200 Main – 16th Floor
Kansas City, Missouri 64105
Fax: (816) 556-2110

James M. Fischer, MBN 27543
Fischer & Dority, P.C.
101 Madison Street, Suite 400
Jefferson City, MO 65101
Phone: (573) 636-6758 ext. 1
Fax: (573) 636-0383
jfischerpc@aol.com

**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 18th day of January 2024 to counsel for all parties.

/s/ Roger W. Steiner

Roger W. Steiner



Evergy Mandatory Residential Customer TOU Implementation

Missouri Public Service Commission Update

File No. EW-2023-0199

January 22, 2024





Agenda

- Enrollment Update
- Rate Switching
- Average Payment Plan
- TOU Bill Impacts
- Electric Heat & Income-Eligible Customers
- Solar Subscription Rider

Enrollment Update



Time-of-Use Rate Enrollments

Active Customers on TOU rates as of January 12, 2024

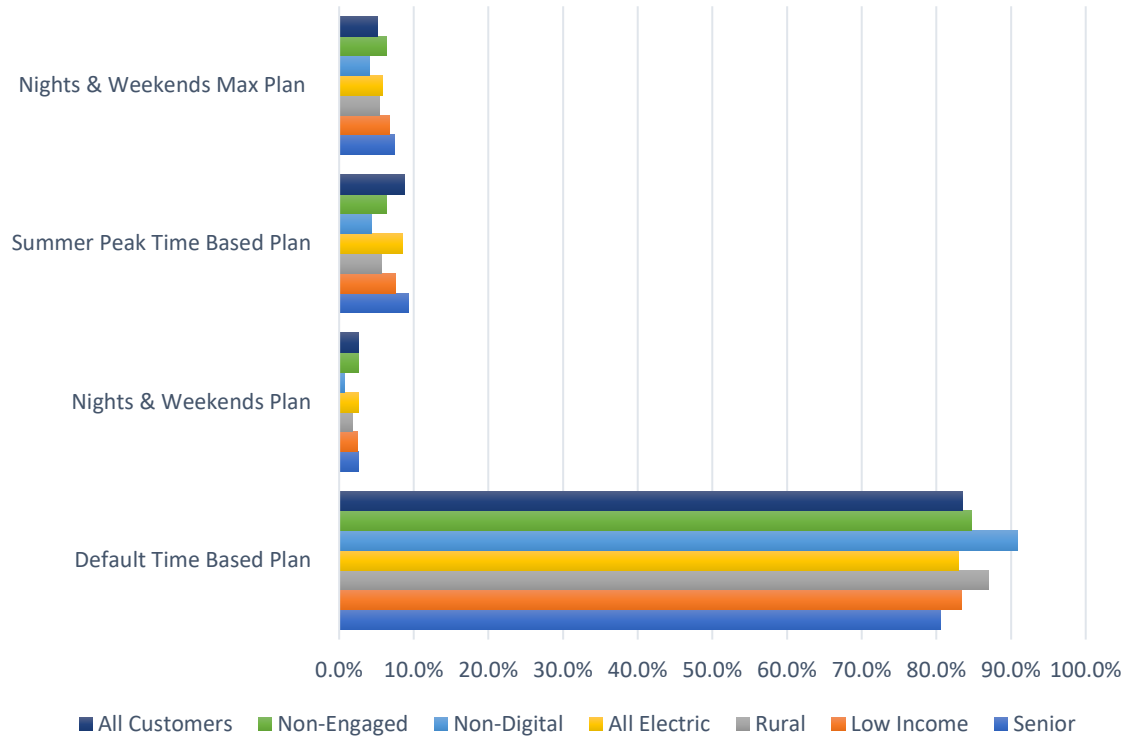
Rate Plan	MO West	MO Metro	Total	% of enrollments
Nights & Weekends Max Plan (3-period/high differential)	15,709	8,130	23,839	4.2%
Nights & Weekends Plan* (3-period)	7,778	5,564	13,342	2.3%
Default Time Based Plan (peak adjustment charge/low diff/default)	251,615	228,884	480,499	84.2%
Summer Peak Time Based Plan (2-period)	26,253	26,764	53,017	9.3%
EV Only Plan (separately metered/3-period/high differential EV rate)	2	-	2	0.0%
Total	301,357	269,342	570,699	

* Inclusive of pre-existing enrollments

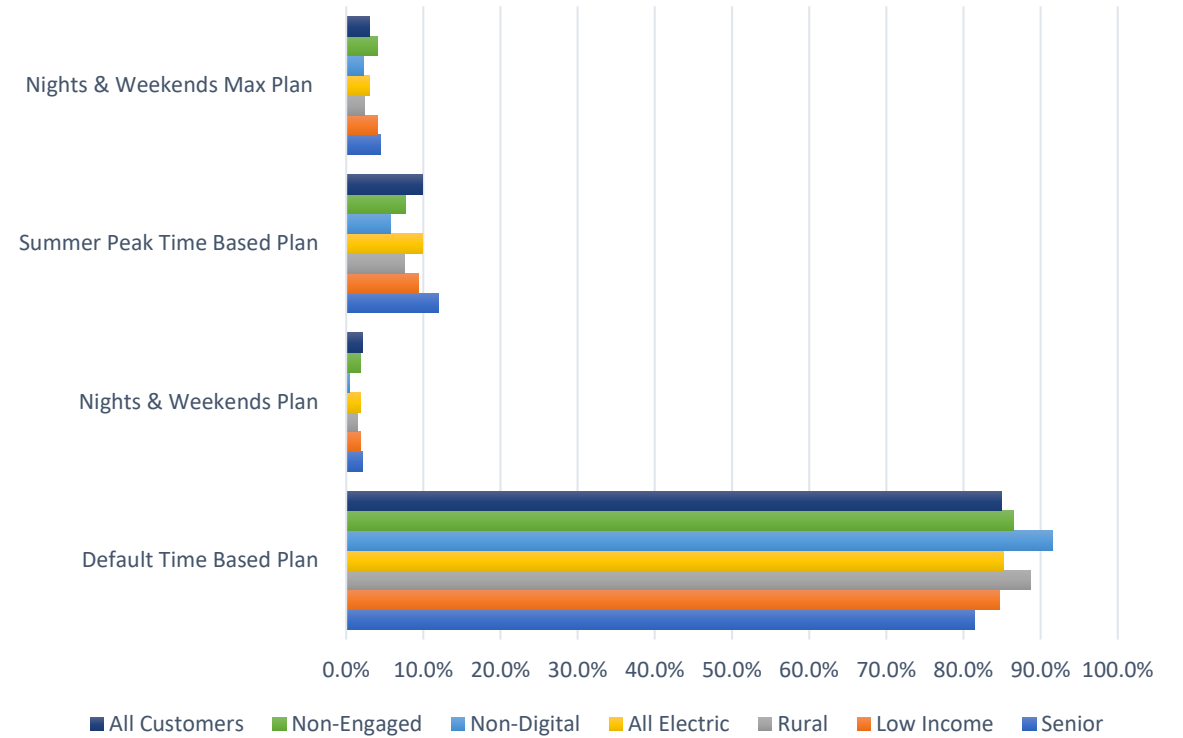


Enrollment Summary by Segment

MO West % of Rate Enrollment by Segment January 2024



MO Metro % of Rate Enrollment by Segment January 2024

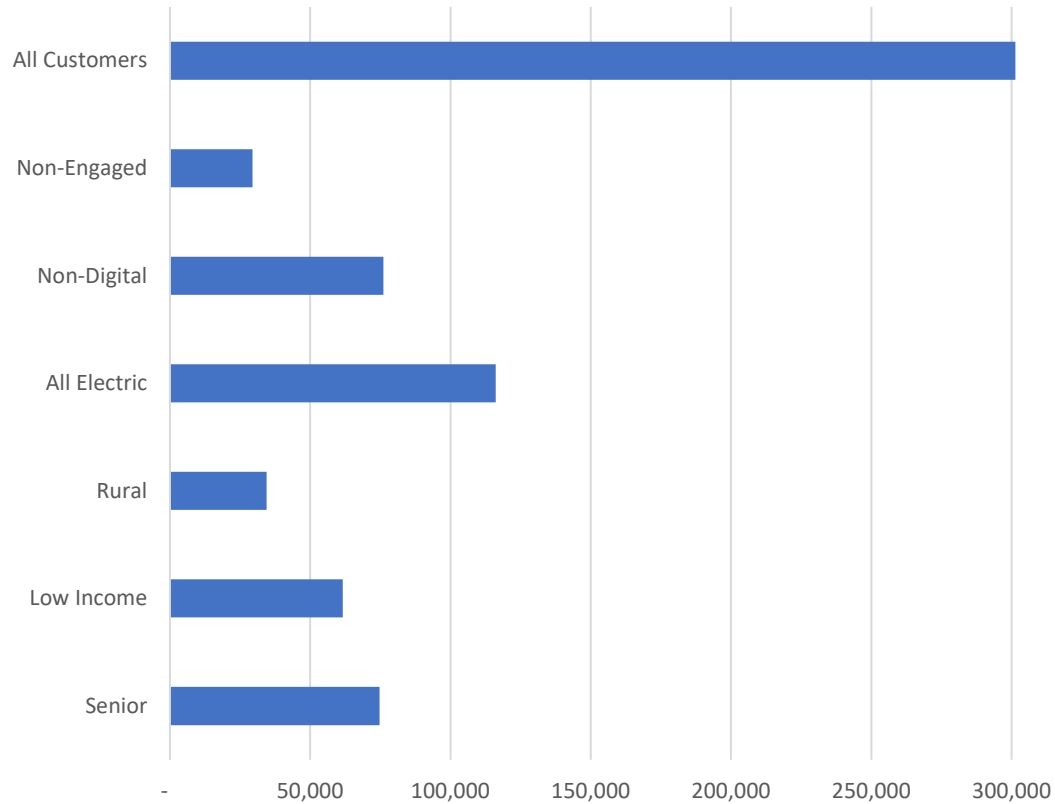


*Customers can be included in multiple segments

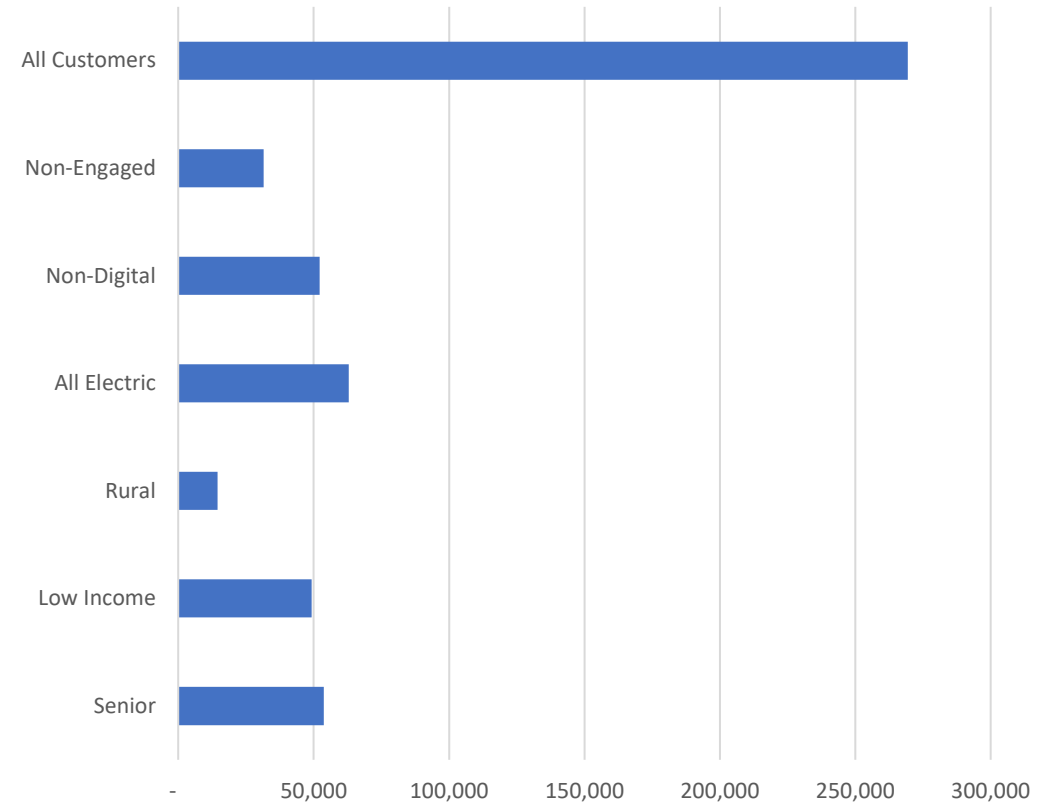


Segmentation Summary

MO West Counts in Segments vs All Customers



MO Metro Counts in Segments vs All Customers



*Customers can be included in multiple segments

Rate Switching Update



Rate Switching

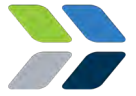
Number of rate changes by Customer from original selection or defaulted rate	Number of Customers who have made changes	
	Missouri West	Missouri Metro
Data as of 1/12/24		
1 rate change	5,727	4,205
2 rate changes	400	305
3 rate changes	42	57
4 rate changes	11	4
5 rate changes	2	-
10 rate changes		1

*January reports exclude rate changes that resulted from a gap of time in service. (customers who participated in the TOU rates during the pilot window but discontinue prior to the mandated rates, Landlord reverts, customers cut for non-pay, closed out and then come back on, etc.)



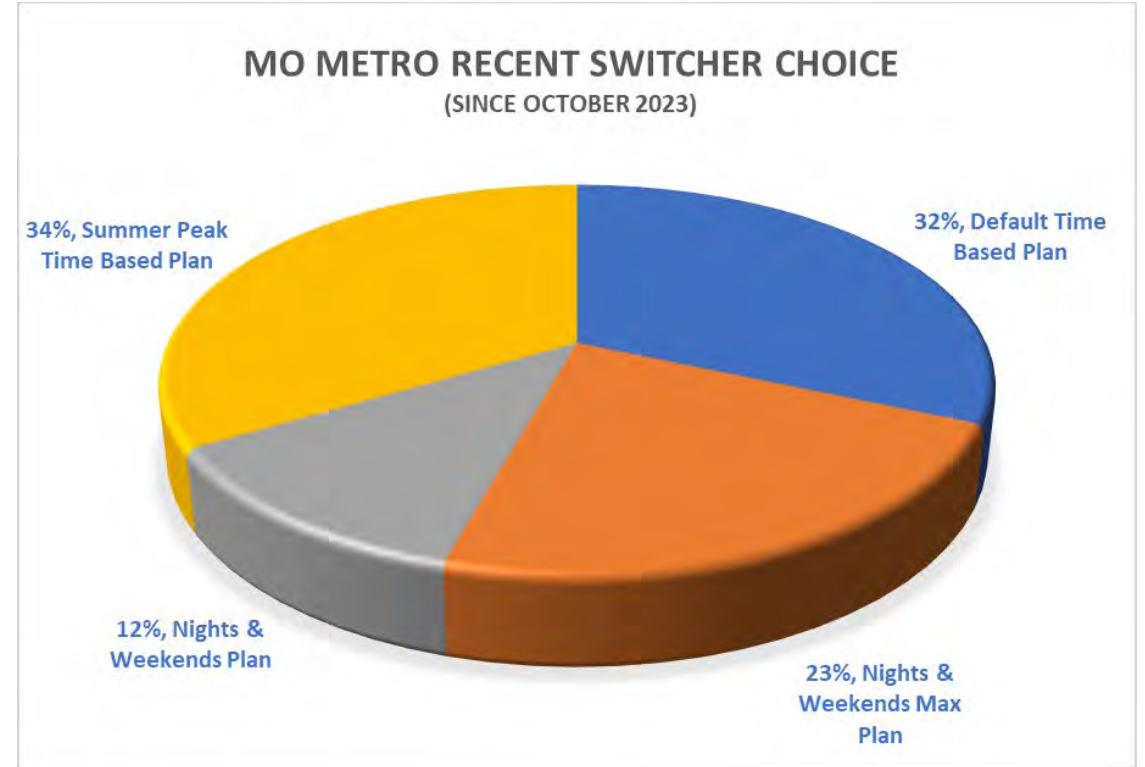
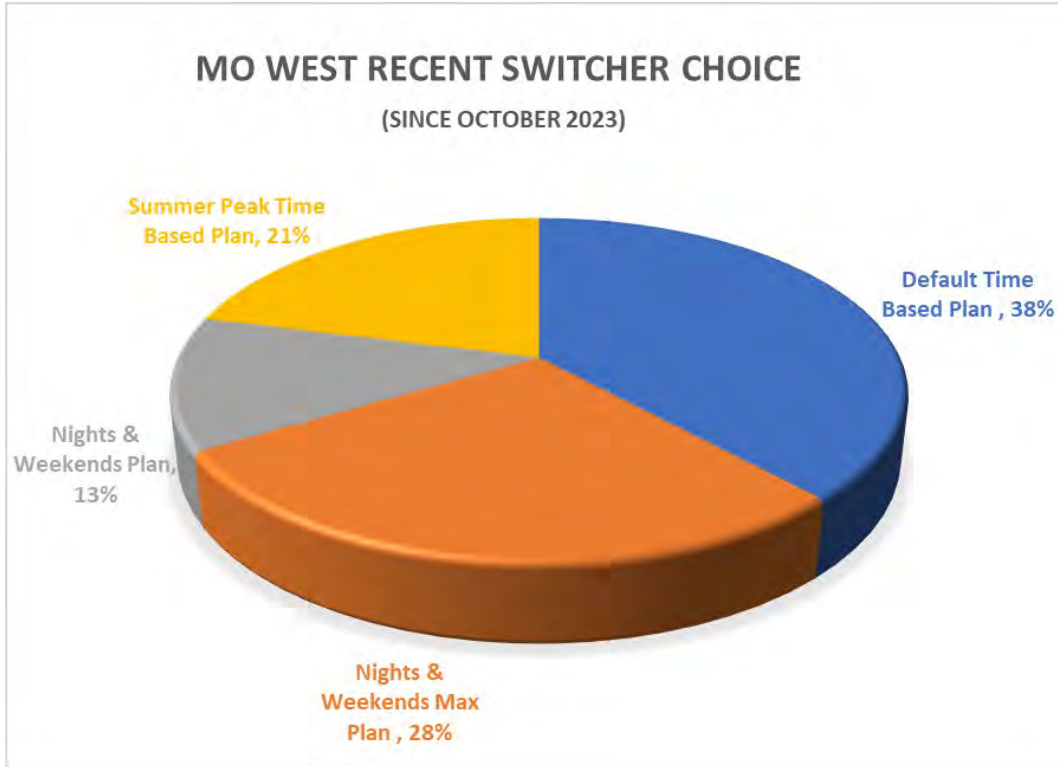
Rate Switcher Insights

- ~2% of customers have made a rate switch since electing a TOU rate
- ~ 2,400 switchers were previously on original 3-period TOU rate prior to 2023 (22% of switchers)
- ~ 406K customers were defaulted into Default Time Based Plan
- ~ 2,000 customers have selected a new rate after transitioned to Default Time Based Plan
 - (19% of switchers, 0.3% of customers, 0.5% of customers defaulted)
- ~ 450 customers have moved to Net Meter specific TOU rate following installation of solar



Rate Switching Insights

Recent Rate Choice*



*approximately 5,700 switches

Average Payment Plan Update



Average Payment Plan Data

Customer Mix of APP enrollments on TOU and Non-TOU rates

Division	Residential Customer On Avg Pay Plan (APP)	# of Accounts	% of APP	# of TOU Rate Customers	% of TOU Customers on APP
MO West	No	206,248	78.6%	206,234	78.6%
MO West	Yes	56,033	21.4%	56,029	21.4%
Total		262,281		262,263	
MO Metro	No	225,778	78.1%	225,743	78.1%
MO Metro	Yes	63,165	21.9%	63,156	21.9%
Total		288,943		288,899	

- Data as of 1/4/2024



Average Payment Plan Data

Customer Accounts and status of APP enrollment

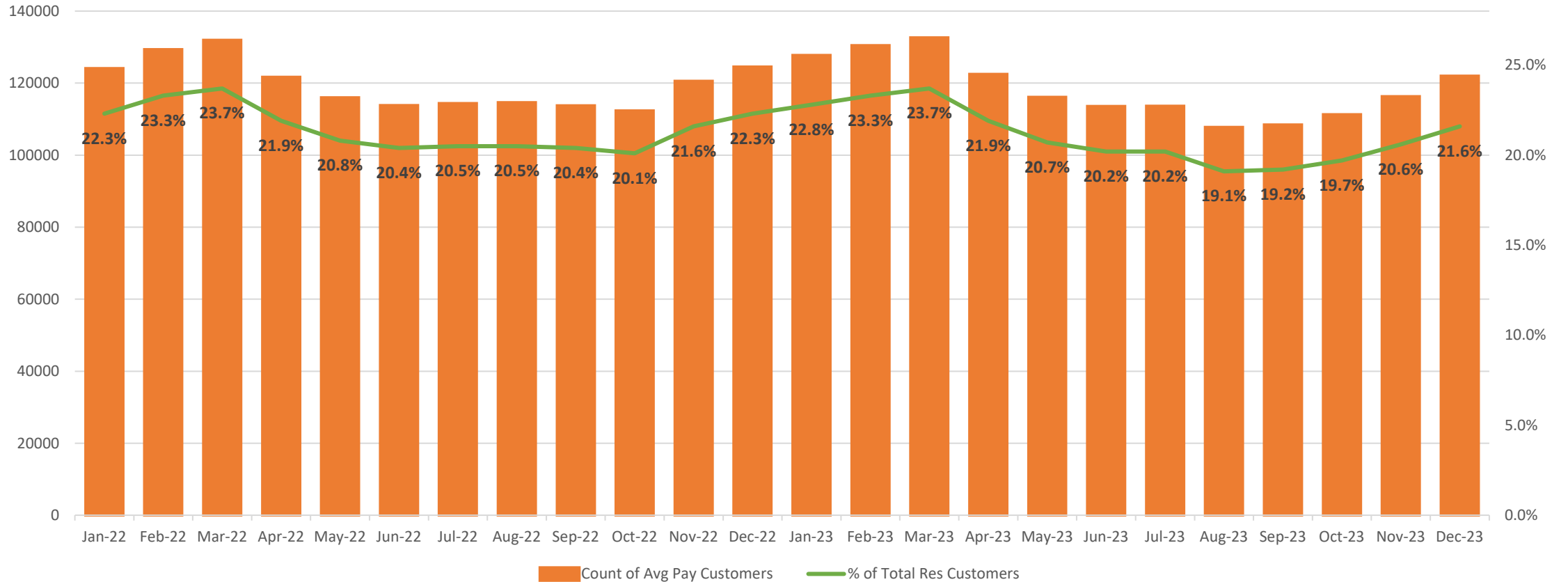
Active Customers on APP and on TOU rate as of 1/2/2024	Counts	Notes
Customer previously on APP and currently on APP	97,269	Count of accounts that were previously and currently on APP.
Customer previously on APP and NOT currently on APP	3,860	Approx 3300 of these customers elected to change rates prior to system updates that automatically re-enrolled them in APP. Self-serve customers were alerted to this process and asked to call the contact center to re-enroll. The system updates were effective 8/23/23.
Customer previously on APP, changed rates without APP, but now currently on APP	5,279	Customers that have been manually re-enrolled due to exception or who have called to re-enroll.
Customer previously on APP, changed rates with APP, but now currently not on APP	3,449	Customers have elected to un-enroll or have other circumstances where the account is no longer on APP.
Total	109,857	



Average Pay Trends

Cold Weather Plans increase APP enrollments seasonally

Missouri Average Pay Customers (Residential)



TOU Bill Impacts



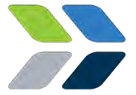
TOU Bill Impacts

- Evergy presented summary of bill impacts at August 10, 2023 On The Record Presentation utilizing Oracle's online tool analyses, based on June 2022-May 2023 usage data

Annual Bill Changes Comparison to Default Time Based Plan*		
	Metro	West
Bill increase	25%	19%
No change	1.5%	1%
Bill decrease	73.5%	80%
*Previously referred to as Peak Reward Saver		

- Unless directed or determined otherwise, using Oracle's analyses, Evergy plans to holistically evaluate customer bill impact from mandatory TOU rates to gather meaningful information that could be used to better inform customer education, future rate recommendations or business decisions, for example

Electric Heat & Income-Eligible Customers



Electric Heat Customers

Most customers have only received one or two bills since the TOU transition

- December 2023 heating degree days were 23% lower year over year
- Bill impact thus far has been minimal or will increase slightly for all electric customers on Default Time Based Plan
- Customer Contact Center experienced significant decrease in TOU calls offered in December from peak in September 2023 (31k calls to 1800 calls) and in duration once mandatory transition occurred
- Connect Center also experienced significant decrease in TOU walk-ins in Q4 2023
- Recent effect of sub-zero temperatures:
 - Dual fuel/hybrid heat pump customers with auxiliary/back up gas heat – these customers will switch to back up fuel once temperatures are below a certain level (32 degrees, for example)
 - All electric resistance heating and electric heat pump with electric resistance back up – these customers will be impacted the greatest as units are running more often and during peak hours to catch up with cold weather



2024 Outreach Support

Evergy continues to provide support to special customer groups

As Evergy moves into Phase 4 and 5 of our outreach campaign, we continue to focus on **Electric Heat, Income-Eligible and Senior customers** as a key outreach audience. Phase 4 includes the addition of promoting energy efficiency products and assistance programs.

Electric Heat

- Continue to send Rate Education Reports (RER) twice a year to all customers.
- Increase direct mail and email outreach to electric heat rate customers, to assist customers with tips for shifts or savings energy during the winter season.
- Messaging includes notes about the impact due to the loss of the discounted Electric Heat rate. (examples included in the monthly dashboard filing)
- Phase 4 of the campaign adds messaging around MEEIA products.

Income-Eligible and Seniors

- Continued training for agency partners to enhance their knowledge and ability to promote our services.
- Utilize the bilingual handout and video on Time-of-Use (TOU) plans in Spanish to facilitate customer understanding and engagement.
- Continue to host and participate in community events (conducted more than 70 in 2023).
- Continue to provide tips and programs that help customers manage their energy usage.





Example of Special Group Customer Outreach in 2023

Missouri is moving to time-based electric rate plans this fall.

Choose your new plan by October or you'll be placed into the Standard Peak Saver Plan.

It's time to choose your new time-based rate plan.

Four new time-based rate plans - Choose by October

- Standard Peak Saver
- Peak Reward Saver
- Nights & Weekends Saver
- Nights & Weekends Max Saver

Early August - Postcard

Introducing Your New Rate Plans

You may have heard: Missouri is moving to time-based rate plans this fall.

Why is Missouri changing?

A note about electric heating

Selected your plan by October?

Why is Missouri changing to time-based rates?

How to read your Rate Education Report

Download the Evergy app

Early August - General Email

Welcome to your Rate Education Report

Choose a rate plan that works for your household

Make your selection today

Standard Peak Saver

Peak Reward Saver

Nights & Weekends Saver

Nights & Weekends Max Saver

How do rate plans compare?

How do I change my plan?

Mid-August - Personalized Rate Education Report Letter and Email

Introducing Your New Rate Plans

New plans are here

What does this mean for me?

How do I change my plan?

A note about electric heating

Suggestions to save on time-based plans

Laundry

Heating and cooling

Download the Evergy app

Mid-August - Special Group Customized Email

It's time to pick your new time-based rate plan.

Four new plan options. Which plan is right for your household? We have a tool for that!

Rate Comparison Tool

How to save on time-based plans

Are you on the Average Payment Plan?

Early September - Postcard

Choose your plan by October

How does the Rate Comparison Tool work?

Pick a plan that fits your home

How do I change my plan?

Early September - General Email

Your current rate plan will be changing

How does the Rate Comparison Tool work?

How do I change my plan?

Mid-September - Special Group Customized Letter

Update Your Rate Plan

It's time to choose your new rate plan

How do I change my plan?

Do I have to pick one?

A note about electric heating

Mid-September - Special Group Customized Email

Why is Missouri moving to time-based rates?

How to save on time-based plans

Are you on the Average Payment Plan?

Early October - Letter and Email

Welcome to your new time-based

STEP ONE: SLEEP ON IT

STEP TWO: SLEEP ON IT

STEP THREE: SLEEP ON IT

Early November - Mailer

Other Items:

- Monthly Bill Inserts
- Community Events
- Connect Visits and Events
- Agency Webinars
- Videos
- Continue outreach in Winter 2023 and 2024



Solar Subscription Program Rider (ET-2024-0182)



Solar Subscription Program Rider

Evergy placed SSP customers on Default Time Based Plan following tariff approval

- SSP was not specifically addressed in the mandatory TOU Order and Evergy had not planned for mandatory TOU rates in its tariff design
- Upon mandatory rate implementation, Evergy discovered tariff deficiency that did not allow Evergy to calculate monthly billing under the TOU rates, other than the Default Time Based rate construct
- Because there had been no methodology contemplated at that time to allocate solar resource production to time periods, Evergy recommended to Staff that SSP customers be defaulted to Default Time Based plan, similar to net metering customers
- Staff preferred that alternate billing methods be proposed by Evergy to allow greater TOU rate choice for SSP customers other than the Default Time Based plan



Solar Subscription Program Rider

- Evergy began exploring methodologies to allocate solar resource production to billing periods and proposed a fixed allocation based on Greenwood solar facility. Revised tariffs were filed
- Evergy identified that billing system changes are warranted to implement the proposed allocation, which includes design and testing

TOU Reporting



Reporting Recommendations

- Move to Quarterly Reporting
- Reporting shall include the following:
 - Customer rate counts – enrollment data
 - Rate Switching information
 - Any new education material

Questions