

**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

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 Staff (“Staff”) for the Missouri Public Service Commission’s (“Commission”) *Request for Additional Information* (“Requests”) filed in this docket on December 14, 2023, state as follows:

The Company appreciates the continued interest, engagement, and feedback received from Staff and other stakeholders. In addition to submitting its response below to Staff’s December 14, 2023, *Request for Additional Information*, Evergy acknowledges Staff’s January 10, 2024, *Response to December 18, 2023 Presentation and Requests for Additional Information*. The Company is currently evaluating Staff’s response to its third workshop and the additional requests for information. Evergy intends to file a subsequent response to address Staff’s additional requests for information in February.

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.

RESPONSE: Please see **Attachment A**.

2. Describe and explain any changes made to net-metered billing statements, specifically related to the display of delivered and received meter readings.

RESPONSE: Prior to implementation of the Company's new TOU rates, Evergy previously received a variance for 20 CSR 4240-13.020 (9) from the Commission in June of 2020, for TOU rates in Docket ET-2020-0133 and made changes on the billing statement for all customers on TOU rates to where the meter read data lines were removed from the bill, including net metering customers. Based on feedback from the Commission and concerns raised by net metering customers, the Evergy team explored options and identified a solution to address the issue of the suppressed meter read line on bills for TOU rates for these net metering customers. The Company has shared its proposed solution with Staff. Once implemented the meter read lines will again show the scalar values while billing on intervals as required with the TOU rates. **Attachment B** is a bill example illustrating the proposed change.

3. Explain the escalation process from the general Evergy hotline to Evergy's solar hotline.

RESPONSE: Evergy has a specific number, or hotline, and email that customers and solar installers may contact Evergy regarding the interconnection application process, required field activity associated with these installations and more detailed and in-depth questions on solar interaction with the grid. This number/email is located on Evergy's website at <https://www.evergy.com/smart-energy/renewable-resources-link/private-solar-and-net-metering>. Additionally, the Customer Contact Center attempts to resolve all customer questions, including our solar customers. Customer Service Representatives assist solar customers with service orders, high bills, billing or TOU questions. The Customer Contact Center also assists customers with solar subscription. There is no escalation process to/from the solar hotline; however, the Customer Contact Center may transfer a customer to the solar hotline for more technical solar related questions. Evergy's Knowledge Management System directs Customer Service Representatives

to refer customers to the solar hotline for net metering/parallel distribution questions, generation device applications and solar specific billing, such as fees related to solar installation and consumption versus solar generation.

4. Provide any TOU call scripts related to net-metering and/or the solar subscription pilot program.

RESPONSE: Evergy does not have any specific call scripts related to net metering or the solar subscription program. However, information is provided to Customer Service Representatives (CSR) through Evergy's Knowledge Management system. This information is included in **Attachment C**.

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.

RESPONSE: When a customer notifies Evergy that they are removing solar panels, Evergy places the customer on the standard residential rate, which removes the customer from a net metering rate. Because the customer is no longer on a net metering rate, Evergy does not claim renewable energy credits for any production.

6. Provide the Company's log of solar subscription pilot customers including enrollment and cancellation dates.

RESPONSE: Please see **CONFIDENTIAL Attachment D** for enrollments, shares and cancellations.

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.

RESPONSE: Yes. The Company has provided those examples in our Monthly TOU Dashboards and shared the communication strategy for net-metering in our May 2023 TOU

Workshop. Please see **Attachment E** for an example along with the TOU Monthly Dashboards filed in this docket.¹

8. 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?

RESPONSE: As communicated in our Time of Use workshops, Monthly TOU Dashboard filings, and Data Requests (DRs) 2001 and 2002, Evergy is actively engaged in two concurrent surveys: a monthly TOU survey and a third-party pre/mid/post campaign survey. Comprehensive details regarding the survey results and sample sizes are consistently featured in our monthly TOU dashboard filings in case EW-2023-0199.

For the monthly survey administered by Evergy, approximately 30,000 distinct customers are invited to participate each month. Out of these invitations, roughly 600-800 customers successfully complete the survey each month. Notably, each customer receives the survey invitation only once, with a different set of 30,000 customers being invited each month. The actual number of completed surveys is reported in our monthly TOU Dashboard, accessible in case EW-2023-0199.

Regarding the third-party customer survey, the vendor employs third-party panels utilizing a methodology similar to that of JD Power. Our objective is to achieve a sample size of around 600 customers completing the survey in each wave. Additional insights can be found in DR 2002 under case EW-2023-0199 for a more comprehensive understanding and survey results have been shared in the Monthly TOU Dashboard filing.

2. How many customer surveys are sent out each time? Please provide this information for all customer surveys sent out since June of 2023.

¹ See *Response to Order Directing Time-of-Use Customer Choice Transition Reporting*; Docket No EW-2023-0199; filed 11/9/2023 and 10/10/2023; p. 21, 52, 60, 61.

RESPONSE: For our monthly TOU survey, we send about 30,000 invite requests out each month from June to November 2023. We use a unique list of customers each month.

3. What media is used to approach customers about taking a survey?

RESPONSE: In our monthly TOU survey spanning from June to November 2023, we dispatch approximately 30,000 email invitation requests each month. It is noteworthy that we employ a distinct list of customers for each monthly iteration.

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?

RESPONSE: For the monthly survey, Evergy curates a list of approximately 30,000 customers each month. This process involves generating a fresh list every month, ensuring invitations are extended solely to customers who have not previously received survey invitations in prior months.

5. How are questions in the surveys determined?

RESPONSE: Evergy's Customer Research team collaborated with our agency partner to craft questions designed to gauge customer awareness and comprehension of the transition to Time of Use rates.

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?

RESPONSE: In question 33 of the monthly survey, Evergy asked about the impact that switching to a Time of Use rate plan has on participants' perceptions of Evergy.

7. In response to the survey results showing a decline in customer satisfaction, what steps has the Company taken to mitigate negative customer reactions?

RESPONSE: On September 8, 2023, Evergy submitted an application for tariff revisions related to the Time of Use Program. This filing, made under case ET-2024-0061 with the Missouri Public Service Commission, sought several net adjustments to the TOU implementation program. Many of these changes were proposed by the Company with the aim of addressing and mitigating 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?

RESPONSE: No, Evergy does not believe the Company has over communicated at this time. As shown in both past TOU research and current TOU research, customers who are required to switch to TOU rates say they will have a more unfavorable opinion of their utility. Based on this past research, it was not unexpected that customer satisfaction would decline, including the JD Power 2019 Utility Industry Outlook that found “...when pricing options are forced on electric utility customers, they respond with significantly lower customer satisfaction scores.” Additionally, Evergy’s 2022 Rate Research showed that customers would be less favorable of Evergy if mandated to have TOU pricing. Please see DR 8003 in case ET-2024-0061 for additional information.

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.

RESPONSE: Customers are invited to participate in the Time of Use monthly survey only once, and they do not engage in multiple monthly TOU surveys over time.

WHEREFORE, The Company submits its Response for consideration by the Commission.

Respectfully submitted,

/s/ Roger W. Steiner

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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 19th day of January 2024 to counsel for all parties.

/s/ Roger W. Steiner

Roger W. Steiner



For billing and service information : **816-471-5275**
 or toll-free : **1-888-471-5275**
 For emergencies or lights out : **1-888-544-4852**
 (1-888-LIGHT-KC)

Customer Name : [REDACTED]
 Account Number : [REDACTED]

Page 1 of 2
 Billing Date: 05/10/2023

MESSAGE BOARD

You live in our **Missouri Metro** service area. Rates and available programs can vary based on your service area. For more info, visit **evergy.com/ServiceArea**.

Summer rates begin June 1. The price of electricity is slightly higher during the four months ahead, when it's more expensive to produce energy because demand is at its highest. To average out seasonal highs and lows, enroll in Evergy's Average Payment Plan. Learn more at **evergy.com/averagepay**.

It's storm season. For critical storm outage information sent to your phone, don't forget to enter your mobile phone number into your online account and sign up for outage text alerts. To turn on alerts, go to Preferences in your online account.

Account Summary

For service from 04/10/2023 to 05/09/2023

Previously Billed.....	\$12.14
Utility	\$12.14
Payment Received 05/02/2023 - Thank you.....	-\$12.14
Current Charges (details on back)	-\$10.39
Utility	-\$10.39
Credit Balance	-\$10.39

Please return this portion with your payment. Thank you.

Customer Name : [REDACTED]
 Account Number : [REDACTED]
 Billing Date : **05/10/2023**

NO PAYMENT DUE

Amount Enclosed : \$ _____

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to indicate address or phone changes on back of stub



EVERGY
 PO BOX 219330
 KANSAS CITY MO 64121-9330

000281466951400000000000000000005312300

Customer Name : [REDACTED]
Account Number : [REDACTED]

[REDACTED]

Residential Heat - [REDACTED]

Billing Details - service from 04/10/2023 to 05/09/2023

Customer Chg	\$12.00
Overgeneration Credit	-\$23.16
Subtotal	-\$11.16
Kansas City Franchise Fee	\$0.77
Current Charges	-\$10.39

Meter	Start Read Date	End Read Date	Days	End Read (-)	Start Read (=)	Read Difference (x)	Meter Multiplier (=)	kWh Used
[REDACTED] Delivered	04/11	05/10	29	90,039.4640	89,255.9060	783.5580	1.0000	783.5580
[REDACTED] Received	04/11	05/10	29	72,476.6210	70,640.4660	1,836.1550	1.0000	1,836.1550

Net Meter

Contact Information Change Form

Account Number : [REDACTED]

Your current telephone listing on file simplifies outage and emergency reporting.

[REDACTED] Change to : () _____ - _____

Mailing Address changes only. For service address changes call 816-471-5275 or toll-free 1-888-471-5275.

Mailing Address Line 1: _____

Mailing Address Line 2: _____

City: _____ State: _____ ZIP: _____

E-mail Address (optional): _____

Please print changes in blue or black ink and don't forget to mark the box on the front.



For billing and service information : **816-471-5275**
 or toll-free : **1-888-471-5275**
 For emergencies or lights out : **1-888-544-4852**
 (1-888-LIGHT-KC)

Customer Name : [REDACTED]
 Account Number : [REDACTED]

Page 1 of 2
 Billing Date: 12/08/2023

MESSAGE BOARD

You live in our **Missouri Metro** service area. Rates and available programs can vary based on your service area. For more info, visit **evergy.com/ServiceArea**.

Your new time-based plan has now started. To save money on your new plan, shift when you use some of your major appliances, like the dryer, to off-peak times. Learn more at **evergy.com/NewPlans**.

We are spreading good energy and holiday cheer this season. Visit **evergy.com/holidaylightsguide** to find an Evergy sponsored holiday light display near you!

Account Summary

For service from 11/06/2023 to 12/07/2023

Previously Billed.....	\$29.82
Utility	\$29.82
Payment Received 11/27/2023 - Thank you.....	-\$29.82
Current Charges (details on back)	\$131.22
Utility	\$131.22
Due Upon Receipt.....	\$131.22
Late charge if received after December 29, 2023	\$0.35
Amount due with late charge.....	\$131.57

Please return this portion with your payment. Thank you.

Customer Name : [REDACTED]
 Account Number : [REDACTED]
 Billing Date : **12/08/2023**

Due upon receipt : **\$131.22**
 Payments must be received by : **December 29, 2023**

Amount Enclosed : \$ _____

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EVERGY
 PO BOX 219330
 KANSAS CITY MO 64121-9330

0002814669514000013122000003512292300

Customer Name : [REDACTED]
Account Number : [REDACTED]

[REDACTED]
Residential General Peak Adjustment Net Meter - [REDACTED]

Billing Details - service from 11/06/2023 to 12/07/2023

Customer Charge	\$12.00
Energy Charge Winter 600.0000 kWh at \$0.12233 per kWh	\$73.40
Energy Charge Winter 400.0000 kWh at \$0.07532 per kWh	\$30.13
Energy Charge Winter 143.1000 kWh at \$0.06681 per kWh	\$9.56
Peak Adj Charge On-Peak Winter 370.6330 kWh at \$0.0025 per kWh	\$0.93
Peak Adj Credit Super Off-Peak Winter 634.7690 kWh at \$-0.01 per kWh	-\$6.35
DSIM Chg 11-07-2023-12-07-2023 for 1,143.1000 kWh at \$0.00196 per kWh	\$2.24
FAC Chg 11-07-2023-12-07-2023 for 1,143.1000 kWh at \$0.00126 per kWh	\$1.44
Subtotal	\$123.35
Kansas City Franchise Fee	\$7.87
Current Charges	\$131.22

Net Meter

Contact Information Change Form

Account Number : [REDACTED]

Your current telephone listing on file simplifies outage and emergency reporting.

[REDACTED] Change to : () _____ - _____

Mailing Address changes only. For service address changes call 816-471-5275 or toll-free 1-888-471-5275.

Mailing Address Line 1: _____

Mailing Address Line 2: _____

City: _____ State: _____ ZIP: _____

E-mail Address (optional): _____

Please print changes in blue or black ink and don't forget to mark the box on the front.



For billing and service information : **816-471-5275**
 or toll-free : **1-888-471-5275**
 For emergencies or lights out : **1-888-544-4852**
 (1-888-LIGHT-KC)

Customer Name : [REDACTED]
 Account Number : [REDACTED]

Page 1 of 2
 Billing Date: 09/01/2023

MESSAGE BOARD

You live in our **Missouri West** service area. Rates and available programs can vary based on your service area. For more info, visit evergy.com/ServiceArea.

Starting October 1, the price you pay for electric service will be lower than summer usage pricing. Our cost to provide service decreases in winter. We pass this savings on to you. Summer prices return on June 1, 2024.

It's time to choose your new rate plan. Evergy's Missouri customers will be switching to time-based rate plans starting in November. With time-based rate plans, you'll pay less for energy during off-peak times and more for energy during the peak hours. **Select your new plan at evergy.com/NewPlans.**

Account Summary

For service from 08/02/2023 to 08/31/2023

Previously Billed.....	\$35.67
Utility	\$35.67
Payment Received 08/24/2023 - Thank you.....	-\$35.67
Current Charges (details on back)	\$114.57
Utility	\$114.57
Due Upon Receipt.....	\$114.57

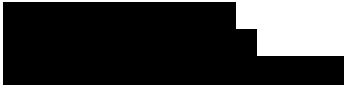
DO NOT PAY

\$114.57 will be charged to your card on **09/22/2023**

Customer Name : [REDACTED]
 Account Number : [REDACTED]
 Billing Date : **09/01/2023**

DO NOT PAY
\$114.57 will be charged to your card on **09/22/2023**

CHECK HERE
to indicate address or phone changes on back of stub



EVERGY
 PO BOX 219703
 KANSAS CITY MO 64121-9703

0005678176411000011457000002909222305

Customer Name : [REDACTED]
Account Number : [REDACTED]

[REDACTED]

Residential General Peak Adjustment Net Meter - [REDACTED]

Billing Details - service from 08/02/2023 to 08/31/2023

Customer Charge	\$12.00
Energy Charge Summer 600.0000 kWh at \$0.11829 per kWh	\$70.97
Energy Charge Summer 101.6310 kWh at \$0.11829 per kWh	\$12.02
Peak Adj Charge On-Peak Summer 77.8062 kWh at \$0.01 per kWh	\$0.78
Peak Adj Credit Super Off-Peak Summer 567.2034 kWh at \$-0.01 per kWh	-\$5.67
DSIM Chg 08-03-2023-08-31-2023 for 701.6310 kWh at \$0.00224 per kWh	\$1.57
FAC Chg 08-03-2023-08-31-2023 for 701.6310 kWh at \$0.00856 per kWh	\$6.01
RESRAM Chg 08-03-2023-08-31-2023 for 701.6310 kWh at \$0.00088 per kWh	\$0.62
Battery Energy Storage	\$10.00
Subtotal	\$108.30
Kansas City Franchise Fee	\$6.27
Current Charges	\$114.57

Net Meter

Contact Information Change Form

Account Number : [REDACTED]

Your current telephone listing on file simplifies outage and emergency reporting.

[REDACTED] Change to : () _____ - _____

Mailing Address changes only. For service address changes call 816-471-5275 or toll-free 1-888-471-5275.

Mailing Address Line 1: _____

Mailing Address Line 2: _____

City: _____ State: _____ ZIP: _____

E-mail Address (optional): _____

Please print changes in blue or black ink and don't forget to mark the box on the front.



For billing and service information : **816-471-5275**
 or toll-free : **1-888-471-5275**
 For emergencies or lights out : **1-888-544-4852**
 (1-888-LIGHT-KC)

Customer Name : [REDACTED]
 Account Number : [REDACTED]

Page 1 of 2
 Billing Date: 07/13/2023

MESSAGE BOARD

You live in our **Missouri West** service area. Rates and available programs can vary based on your service area. For more info, visit **evergy.com/ServiceArea**.

Missouri is moving to time-based rate plans this fall. With time-based rate plans, you'll pay less for energy during off-peak times, when demand for energy is lower, and pay more for energy used during the peak hours of 4-8 pm. Learn more at **evergy.com/newplans**.

Account Summary

For service from 07/04/2023 to 07/12/2023

Previously Billed..... \$89.80
 Utility \$89.80

Current Charges (details on back) \$34.51
 Utility \$34.51

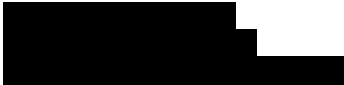
Due Upon Receipt..... \$124.31

DO NOT PAY
\$124.31 will be charged to your card on **08/03/2023**

Customer Name : [REDACTED]
 Account Number : [REDACTED]
 Billing Date : **07/13/2023**

DO NOT PAY
\$124.31 will be charged to your card on **08/03/2023**

CHECK HERE
to indicate address or phone changes on back of stub



EVERGY
 PO BOX 219703
 KANSAS CITY MO 64121-9703

0005678176411000012431000003108032309

Customer Name : [REDACTED]
Account Number : [REDACTED]

[REDACTED]

Residential Heating Net Meter - [REDACTED]

Billing Details - service from 07/04/2023 to 07/12/2023

Customer Chg	\$3.20
Energy Chg 160.0000 kWh at \$0.12623 per kWh (for 8 of 30 days)	\$20.20
Energy Chg 50.4716 kWh at \$0.12623 per kWh (for 8 of 30 days)	\$6.37
DSIM Chg 07-05-2023-07-12-2023 for 210.4716 kWh at \$0.00293 per kWh	\$0.62
FAC Chg 07-05-2023-07-12-2023 for 210.4716 kWh at \$0.00885 per kWh	\$1.86
RESRAM Chg 07-05-2023-07-12-2023 for 210.4716 kWh at \$0.00088 per kWh	\$0.19
Subtotal	\$32.44
Kansas City Franchise Fee	\$2.07
Current Charges	\$34.51

Meter	Start Read Date	End Read Date	Days	End Read (-)	Start Read (=)	Read Difference (x)	Meter Multiplier (=)	kWh Used
[REDACTED] Delivered	07/05	07/12	7	28,915.1514	28,495.3734	419.7780	1.0000	419.7780
[REDACTED] Received	07/05	07/12	7	30,548.6592	30,339.3528	209.3064	1.0000	209.3064

Net Meter

Contact Information Change Form

Account Number : [REDACTED]

Your current telephone listing on file simplifies outage and emergency reporting.

[REDACTED] Change to : () _____ - _____

Mailing Address changes only. For service address changes call 816-471-5275 or toll-free 1-888-471-5275.

Mailing Address Line 1: _____

Mailing Address Line 2: _____

City: _____ State: _____ ZIP: _____

E-mail Address (optional): _____

Please print changes in blue or black ink and don't forget to mark the box on the front.

Residential General Peak Adjustment Net Meter - [REDACTED]

Billing Details - service from 10/31/2023 to 12/03/2023

Customer Charge	\$12.00
Energy Charge Winter 600.0000 kWh at \$0.12233 per kWh	\$73.40
Energy Charge Winter 194.1810 kWh at \$0.07532 per kWh	\$14.63
Peak Adj Charge On-Peak Winter 244.7070 kWh at \$0.0025 per kWh	\$0.61
Peak Adj Credit Super Off-Peak Winter 180.9858 kWh at \$-0.01 per kWh	-\$1.81
DSIM Chg 11-01-2023-12-03-2023 for 794.1810 kWh at \$0.00196 per kWh	\$1.56
FAC Chg 11-01-2023-12-03-2023 for 794.1810 kWh at \$0.00126 per kWh	\$1.00
Subtotal	\$101.39
Raytown Franchise Fee	\$8.11
Raytown City Sales Tax @ 2%	\$2.03
Current Charges	\$111.53

Meter	Start Read Date	End Read Date	Days	End Read (-)	Start Read (=)	Read Difference (x)	Meter Multiplier (=)	kWh Used
Delivered	11/01	12/04	33	7,351,386.0	6,485,562.0	865,824.0	1.0000	865,824.0
Received	11/01	12/04	33	376,609.8	304,955.4	71,654.4	1.0000	71,654.4

Net Meter

Residential General Peak Adjustment Parallel Gen - [REDACTED]

Billing Details - service from 12/04/2023 to 01/03/2024

Customer Charge	\$12.00
Energy Charge Winter 378.1780 kWh at \$0.09784 per kWh	\$37.00
Peak Adj Charge On-Peak Winter 80.5763 kWh at \$0.0025 per kWh	\$0.20
Peak Adj Credit Super Off-Peak Winter 118.8258 kWh at \$-0.01 per kWh	-\$1.19
DSIM Chg 12-05-2023-01-03-2024 for 378.1780 kWh at \$0.00224 per kWh	\$0.85
FAC Chg 12-05-2023-01-03-2024 for 378.1780 kWh at \$0.00856 per kWh	\$3.24
RESRAM Chg 12-05-2023-01-03-2024 for 378.1780 kWh at \$0.00092 per kWh	\$0.35
SUTC 2021 Winter Storm 12-05-2023-01-03-2024 for 378.1780 kWh at \$0.00378 per kWh	\$1.43
Parallel Generation Credit -68.1378 kWh at \$0.0233 per kWh	-\$1.59
Subtotal	\$52.29
Raytown Franchise Fee	\$4.31
Raytown City Sales Tax @ 2%	\$1.08
Current Charges	\$57.68

Meter	Start Read Date	End Read Date	Days	End Read (-)	Start Read (=)	Read Difference (X)	Meter Multiplier (=)	kWh Used
Delivered [REDACTED]	12/04	01/04	31	21,888,787.6	21,291,833.6	377,154.0	1.0000	377,154.0
Received [REDACTED]	12/04	01/04	31	3,352,754.8	3,283,796.4	68,958.4	1.0000	68,958.4

Net Meter

Residential General Peak Adjustment Net Meter - [REDACTED]

Billing Details - service from 10/31/2023 to 12/04/2023

Customer Charge	\$12.00
Energy Charge Winter 360.8370 kWh at \$0.09784 per kWh	\$35.30
Peak Adj Charge On-Peak Winter 86.4666 kWh at \$0.0025 per kWh	\$0.22
Peak Adj Credit Super Off-Peak Winter 153.7566 kWh at \$-0.01 per kWh	-\$1.54
DSIM Chg 11-01-2023-12-04-2023 for 360.8370 kWh at \$0.00224 per kWh	\$0.81
FAC Chg 11-01-2023-12-04-2023 for 360.8370 kWh at \$0.00856 per kWh	\$3.09
RESRAM Chg 11-01-2023-12-04-2023 for 360.8370 kWh at \$0.00092 per kWh	\$0.33
SUTC 2021 Winter Storm 11-01-2023-12-04-2023 for 360.8370 kWh at \$0.00378 per kWh	\$1.36
Subtotal	\$51.57
Raytown Franchise Fee	\$4.13
Raytown City Sales Tax @ 2%	\$1.03
Current Charges	\$56.73

Meter	Start Read Date	End Read Date	Days	End Read (-)	Start Read (=)	Read Difference (x)	Meter Multiplier (=)	kWh Used
[REDACTED] Delivered	11/01	12/04	33	21,291,633.6	20,826,111.0	465,522.6	1.0000	465,522.6
[REDACTED] Received	11/01	12/04	33	9,283,796.4	9,179,109.0	104,687.4	1.0000	104,687.4

Not Meter

Residential General Peak Adjustment Parallel Gen - [REDACTED]

Billing Details - service from 12/04/2023 to 01/03/2024

Customer Charge	\$12.00
Energy Charge Winter 600.0000 kWh at \$0.12233 per kWh	\$73.40
Energy Charge Winter 400.0000 kWh at \$0.07532 per kWh	\$30.13
Energy Charge Winter 289.7283 kWh at \$0.06681 per kWh	\$19.36
Peak Adj Charge On-Peak Winter 198.8327 kWh at \$0.0025 per kWh	\$0.50
Peak Adj Credit Super Off-Peak Winter 337.3072 kWh at \$-0.01 per kWh	-\$3.37
DSIM Chg 12-05-2023-01-03-2024 for 1,289.7283 kWh at \$0.00196 per kWh	\$2.53
FAC Chg 12-05-2023-01-03-2024 for 1,289.7283 kWh at \$0.00126 per kWh	\$1.63
Subtotal	\$136.18
Kansas City Franchise Fee	\$8.69
Current Charges	\$144.87

Meter	Start Read Date	End Read Date	Days	End Read (-)	Start Read (=)	Read Difference (x)	Meter Multiplier (=)	kWh Used
[REDACTED] Delivered	12/04	12/05	2	55,241.0000	55,121.9742	119.0258	1.0000	119.0258
[REDACTED] Received	12/04	12/05	2	11,411.0586	11,411.0586	0.0000	1.0000	0.0000
[REDACTED] Delivered	12/06	01/04	29	1,176.8182	0.0000	1,176.8200	1.0000	1,176.8200
[REDACTED] Received	12/06	01/04	29	0.0000	0.0000	0.0000	1.0000	0.0000

Net Meter

09/18/2023 KM1024306

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MO West & MO Metro: For Clarification – Meter Read Information for Net Metering Customers on a TOU Rate

When a customer switches or defaults to a TOU Rate, their bill will no longer display meter read information. In addition, Net Metering customers will no longer see the **Received** and **Delivered** totals on their bills. This is not a recent change, as the update was implemented in 2019 with the roll out of the Night & Weekends Saver rate. **Note:** These details were omitted from bills due to interval (every 15 minutes) and scalar (daily/monthly) reads having small discrepancies which could cause confusion for customers. CSRs may view meter reads and delivered/received details in MDM for TOU customers by following the steps below:

View Delivered/Received for Net Metering and Meter Reads for TOU Customers:

- From the **Account Context Menu**, select **Go To Bill Segment** and click **Search**.
- Select the desired bill.
- Click the **Usage** tab.
- From the Context Menu under Usage, select **Go To MDM**.
 - MDM opens to the **Usage Transaction** page which outlines the total kWh Delivered and Received quantities.
 - Note:** Net Metering and Parallel Generation customers are billed for the difference between the amount delivered and received. If the customer is on the Peak Reward Saver rate, delivered and received usage for Peak, Off-Peak, and Super Off-Peak time periods will be available.
 - Scalar Reads for the total Delivered and Received quantities are listed under **Usage Transaction Reading Details** in the **Service Quantity** type field. In the example below, the meter read was **28540** on **June 22** and **28797** on **July 24**.

Type	Information	Date/Time	Calculation Information	Calculation Rule
Service Point	4141 011 DIVERDUM MO - LEES SUMMIT MO MD 640821201, USA Electric Residential / GMO FF Read Cycle: MA30-AMR / Active		Use Percent: 100 How To Use (Service Point): Add	
Device Configuration	1274817960038 / AMI Single Phase Demand Capable with Disconnect Switch / Effective Date/Time: 2016-02-16-00:00:00 / 6 Measuring Component(s) / ACTIVE			
Register - Auto-Read	1274817960038 / KWH Received (Scalar)		How To Use (Measuring Component): Additive Measures Peak Quantity: No Applied Multiplier: 1.000000	
Service Quantity	257 087400 Kilowatt-Hours / Total / Received Regular	06-22-2023 12:00:00AM CDT - 07-24-2023 12:00:00AM CDT	28540 443600 - 28797 531000	Total kWh Scalar AMI
Register - Auto-Read	1274817960038 / KWH Delivered (Scalar)		How To Use (Measuring Component): Additive Measures Peak Quantity: No Applied Multiplier: 1.000000	
Service Quantity	2089 813800 Kilowatt-Hours / Total / Delivered Regular	06-22-2023 12:00:00AM CDT - 07-24-2023 12:00:00AM CDT	86955 191200 - 89055 005000	Total kWh Scalar AMI

Net Metering Notes:

- Although the customer's solar system generates power, the customer utilizes some or all of the power generated. Every meters do not track how much the solar system generates. The meter can only track what the solar system over-generated.
- Customers are billed the difference between the kWhs delivered and the kWhs received, not generated. See **GEN: Net Metering** for updated overgeneration rate pricing for each division.
- Net Meter billing questions are handled by CSRs. Solar installation and application questions are handled by the "Solar Hotline" at **316-299-7425**. See **GEN: Solar Subscription** for additional details.

See **PRO: View Meter and Meter Reads**, **PRO: Enroll in Residential Peak Adjustment Rate (Peak Reward Saver)**, and the example bills below for additional information.

Net-Meter Bill: Non-TOU vs. TOU Rate

Customer Name: HECTOR HERNANDEZ
Account Number: 0098135280
Page 2 of 2
Billing Date: 06/09/2023

2151 SW SAMPSON RD LEES SUMMIT MO
Residential General Net Meter - MORN

Billing Details - service from 04/23/2023 to 05/23/2023

Customer Chg	\$12.00
Energy Chg 579.9210 kWh at \$0.10465 per kWh	\$60.69
DSM Chg 04-24-2023-05-23-2023 for 579.9210 kWh at \$0.02263 per kWh	\$13.70
FAC Chg 04-24-2023-05-23-2023 for 579.9210 kWh at \$0.00885 per kWh	\$5.13
RESRPM Chg 04-24-2023-05-23-2023 for 579.9210 kWh at \$0.00088 per kWh	\$0.51
Subtotal	\$80.03
Lees Summit Franchise Fee	\$6.02
Lees Summit City Sales Tax @ 1.5%	\$1.20
Current Charges	\$87.25

Meter	Start Read Date	End Read Date	Days	End Read	Start Read	Read Difference (+)	Meter Multiplier (+)	kWh Used
1274817960038 Delivered	04/24	05/23	29	85,242.4980	84,807.6412	1,074.9478	1.0000	1,074.9478
1274817960038 Received	04/24	05/23	29	28,198.2100	27,453.2654	464.9288	1.0000	464.9288

Customer Name: HECTOR HERNANDEZ
Account Number: 0098135280
Page 3 of 3
Billing Date: 06/09/2023

2151 SW SAMPSON RD LEES SUMMIT MO
Residential General Peak Adjustment Net Meter - MOPRANM

Billing Details - service from 05/23/2023 to 06/21/2023

Customer Charge	\$12.00
Energy Charge Summer 434.4620 kWh at \$0.11829 per kWh (for 21 of 29 days)	\$51.39
Energy Charge Summer 289.8520 kWh at \$0.11829 per kWh (for 21 of 29 days)	\$34.26
Energy Charge Summer 281.4994 kWh at \$0.12829 per kWh (for 21 of 29 days)	\$37.40
Peak Adj Charge On-Peak Summer 211.2498 kWh at \$0.01 per kWh	\$2.11
Peak Adj Charge Super Off-Peak Summer 265.9974 kWh at \$0.01 per kWh	\$2.66
Energy Charge Winter 145.5172 kWh at \$0.0778 per kWh (for 8 of 29 days)	\$11.19
Energy Charge Winter 89.4124 kWh at \$0.0778 per kWh (for 8 of 29 days)	\$6.94
Peak Adj Charge On-Peak Winter 58.4949 kWh at \$0.0025 per kWh	\$0.15
Peak Adj Charge Super Off-Peak Winter 81.9646 kWh at \$0.01 per kWh	\$0.82
DSM Chg 05-24-2023-06-21-2023 for 1,250.9200 kWh at \$0.00290 per kWh	\$3.66
FAC Chg 05-24-2023-06-21-2023 for 1,250.9200 kWh at \$0.00885 per kWh	\$11.07
RESRPM Chg 05-24-2023-06-21-2023 for 1,250.9200 kWh at \$0.00088 per kWh	\$1.10
Subtotal	\$171.21
Lees Summit Franchise Fee	\$12.89
Lees Summit City Sales Tax @ 1.5%	\$2.57
Current Charges	\$186.67

Non-Net Meter Bill: Non-TOU vs. TOU Rate

Customer Name: **KENNETH H MAAG**
 Account Number: **3368794125**
 Page 1 of 2
 Billing Date: 06/23/2023

782 MAIN ST COSBY MO
 Residential Heating - MDRH

Billing Details - service from 05/23/2023 to 06/13/2023

Customer Chg	\$8.40
Energy Chg 360.7776 kWh at \$0.12623 per kWh (for 21 of 30 days)	\$45.54
DSM Chg 05-24-2023-06-13-2023 for 360.7776 kWh at \$0.00293 per kWh	\$1.06
FAC Chg 05-24-2023-06-13-2023 for 360.7776 kWh at \$0.00665 per kWh	\$3.19
RESRAM Chg 05-24-2023-06-13-2023 for 360.7776 kWh at \$0.00088 per kWh	\$0.32
Subtotal	\$56.51
Cosby Village Franchise Fee	\$2.93
Current Charges	\$59.44

Comparative Usage Information

Month	kWh	Days	kWh/Day	Avg Temp
Current	361	21	17.2	59°
Previous	514	26	19.8	64°
Last Year	398	30	13.3	74°

Month	Start Read Date	End Read Date	Days	Start Read (kWh)	End Read (kWh)	Read Difference (kWh)	Meter Multiplier (x)	kWh Used
05/23/2023	05/23	06/13	20	41,522	41,883	360.7776	1.0000	360.7776

Customer Name: **KENNETH H MAAG**
 Account Number: **3368794125**
 Page 2 of 2
 Billing Date: 07/24/2023

782 MAIN ST COSBY MO
 Residential High Differential Time Of Use - MORT3

Billing Details - service from 06/13/2023 to 07/24/2023

Customer Chg	\$16.40
Energy Charge On-Peak Summer 38.5032 kWh at \$0.20341 per kWh (for 41 of 30 days)	\$10.24
Energy Charge Off-Peak Summer 436.5810 kWh at \$0.19616 per kWh (for 41 of 30 days)	\$86.20
Energy Charge Super Off-Peak Summer 567.7464 kWh at \$0.02654 per kWh (for 41 of 30 days)	\$15.48
DSM Chg 06-14-2023-07-24-2023 for 882.8206 kWh at \$0.00293 per kWh	\$2.59
FAC Chg 06-14-2023-07-24-2023 for 882.8206 kWh at \$0.00665 per kWh	\$24.70
RESRAM Chg 06-14-2023-07-24-2023 for 882.8206 kWh at \$0.00088 per kWh	\$0.86
Subtotal	\$96.01
Cosby Village Franchise Fee	\$4.05
Current Charges	\$100.86

Tags

Knowledge Base: [Raytown Contact Center](#)
 Topic: [Meter Read](#) [Mandatory TOU Project](#)
 Region: [MO Metro](#) [MO West](#)

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All Divisions - Summer Rates

Summer rates begin in May! Rates vary based on the time of year due to higher demand in the summer and the increased cost of producing energy. As a reminder, Missouri Metro seasons are now aligned with Missouri West as a result of the MO rate case.

KANSAS METRO	KANSAS CENTRAL	MISSOURI
<ul style="list-style-type: none"> • Summer rates apply May 16 – September 15. • Seasonal rates are prorated. If a customer's bill spans May 1 – 31, there will be 15 days on the winter rate and 16 days on the summer rate. 	<ul style="list-style-type: none"> • Summer rates apply June – September. • Timing is based on actual bill data. For example, if a customer bills June 1, the entire bill (for May usage) will be charged at the summer rate. 	<ul style="list-style-type: none"> • Summer rates apply June – September. • MO Metro: Seasonal rates are prorated. For example, if a customer's billing date is from May 15 - June 15, the usage from May 15 - 31 will be at the Winter rate, and usage from June 1 - 15 will be billed at the Summer rate. • MO West: Timing is based on the actual billing date. For example, if a customer bills on June 1, the entire bill (for May usage) is charged at the Summer rate.

See [Rates Menu](#) for additional rate details.

All Divisions - Overhead or Underground?

When entering a PWR RSSM Order, it is important to ask whether service will be overhead or underground and fill in the field accordingly to ensure the customer is accurately billed, service is set up correctly, and the necessary clearance is completed.

Note: If a temporary meter is overhead, the customer must install their own temporary meter stand and request city clearance before Everygy will set the temporary meter. See [PRO: Enter a PWR RSSM Order](#) for more information.

All Divisions - Solar Panel Questions

Questions or claims related to issues with self-generating solar panels installed at a premise should be directed to the solar provider or manufacturer. Everygy does not handle these requests. **Note:** CSRs should always attempt to handle Net Metering calls.

Tags

Knowledge Base: [Raytown Contact Center](#) [Wichita Contact Center](#)
Region: [KS Central](#) [KS Metro](#) [MO Metro](#) [MO West](#)

11/03/2023 KM1025656

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All Divisions: Reminder - Daylight Saving Time

It's that time of year again! Daylight Saving Time ends Sunday, **November 5**, so remember to set your clocks back one hour!

All Divisions: Reminder - Seasonal Mailing Address

Seasonal mailing addresses are used when a customer requests to send their mail to a different address during a specific time of year. When adding or updating a seasonal mailing address, it is important to:

- Fill out each address field accurately and completely to ensure correspondence reaches the customer in a timely manner.
- Check the **Do Not Update** checkbox if the customer does not want their address updated by notifications from the US Postal Service.

Notes:

- A **Seasonal Address Currently Effective (Date – Date)** alert displays in the CCB Dashboard when a seasonal mailing address is on an Account.
- An active Seasonal Address will override all other addresses during the requested dates each year until it is removed.

View [PRO: Add or Update Seasonal Mailing Address](#) for process details.

All Divisions: Reminder - Solar Hotline

When speaking to a Net Metering or Parallel/Distributed Generation customer, ask detailed questions to provide appropriate assistance. CSRs should handle calls normally but may refer customers to the Solar Hotline to assist with the following questions only.

CSR RESPONSIBILITY	SOLAR HOTLINE
<ul style="list-style-type: none"> • Solar Subscription • High Bills • Service Orders • TOU • Etc. 	<ul style="list-style-type: none"> • Net Metering and Parallel/Distributed • Generation Devices Applications • Solar specific billing: <ul style="list-style-type: none"> ◦ Fees related to solar installation ◦ Consumption vs. Generation

If a Solar Hotline representative does not answer, leave a voicemail. See the [Net Metering](#) FAQ for more information.

Tags 📌

Knowledge Base: [Raytown Contact Center](#) [Wichita Contact Center](#)

Region: [KS Central](#) [KS Metro](#) [MO Metro](#) [MO West](#)

08/28/2023 KM1024350

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All Divisions: For Clarification – Solar Hotline

When speaking to a Net Metering or Distributed Generation customer, ask detailed questions to provide appropriate assistance. Customers should only be referred to the Solar Hotline if they have questions specific to Net Metering and Distributed Generation devices or in-depth billing. See [Distributed Generation \(DG\) Rate](#) FAQ for more information. **Note:** The Solar Hotline does not handle questions related to Solar Subscriptions or service orders. See [GEN: Solar Subscription](#) for program details.

Tags 📌

Knowledge Base: [Raytown Contact Center](#) [Wichita Contact Center](#)

Region: [KS Central](#) [KS Metro](#) [MO Metro](#) [MO West](#)

09/18/2023 KM1024600

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MO Metro & MO West: For Clarification – TOU Clarifications

Follow the guidelines below for the relevant situations.

- **Net Metering, Parallel Generation, and Solar Subscription**
 - Net Metering, Parallel Generation, and Solar Subscription customers are only eligible for the Residential Peak Adjustment (**Peak Reward Saver**) rate and will default to this rate.
 - See REF: [Mandatory TOU Rate Code Conversion](#) for more information.
- **Authorized Parties** – Only customers who are Financially Responsible on an account are able to complete a rate change online.
 - An **Authorized Person** may NOT complete a rate change online; however, they may request a rate change with a CSR. If an Authorized Person wants to self-serve and complete the rate change online, they must agree to be listed as **Financially Responsible**. See REF: [Account Security Guidelines](#) for additional information.
- **Average Payment Plan** - Customers on Average Payment Plan (APP) are able to change their rate online; however, APP will be cancelled once the new Service Agreement (SA) is active. Teams are currently working on re-enrolling any APP customers who have recently changed to a time-based rate. An enhancement to prevent APP from breaking will be released **August 23** and communicated later this month. If a customer wishes to re-enroll on APP:
 1. Create a follow-up on the customer's account for after the new SA is active. See PRO: [Add Log Entry and Reminder to Customer Contact](#) for the follow-up procedure.
 2. Transfer the balance from the previous SA to the new SA.
 3. Use the **Budget Enrollment** script to re-enroll the customer on APP and select **Next Bill** as the effective date.
 4. If the Payoff Balance is due, create a Budget Adjustment for the customer. See GEN: [Budget Adjustments](#) for the full procedure.
- **Rate Plan Coach**
 - Customers on the Peak Reward Saver rate will begin receiving weekly Rate Plan Coach emails on **August 22**.

Tags 📄

Knowledge Base: [Raytown Contact Center](#)

Topic: [Mandatory TOU Project](#)

Region: [MO Metro](#) [MO West](#)

10/04/2023 KM1025356

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MO Metro & MO West: For Clarification – TOU Enrollment for Separately Metered Heat and Other Exceptions

When an active customer calls to switch to a TOU rate, change the rate using the **TOU Rate Enrollment Campaign** in the CCB Dashboard under Applicable Campaigns. **Note:** The green button Start Service order is only used if the campaign is unavailable. If the campaign is unavailable, use the **SAs to Start** arrows to scroll through SAs and check or uncheck applicable SAs using the **Start the SA** checkbox. See image below:

Exceptions:

The following account types cannot be processed via Campaign or Start Service order at this time. For these accounts, send a To Do to Billing and include the customer's rate choice and all pertinent details. Billing will update the customer's account with the new rate:

- Separately metered heat, net metering, and solar customers.
- If the customer's rate class changed from commercial to residential or there is a temporary or barn/shed meter.
- If the TOU Rate Enrollment Campaign is unavailable and the green button Start Service order does not process the order.

See [Time of Use Menu](#) for more information.

11/06/2023 KM1025468

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MO Metro & MO West: For Clarification – TOU Reminders

See the important reminders below for enrolling in Time of Use (TOU) rates, rate change exceptions, bill information, and default exceptions.

Enrollment

- When an active customer calls to switch to a TOU rate, change the rate using the **TOU Rate Enrollment Campaign** in the CCB Dashboard.
 - Note:** The green button Start Service order is only used if the campaign is unavailable and the exceptions listed below do not apply. If the campaign is unavailable, scroll through the Service Agreements (SAs) by using the **SAs to Start** arrows and check or uncheck the applicable SAs.
- When customers have additional SAs such as a Payment Arrangement or Home Protection Services (and who are not on a Separately Metered Heat rate) request a rate change, use the **Applicable Campaign** to complete the rate change. Using the campaign ensures the additional service agreements are updated and transitioned accurately.

Campaign and Start Service Enrollment Exceptions

- The following account types cannot be processed via Campaign or Start Service order at this time. For these accounts, send a **To Do to Billing** and include the customer's rate choice and all pertinent details. Billing will update the customer's account with the new rate and ensure additional SAs (such as HPS, APP, PAs) are moved over:
 - Separately metered heat** rate/premise exists.
 - Net metering** and **solar** customers.
 - The customer's rate class was changed **from commercial to residential**.
 - A **barn/shed** meter exists.
 - A **temporary meter** exists on the account. **Note:** A Temporary meter can be viewed in the **Premise Information** zone of **Control Central**.

Premise Information

Premise Information Missouri West (Greater MO Operations), 28406 E COLBERN RD, Lees Summit, MO, 64086

CIS Division Missouri West (Greater MO Operations)

Taxing State Missouri

Taxing City Outside City Limits

Taxing County Jackson

Service Point Information 28406 E COLBERN RD, Lees Summit, MO, 64086, USA / Electric Temporary / GMO 04 Read Cycle, MA30-AMR / Active

Service Point Information 28406 E COLBERN RD, Lees Summit, MO, 64086, USA / Electric Residential / GMO 04 Read Cycle, MA30-AMR / Active

Device 1274825273064 / AMI Single Phase Demand Capable with Disconnect Switch / Effective Date/Time: 2022-08-03-00:00:00 / 6 Measuring Component(s) / ACTIVE

Last Measurement Measurement 0 000000, Regular 01-06-2023 01:33:48PM

Measurement 5 460000, Regular 10-04-2023 04:45:00PM

Value: 0.0, Regular 10-25-2023 12:00:00AM CDT, Measurement: 0, Previous Measurement: 0

Value: 31.978199999999956, Regular 10-25-2023 12:00:00AM CDT, Measurement: 9.044 9982, Previous Measurement: 9.013.0200

Measurement: 0 247800, Regular 10-25-2023 09:00:00AM

Measurement: 250 808885, Regular 10-25-2023 09:00:00AM

Customer Bills

- **Once a customer is on a TOU rate, their bill will no longer display meter read information.** This change was implemented in 2019 with the roll out of the Nights & Weekends Plan rate. **Internal reference only:** These details are omitted from bills due to interval (every 15 minutes) reads and scalar (daily/monthly) reads having small discrepancies which could cause confusion for customers.
- If the rate change occurred via the automated Rate Tool, the customer will not see charges on the new TOU rate until the account bills again. For example: For customers whose rate changed on October 16, the first bill reflecting the new rate will process November 13.
- If the customer requested a rate change in the middle of the bill cycle, **the TOU rate will go into effect the next business day, resulting in a possible long bill** depending on when the rate was changed. See [PRO: Rate Change Requests](#) for full details.

Rate Tool Default Exceptions

The Rate Tool is programmed to evaluate the field activities on the account to determine if manual intervention is required.

If an **active Severance Process exists** on the customer's account at the time the rate tool runs **AND:**

- **CUT FA has NOT been generated:** The severance process will be canceled by the system and the customer's rate will be changed.
- **A CUT FA has been generated:** The Rate Tool will skip this SA the first night of billing. The Rate Tool will try again nightly until the CUT FA is either completed or canceled.
- **The CUT FA has completed, and the SA is still active:** A To Do will be generated to Billing to ensure the rate is updated.

If one of the following **pending Field Activity (FA)** types exist on a customer's account at the time the rate tool runs, the account will not automatically default to a TOU rate. In some cases, the Rate Tool will "skip" the customer for the current cycle and pick the account up on the next run, in other cases the system will create a To Do to Billing or Credit and Collections for a manual workaround.

- **BTB:** Back To Back
- **CUT:** Cut for Non-Payment
- **DV:** Diversion Investigation
- **OFF:** Turn Off
- **ON:** Turn On
- **RC:** Reconnect
- **RMVSVC:** Remove Service Permanent

3 Months

With an increasing number of customers being transitioned to a TOU rate, it is important to remember that while customers may switch between TOU rates without restrictions, Evergy recommends staying on a TOU rate for at least three months to understand usage patterns and trends. Switching to another TOU rate does not guarantee savings.

See the new article [REF: TOU Enrollment Exceptions](#) and the [Time of Use Menu](#) for useful TOU content.

Net Metering FAQ

Why doesn't my bill reflect what my solar system generated?

Evergy only sees the amount of excess energy sent back through the meter. The customer's home or business uses all the renewable energy first, then the energy sent back through the meter is registered and reflected on the bill.

Which line item on the bill shows the amount of renewable energy for which I'm credited?
On the back or second page of the bill, there is a section under the customer's details that displays two lines of data. Delivered is the power provided by the utility and Received is the renewable kWhs that were exported back and what the customer is given credit for.

Does Evergy recommend specific companies to customers who are considering installing solar?

No, however, there is a [renewable resources directory](#) maintained by the Missouri Department of Economic Development's Division of Energy.

How do I apply for Net Metering?

[Net Metering applications](#) for your service area are on evergy.com. If the customer is unable to print the online application, send an email to the [Solar Team](#) and they will mail one. For questions related to Net Metering and Distributed Generation devices, applications, or solar specific billing, refer customers to the Solar Hotline at 816-242-5971.

What needs to be done if I'm moving into a home with existing solar and a net meter?

A "transfer of ownership" [Net Metering agreement](#) will need to be completed. For additional questions related to Net Metering and Distributed Generation devices, applications, or solar specific billing, refer customers to the Solar Hotline at 816-242-5971.

When a customer is calling to start service at a premise with an existing net meter, CSRs should:

1. Start Service for the customer.
2. Send an email to netmeteringapp@evergy.com and include the following customer information:
 - Customer Name
 - Account Number
 - Address
 - Phone Number
3. The Solar Team will reach out to the new customer to obtain a completed net metering application.

What if I moved to a home with solar panels on a net metering rate and never filled out a net metering agreement?

The states of Kansas and Missouri require a signed net metering agreement for residential customers on a net metering rate. If a customer moves into a home with existing solar panels and is on a net metering rate but never filled out the application, they will eventually receive an emailed letter asking them to sign

and return an attached agreement. If the customer does not have an email on file, the [Net Metering team](#) will call to request one. If no email is provided, a physical letter will be mailed. The agreement must be signed by the primary or a financially responsible person listed on the account. A reminder will be sent at 30 days and 60 days following the initial notice if the signed copy has not been returned. If the customer does not respond by the deadline, they will be taken off the net metering rate and any previous bills since they moved in will be rebilled at the standard electrical rate. Customers removed from the net metering rate may get back on the rate after sending the signed agreement.

Note: Agreements signed electronically and photos of physically signed copies are accepted. If a customer prefers to mail the signed agreement, provide the following address:

Evergy
 1712 Main St., Office 304
 Kansas City, MO 64108

The Net Metering team will send letters each month based on a monthly report of customers moving into homes with solar panels. For questions, customers may contact netmeteringapp@evergy.com or 816-242-5971.

When should a customer be referred to the Solar Hotline?

When speaking to a Net Metering or Parallel/Distributed Generation customer, ask detailed questions to provide appropriate assistance. CSRs should handle calls normally but may refer customers to the Solar Hotline to assist with the following questions only.

CSR RESPONSIBILITY	SOLAR HOTLINE
<ul style="list-style-type: none"> • Solar Subscription • High Bills • Service Orders • TOU • Etc. 	<ul style="list-style-type: none"> • Net Metering and Parallel/Distributed • Generation Devices Applications • Solar specific billing: <ul style="list-style-type: none"> ○ Fees related to solar installation ○ Consumption vs. Generation

If a Solar Hotline representative does not answer, leave a voicemail.

Is there an application or processing fee?

There is no application or processing fee in Missouri. There is a \$100 application/processing fee in Kansas.

Is Net Metering eligible for APP?

Yes, Net Metering is eligible for APP.

Data Owner: [Energy Solutions](#)

Solar Subscription (FAQ)

See the Fact Sheets on evergy.com for details about Solar Subscription in both [KS Central](#) and [Metro & MO West](#) for more information.

What is Solar Subscription?

Solar Subscription is an optional renewable energy subscription program that allows customers to support solar energy generation without installing solar panels on their home/business.

Who is eligible for Solar Subscription?

Residential and commercial customers in all divisions are eligible to apply. However, the programs have limited capacity. Interested customers may be placed on a waiting list.

Can a customer participate in Solar Subscription if they are renting?

Yes

How does a customer sign up or request additional information about Solar Subscription?

Customers may visit the [Solar Subscription](#) page on evergy.com to apply or email renewables@evergy.com.

How much will Solar Subscription increase my energy costs?

- KS Central: The average increase is about \$10 to \$12 per share.
- Metro & MO West: The average increase for a Solar Subscription customer who chooses to offset their usage by 50% of their annual usage is approximately \$5 to \$15 more a month.

Notes: While standard rates may fluctuate, Solar subscription customers are locked into their solar block rate for the term of their contract. See [\[\[-ContentED.5shwm4PUIs3gA3YsGI8X4A||GEN: Solar Subscription||KM1005809||Article--\]\]](#) for more information.

When a customer on Solar Subscription is moving, what happens to Solar Subscription?

- If the customer moves within the same division, the Solar Subscription stays with them. During the start service process for the new location, the solar subscription rate must be selected.
- If the customer moves to a different division, the Solar Subscription will end. However, they are eligible to re-enroll.

If a new customer moves to a location where the previous customer had Solar Subscription, does the new customer inherit the Solar Subscription rate?

No. The Solar Subscription stays with the customer who enrolled, not the premise. The new customer would need to enroll if they are interested in Solar Subscription.

What are the locations of the Solar Panels?

- Hawthorn Power Plant in Kansas City, MO
- 2750 S Broadacres Rd, Hutchinson, KS

Is there a minimum time commitment for Solar Subscription?

- KS Central: Five-year minimum commitment.
- Metro & MO West: 12 month minimum commitment.

Can a customer cancel Solar Subscription before the minimum commitment time and switch to a different rate?

No. Customers must fulfill their contract term. Note: The effective date of a customer's solar subscription can be found on the Chars, QTY & Rec. Charges tab under the Service Agreement in CCB.

What is the price per KW Share?

See [[--ContentED.5shwm4PUIs3gA3YsGI8X4A||GEN: Solar Subscription||KM1005809||Article--]] for pricing information.

How can a customer cancel Solar Subscription and change to a different rate?

If the customer has met their minimum Solar Subscription time commitment, enter a To Do to Billing (BILL or BILLWK) for cancellation and send a detailed email to renewables@evergy.com

Can a customer change their solar share amount?

A customer can only decrease their solar share amount if they have met their minimum time requirement. However, they can increase their shares at any time if there are shares available. To make changes to shares, send a detailed email to renewables@evergy.com.

With the Missouri Time of Use (TOU) default, what happens to Solar Subscription rate?

Solar Subscription customers in Missouri must remain enrolled in the program for 12 months before they can cancel their subscription. MO Metro and MO West Solar Subscription customers are only eligible for the Default Time Based Plan TOU rate. After 12 months, if the customer wants to switch to a different TOU plan, they can cancel their solar subscription and move to a different rate at that time.

GEN: Net Metering

[Net Metering](#) is a program Evergy offers to support renewable generation which is fueled by resources that may be replenished by natural processes, such as solar and wind power, as opposed to non-renewable fossil fuels, like coal and natural gas. Net Metering is available to all residential and business customers unless they are already under a special contract (such as Real Time Pricing). Renewable generation equipment is connected to Evergy's electric grid via the customer's electric panel. Any excess solar or wind power generated by the customer is added to Evergy's grid, reducing customer bills.

CSRs should always attempt to handle Net Metering calls, except questions or claims related to issues with solar panels installed at a premise which should be directed to the solar manufacturer or provider. In CCB, accounts are identified with a Net Meter Service Agreement. A preview of the bill can be found by clicking Display Bill in the Bill notebook. Credits may be viewed by going to the electric service's Bill Segment - SQ Details tab. Note: Net Metering customers can be enrolled in APP.

Reading the Meter

Evergy measures two quantities for Net Metering customers: the kWh delivered to the customer and the kWh received from the customer when they generate more kWh than they use; see [Net Meter Displays](#) for more. Note: Net Meters do not read what a customer generates, only what a customer over generates. For example, if a customer generates 100kWh and uses 80 kWh in their home, our meter will read 20 kWh.

Customer Used More Than They Generated

Customers are billed or credited for the net difference of kWh used minus excess kWh generated. For example, customer used more electricity than they sent to the grid/Evergy:

NET METERING: MISSOURI AND KANSAS (EXAMPLE)
1,000 kWh delivered (what the customer used)
- 500 kWh received (what the customer generated)
500 kWh billed at \$0.09/kWh = \$45.00 owed

To View Credit Generated

See [PRO: View Demand \(kW\) in CCB and MDM](#).

Credits Expire

- Missouri – Any remaining bill credit will expire either 12 months after their issuance, or when the customer disconnects service or terminates their Net Metering relationship.
- Kansas customers who interconnected solar:
 - Prior to July 1, 2014, credits expire March 31 of each year or when the customer's service is discontinued pursuant to Evergy's general terms and conditions.

- After July 1, 2014, generated energy is credited per billing cycle. The amount of generated energy that is greater than delivered energy will be credited on the customer's bill as a bill credit at the wholesale rate (about 0.02-0.03/kWh).

Note: Credits are never transferred or refunded. This includes closed accounts and terminated Net Metering relationships.

Customer Generated More Than They Used

If Evergy receives more kWh than the customer uses, excess kWh is credited at a wholesale rate and goes towards reducing the customer's bill. The credit for the over-generate will appear on the current bill.

NET METERING: MISSOURI AND KANSAS (EXAMPLE)
500 kWh delivered (what the customer used)
- 600 kWh received (what the customer generated)
100 excess kWh credited at \$0.0218/kWh = \$2.18 credit on the current bill

Net Metering and Parallel Generation Overgeneration Rates

MO Metro: \$0.0218 per kWh for all kWh received.

MO West: \$0.0233 per kWh for all kWh received.

KS Metro: The Net Metering (NM) and Parallel Generation Contract Service (PG) credit is calculated by using Evergy's monthly system average cost of energy per kWh. The calculation looks at Company costs **from 60 days prior to billing. For example, June's cost** of energy is calculated in July and credited to customers in August. Note: The rate changes on a monthly basis.

MONTH & YEAR	NMR/PGR CREDIT RATE
January 2024	\$0.03100
December 2023	\$0.03630
November 2023	\$0.02790
October 2023	\$0.02970
September 2023	\$0.02870
August 2023	\$0.02800
July 2023	\$0.04000
June 2023	\$0.02930
May 2023	\$0.03300

MONTH & YEAR	NMR/PGR CREDIT RATE
April 2023	\$0.03250
March 2023	\$0.03620
February 2023	\$0.03140

KS Central: The Net Metering Rider (NMR) or Parallel Generation Rider (PGR) formula for the price per kWh credit is figured by adding the cost of Fuel, Purchased Power, Emissions and subtract out the non-requirements customers costs to achieve sales all divided by the sales (kWh). Note: The rate changes on a monthly basis.

MONTH & YEAR	NMR/PGR CREDIT RATE
January 2024	\$0.021798
December 2023	\$0.022344
November 2023	\$0.014814
October 2023	\$0.023495
September 2023	\$0.021763
August 2023	\$0.025872
July 2023	\$0.003105
June 2023	\$0.022820
May 2023	\$0.017229
April 2023	\$0.020333
March 2023	\$0.022656
February 2023	\$0.030953

For more detailed information, see Net Metering (NM) and Parallel Generation Contract Service (PG) tariffs on the “detailed tariffs” section on evergy.com.

Customer Moved into Home with Solar Panels

The states of Kansas and Missouri require a signed net metering agreement for residential customers on a net metering rate. If a customer moves into a home with existing solar panels and is on a net metering

rate, they will receive an emailed letter asking them to sign and return the attached agreement. If the customer does not have an email on file, the [Net Metering team](#) will call to request one. If no email is provided, a physical letter will be mailed. The agreement must be signed by the primary or a financially responsible person listed on the account. A reminder will be sent at 30 days and 60 days following the initial notice if the signed copy has not been returned. If the customer does not respond by the deadline, they will be taken off the net metering rate and all previous bills since they moved in will be rebilled at the standard electrical rate. Customers removed from the net metering rate may get back on the rate after sending the signed agreement.

Note: Agreements signed electronically and photos of physically signed copies are accepted. If a customer prefers to mail the signed agreement, provide the following address:

Evergy

1712 Main St., Office 304

Kansas City, MO 64108

The Net Metering team will send letters each month based on a monthly report of customers moving into homes with solar panels. For questions, customers may contact netmeteringapp@evergy.com or 816-242-5971.

Data Owner: [Energy Solutions](#)

GEN: Parallel Generation

Evergy offers programs to support renewable generation, which is fueled by resources that may be replenished by natural processes, such as solar and wind power, as opposed to non-renewable fossil fuels, like coal and natural gas.

- Parallel Generation is available to all Kansas residential and business customers.
- Renewable generation equipment is connected to Evergy's electric grid via the customer's electric panel. Any excess solar or wind power generated by the customer is added to Evergy's grid, reducing customer bills.
- Parallel Generation accounts are denoted with Net Meter Service Agreements in CCB.
- There are very few customers on Parallel Generation because in most cases, Net Metering is more beneficial.
- kWh used are billed normally, while kWh generated are credited at a wholesale rate. The customer pays, or is credited for the difference.

Example 1: Customer used more electricity than they generated:

PARALLEL GENERATION	NET METERING: KANSAS
1,000 kWh delivered (used): billed @ \$.09/kWh = \$90 500 kWh received (generated): credited @ \$.03/kWh = \$15	1,000 kWh delivered (what the customer used) - 500 kWh received (what the customer generated)
\$90 - \$15 = \$75 owed	500 net kWh billed at \$0.09/kWh = \$45 owed

Example 2: Customer generated more electricity than they used:

PARALLEL GENERATION	NET METERING: KANSAS
500 kWh delivered (used): billed @ \$.09/kWh = \$45 600 kWh received (generated): credited @ \$.03/kWh = \$18	500 kWh delivered (what the customer used) - 600 kWh received (what the customer generated)
\$45 - \$18 = \$27 owed	100 excess kWh is credited to the next billing period

Explaining the Bill

CSRs should always attempt to handle Net Metering calls. These accounts are manually billed (cycle 23). To view an example of a Parallel Generation billing statement, click [here](#).

For billing questions, CSRs should make every attempt to assist the customer. In the event the CSR is **unable to answer a customer's question, the CSR should follow [GEN: Resolution Team Overview](#)**. CSRs should not send IMs, emails, or To Dos to the Billing department asking the Billing department to contact Parallel Generation customers.

In rare cases when a Help Desk agent needs additional assistance, they should send a To Do to the Billing department, making sure to include the following information in the email message:

- Customer's name
- Best contact number
- Specific questions the customer has

Note: The amount of renewable energy the customer is being credited for can be found on the customer's bill. On the back or second page of the bill, there is a section that lists the Start Read, End Read, and Difference for both kWh delivered and received. The "RCV" difference is the renewable kWh amount that the customer is being credited.

Data Owner: [Energy Solutions](#)

GEN: Solar Subscription

Solar Subscription is an optional renewable energy program that lets customers support solar energy generation without installing solar panels on their home/business by subscribing to solar shares.

Locations

- Hawthorn Power Plant at 8700 E Front St, in Kansas City, MO
- 2750 S Broadacres Rd, Hutchinson, KS

KS Central (Community Solar)

About the Program

- Customers enrolled will notice an increase to their bill averaging about \$10.00 - \$12.00 per share.
- This program is not subsidized by other customer's rates; it has no effect on those who choose not to participate.
- Commercial and Residential customers are both eligible, including tenants and property owners.
- Solar charge is a fixed cost for up to 20 years.
- The number of kWh per solar share they receive each month varies based off actual solar production:
 - An estimated range per solar share is 50 - 300 kWh.
 - Solar kWh are subtracted from total electric usage before fees and riders are calculated. (This causes the bill impact to be approx \$10.00 - \$12.00 higher for average residential customers).

Questions

If the customer has additional questions, the program manager, Katie Panek, may be reached at:

- Email: renewables@evergy.com - Send the customer's inquiry and contact information and someone will contact the customer directly. Note: Email can be provided to a customer if they request it.
- Phone: 316-299-7425 - Transfer the customer or provide the phone number for contact.

View [Community Solar Customer FAQ](#) on Evergy.com and [Solar Subscription FAQ](#) for more information.

Program Options

- Five year minimum commitment and 20 year maximum. After 20 years, the solar unit becomes part of our normal generation.
- After five years, customers can opt out of remaining contract.
- No penalty for stopping service before contract expires; contract becomes void.
- If moving within the EKC territory, the Solar Subscription automatically moves with the customer.
- Once a spot opens up because of movement, a wait list is available.

Number of Solar KW Shares Available:

- Residential - one to four shares
- Commercial - one to 99 shares (possibly more; contact Katie Panek to inquire)

Eligible Account Classes and Rates

Fixed rates per solar share for each account class:

ACCOUNT CLASS	FIXED PRICE PER KW SHARE
Residential	\$29.63
Small General Service	\$29.42
Small General Service - Church Option	\$28.82
Medium General Service - Winter (Non-Summer)	\$17.82
Medium General Service - Summer	\$18.81
Large General Service ILP	\$17.49
Large General Service - Secondary ILP - Secondary	\$17.64
Large General Service - Transmission ILP - Transmission	\$17.21
Standard Educational	\$18.97

Enrollment Online Only

Customers don't have to be registered in My Account to apply. CSRs may help customers fill out the [online form](#):

- Confirm with the customer he/she realizes they are committing to this for the agreed terms - you may then select "I have read the Terms and Conditions".
- You will need to know basic account info as well as: number of kW shares, own/rent, and length of commitment.
- Once all shares are sold, customers can still apply online. A wait list is available in case shares open up due to customers moving.
- Things considered when reviewing the account: current account balance and payment history, usage history.

Cancellation Requests

Requesting to cancel Solar Subscription but still continue electric service:

- Customers have no long-term commitment. They can end participation after 12 months.
- They will not be rebilled for the months they were enrolled in Solar Subscription.
- Send a To Do to Billing (BILL or BILLWK) for cancellation.
- Do NOT Issue a Stop Service for the solar meter only.

Escalations & Billing Issues

- Transfer call to CSS as normal.
- If further escalation, send Katie Panek a detailed email to renewables@evergy.com for customer callback.

Solar Share Changes

- Requests to change to solar share amounts can only be made through Katie Panek.
- Email share change request to Katie Panek.

Metro & MO West

Customers may subscribe to solar shares amounting to up to 50% of 12-month energy usage in Missouri, and up to 100% in Kansas. The average increase for a Solar Subscription customer who chooses to offset their usage by 50% is approximately \$10 to \$30 more a month depending on the season, the solar array production, and customer's usage.

Benefits

- All Kansas and Missouri customers can purchase solar energy, whether they own or rent a home.
 - If they move within the same Evergy service area, their subscription will move with them.
 - If they move out of the Evergy service area, they can stop their subscription.
- Solar Subscription does not lower a customer's energy bill, but subscribing will help support solar power without the large upfront costs of installation and maintenance costs of panels.
- Subscribers lock in their energy price for up to 25 years.

Sign Up

To participate in the Solar Subscription program, customers must visit the [Solar Subscription](#) page on evergy.com to sign up to learn more. For more information about the program, direct customers to the [Solar Subscription Fact Sheet](#) on evergy.com. KS Metro customers enrolled on a Time of Use Rate Plan are not eligible to have both programs. Note: Once enrolled in the program, the customer's account will be noted and the rate updated.

Note: Solar Subscription customers must remain enrolled in the program for 12 months before they can cancel their subscription. MO Metro and MO West Solar Subscription customers are only eligible for the Default Time Based Plan rate. After 12 months, if the customer wants to switch to a different TOU plan, they can cancel their solar subscription and move to a different rate at that time.

Billing

The Solar Subscription charge will appear on the monthly bill the month after the solar production occurs. The customer's share of solar production is subtracted from the energy their household consumes for the billing month.

- Energy used is greater than the solar subscription amount:
 - The customer's share of solar production is subtracted from the energy used for the billing month. The remaining energy consumption will be billed on the standard rate, including all applicable riders and charges. For example, if a household uses 391 kWh/month and the customer has shares in the Solar Subscription program, totaling 360 kWh/month, the 360 kWh will be billed at the Solar Subscription rate and the remaining energy used ($391 - 360 = 31$ kWh) will be billed at their standard rate.

- Energy used is less than the solar subscription amount:
 - Kansas Metro: The net energy will be a Solar Credit to the customer at the then current ECA charge. For example, the customer has a solar subscription block totaling 1675 kWh, but uses 712.72 kWh during their billing cycle, the customer is billed for their solar subscription block and service charges, a Solar Credit is applied, and all other charges are billed at zero usage. Note: This scenario is common most where a customer is enrolled with 100% offset.
 - Missouri: The net energy will be zero for that month. Note: Since Missouri only allows for enrollment up to 50% of the annual usage, this scenario is not common.

The Solar Block Subscription Charge for participating in this program is made up of two costs. Note: Subscribers will see the charge reflected as a separate non-energy line item on the bill each month.

- The Solar Block Energy Charge recovers the total costs for the solar resource used to serve the program.
- The Services and Access Charge covers the costs of Transmission and Distribution (T&D) infrastructure.

See the [Solar Subscription page](#) of evergy.com for bill examples.

Note: KS Central tariffs expanded the program to allow Solar Subscription to be available if a new solar array is established.

Questions

If the customer has additional questions:

- Review the bill with the customer.

- Discuss the offset percentage the customer selected. A lower offset percentage correlates with a lower bill increase.
- See the [Solar Subscription Fact Sheet](#) on evergy.com.
- Review the [Solar Subscription](#) FAQ.
- If a customer wants to change their percentage or ask more detailed questions. Send a detailed email to renewables@evergy.com with the customers contact information and request. The program manager (Katie Panek) will check the customer's offset percentage and contact them back. Note: If a customer requests to speak to someone, transfer the customer to 316-299-7425 or provide the phone number or email for contact. Do not use the "Solar Hotline" option in Finesse to transfer.

Data Owner: [Corporate Communications](#)

PRO: Enroll in Residential Peak Adjustment Rate (Default Time Based Plan)

The Residential Peak Adjustment Rate, also called "Default Time Based Plan", is an optional rate for customers receiving normal Residential service (Rate Schedule R). When Missouri customers are moved to a mandatory time of use rate, this rate will be the default for most customers who have not opted into a different rate. This rate encourages customers to shift consumption habits from higher-cost time periods to lower-cost time periods. Usage during on-peak periods is charged an additional amount and usage during the super off-peak period incurs a credit. The rate is offered as General Use, Net Metering, Parallel Generation, Solar Subscription, and Low-Income Solar Subscription.

Note:

- The Residential Peak Adjustment (Default Time Based Plan) rate is tiered and most like our current standard rates. It is important to note that although it's the most similar, it may not be the most beneficial. Use the Compare My Rate tool to guide the customer.
- Currently, this is the only rate available to Net Metering, Parallel Generation, Solar Subscription customers. View additional rate details on evergy.com.

MARKETING NAME	TARIFF NAME	SERVICE AGREEMENT	RATE CODES	RATE SCHEDULES
Default Time Based Plan (formerly Peak Reward Saver)	<ul style="list-style-type: none"> • Residential Peak Adjustment 	<ul style="list-style-type: none"> • Residential Peak Adjustment Service 	<ul style="list-style-type: none"> • MO Metro: 	<ul style="list-style-type: none"> • MO Metro:

			<ul style="list-style-type: none"> ○ 1RPKA (Standard) ○ 1RPKANM (Net Meter) ○ 1RPKAPG (Parallel Generation) ○ 1RPKAS (Solar) ○ 1RPKALIS (Low-Income Solar) ● MO West: <ul style="list-style-type: none"> ○ MORPA (Standard) ○ MORPANM (Net Meter) ○ MORPAPG (Parallel Generation) ○ MORPAS (Solar) ○ MORPALIS (Low-Income Solar) 	<ul style="list-style-type: none"> ○ KMRPKA (Standard) ○ KMNRPKA (Net Meter) ○ KMNRPKA (Parallel Generation) ○ KMRPKAS (Solar) ○ KMRPKALS (Low-Income Solar) ● MO West: <ul style="list-style-type: none"> ○ GMRPA (Standard) ○ GMNRPA (Net Meter) ○ GMRPAP (Parallel Generation) ○ GMRPAS (Solar) ○ GMRPALIS (Low-Income Solar)
<p>Who's it for: Everyday or reward-focused energy users. Savings Level: Some energy shifting effort and some flexibility needed year-round to avoid peak hours. Tip: Earn bill credits when you shift your large appliance use overnight.</p>				

Eligibility

- Available to single-metered residential premises or individually-metered living units in a multiple occupancy residential premise.
- Premise has AMI meter.
- Single-phase primary domestic dwellings or adjacent buildings such as separately metered garages or barns (not used commercially).
- Three-phase residential service that were served as three-phase previously.
- Not available for Temporary, Seasonal, Three-phase Standby, Supplemental, Resale, or single-metered multi-occupancy residential service.

Enrollment

Determine if the customer has active service, is transferring service, switching rates, is a new customer, or is a Net Meter or Parallel Generation customer and follow the appropriate enrollment process below.

Notes:

- Once a customer enrolls in a TOU rate, they are no longer eligible to switch back to a non-TOU rate at that premise. Escalations should be managed using normal channels.
- Customers may switch between TOU rates without restriction; however, it is strongly recommended that customers stay on a TOU rate of their choosing for at least three months to understand usage patterns and determine impact. Switching to another TOU rate option does not guarantee savings for the customer.
- When the account is enrolled on a new rate, the deposit will be refunded. If the deposit is the result of tampering/diversion, email revenueprotection@evergy.com. Include URGENT - TOU Rate Change – Please Reassess Deposit in the Subject of the email. Following this process will prevent a deposit as the result of tampering/diversion from being refunded.
- If customer has questions on their Rate Education Report see [GEN: Rate Education Reports](#) for examples. Net Metering, Parallel Generation, and Solar Subscription customers will not receive a RER, but instead will receive an [email](#) notifying them of the rate change.
- Customers no longer receive Start/Stop notification emails when a rate change occurs. This is inclusive of all rate changes in all divisions regardless of how it is completed including on the web, via campaign in CCB, or manually.
- If the customer is currently on a Separately Metered Heat rate and wants to switch to a TOU rate, follow the process in [PRO: Rate Change Requests](#).

Customers with Active Service:

New Customers or Customers Transferring Service:

Pricing Periods

Pricing periods are established in Central Time, every day, year-round including holidays.

- On-Peak: 4:00 p.m. - 8:00 p.m.
- Super Off-Peak: 12:00 a.m. - 6:00 a.m.

Summer and Winter (Non-Summer) Seasons

The four Summer months are defined as June - September. The eight Winter (Non-Summer) months are defined as October - May. Customer bills for meter reading periods including one or more days in both seasons will reflect the number of days in each season.

MO Metro (1RPKA)

PRICING PERIODS	SUMMER SEASON	WINTER SEASON (NON-SUMMER)
Customer Charge	\$12.00	\$12.00
Energy Charge (per kWh)	First 600 kWh per month: \$0.14094 Next 400 kWh per month: \$0.14094 Over 1000 kWh per month: \$0.15094	First 600 kWh per month: \$0.12233 Next 400 kWh per month: \$0.07532 Over 1000 kWh per month: \$0.06681
Peak Adjustment Charge <ul style="list-style-type: none"> • Added per kWh used • 4:00 p.m. - 8:00 p.m. 	\$0.01000	\$0.00250
Off-Peak Adjustment Credit <ul style="list-style-type: none"> • Credited per kWh used • 12:00 a.m. - 6:00 a.m. 	\$0.01000	\$0.01000

Note: No Holidays are observed on this plan. Peak pricing applies everyday, year-round.

Hourly Pricing Image



MO West (MORPA)

PRICING PERIODS	SUMMER SEASON	WINTER SEASON (NON-SUMMER)
Customer Charge	\$12.00	\$12.00
Energy Charge (per kWh)	First 600 kWh per month: \$0.11829 Next 400 kWh per month: \$0.11829 Over 1000 kWh per month: \$0.12829	First 600 kWh per month: \$0.09784 Next 400 kWh per month: \$0.07718 Over 1000 kWh per month: \$0.07718
Peak Adjustment Charge <ul style="list-style-type: none"> • Added per kWh used • 4:00 p.m. - 8:00 p.m. 	+ \$0.01000	+ \$0.00250

Off-Peak Adjustment Credit <ul style="list-style-type: none"> Credited per kWh used 12:00 a.m. - 6:00 a.m. 	- \$0.01000	- \$0.01000
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Note: No Holidays are observed on this plan. Peak pricing applies everyday, year-round.

Hourly Pricing Image



Data Owner: [Billing](#)

PRO: Rate Change Requests

If the customer is requesting a change to Time of Use or Demand rates, see the table below. For all other rate change requests, follow the guidelines in the [Other Rate Changes](#) table.

TOU or Demand Rate

IF	THEN
MO Metro or MO West customer enrolled on a Time of Use Rate and requests to change rate	Use the Applicable Campaign to select the desired rate package for the customer. See the appropriate rate page on the Time of Use Menu for the full procedure.
A Metro or MO West account has the following condition(s): <ul style="list-style-type: none"> • Enrolled on Separately Metered Heat • A temporary meter exists on the premise • A barn or shed meter exists • Net metering or parallel generation • The premise was switched from commercial to residential 	Send a To Do to Billing and include the customer's rate choice and all pertinent details. Billing will update the customer's account with the new rate and ensure any additional service agreements (such as HPS, APP, PAs) are moved over accurately. <ul style="list-style-type: none"> • Advise the customer: <i>You will be billed monthly on the <State rate name here> beginning <Next bill date>. Shift your usage patterns going forward to maximize your savings. If you have any questions on rates or need to make changes, you can visit our website at www.evergy.com/plans.</i>
The customer is starting new service in Metro or MO West	Select the desired rate option in the Start Option field of the Start request. See the appropriate rate page on the Time of Use Menu for the full procedure.
The customer is in KS Central	See the KS Central (Active, New or Transferring Service) and Metro & MO West (New and Transferring Service) section of PRO: Enroll in Time of Use Rate (Nights & Weekends Plan) .

Other Rate Changes

IF	THEN
<p>Commercial customer wants to change to Residential rate</p>	<p>All Divisions:</p> <ol style="list-style-type: none"> 1. Gather premise information: <ul style="list-style-type: none"> o Ask the customer if the dwelling includes all necessary living quarters such as a kitchen, bathroom and bedroom, which are required for residential rates. Barns and garages are considered Residential as long as they are on the same property and not used for Commercial business. o Ask the customer if they are operating a business out of their home. If yes, advise that premises still may be considered Commercial, depending on usage, even if premises includes required living spaces. 2. Advise to obtain occupancy permit from local governing body. Note: Some smaller cities/towns do not require occupancy permits. City/county property zoning does not count as proof of residential use. <p>The occupancy permit can be emailed, mailed, or sent via fax to:</p> <ul style="list-style-type: none"> o Raytown <ul style="list-style-type: none"> o Email: custserv@evergy.com o Fax: 816-654-1304 o Mail: Evergy Billing Services, P.O. Box 11739, Kansas City, Missouri 64138-0239 o Wichita <ul style="list-style-type: none"> o Email: customerinquiry@evergy.com o Mail: Evergy Billing Services, P.O. Box 208, Wichita, KS 67201 3. If an occupancy permit is not required by the city/town: <ul style="list-style-type: none"> o Send a To Do to Billing with the current rate, requested rate, and effective date. Billing will initiate a Field Activity to verify the premise is residential. 4. Note the Customer Contact with all details. <p>Billing Responsibility</p> <p>Billing will review occupancy permit to determine whether the account qualifies for a Residential rate. If it does, the new rate will be changed on the last read date (i.e., the next bill generated will be calculated on the new rate) and the account will be noted.</p>

IF	THEN
Residential customer wants to change rate to Commercial Rate	<p>Ask the customer if they have a registered business name.</p> <ul style="list-style-type: none"> • If yes, see PRO: Verify Start Service Eligibility to validate commercial customer. • If no, add a detailed Customer Contact and send a To Do to Billing with the current rate, requested rate, and effective date. Billing will change the rate to the last read date (i.e., the next bill generated will be calculated on the new rate) and note the account.
Any other rate change request	<p>According to Commission rules, we must assist customers with selecting a rate, see PRO: Compare Customer Rates. However, the customer is ultimately responsible for choosing the most beneficial rate. If a new rate is more beneficial:</p> <ol style="list-style-type: none"> 1. Offer to change the rate as of the last read date. 2. Explain to the customer the rate is in effect for a minimum of 12 months. Note: Missouri TOU customers may switch between TOU rate options; however, it is strongly recommended they remain on a TOU rate of their choosing for at least three months to better understand usage patterns. 3. Send a To Do to Billing with the current rate, requested rate, and effective date. If the customer has had service for less than seven months, note in the To Do to credit the account for the difference of the rates.

Cancel a Pending CMR Rate Migration Task (Change My Rate)

Rates changed via the Applicable Campaign create a self-service task alert (1 Open CMR Rate Migration task(s) found) to complete the rate change. If a customer requests to change to a different rate while an existing request is pending, whether the request was made online or with a CSR, email custopscissupport2@evergy.com to have the CMR Migration task order canceled. Then, create a Customer Contact Reminder for yourself to enter a new Campaign for the requested rate for the following bill cycle with a Trigger Date of the next business day. Advise the customer the rate will be updated as of the next bill date. See [PRO: Add a Customer Contact Reminder](#) for process details.

Billing after a Rate Change

After a rate change, the customer may experience either a long bill or a billing statement that includes charges from the old service agreement (SA) and the new SA depending on when the rate is changed during the billing cycle:

- Long Bill

The long bill (more than 30 days) occurs when the customer enrolls in a new rate at least 14 days after their most recent bill processing date.

Example: The customer bills on September 1, selects their new rate to be effective on September 20, and their next bill processes on September 23.

- - The bill processed on September 23 will only include a billing segment for the closing service agreement (SA) for the previous rate (usage dates September 1 – September 19). The next bill processed on October 23 will be a long bill (usage dates September 20 – October 23).

- Multiple SAs on the Bill Statement

If the customer enrolls on a new rate within 14 days of their last bill process date, the customer will receive a bill for the full cycle broken into two billing segments: the closing SA for the previous rate and the new SA for the selected TOU rate.

Example: The customer bills on September 1, selects their new rate to be effective on September 3, and their next bill processes on September 23.

- - The bill processes on September 23 includes a billing segment the closing SA for the previous rate (usage dates September 1 – September 2) and a billing segment for the new TOU rate (usage dates September 3 – September 23).

Data Owner: [Billing](#)

REF: Income Eligible Solar Subscription

The purpose of the Income Eligible Solar Subscription Pilot Rider Program is to provide a limited number of income qualified residential customers the opportunity to voluntarily subscribe to the generation output of a solar resource and receive electricity from solar resources with no increase to their monthly bill.

Program participants will subscribe and pay for solar blocks of 500 watts each. The maximum number of solar blocks available to a customer will be capped at up to 50% of the customer's annual load set at the time of enrollment. Energy produced by the subscribed solar blocks will offset an equivalent kWh amount of energy participants receive and are billed for under their standard rate. A maximum of approximately 1,000 solar blocks (or shares) will be available for subscription with the initial offering of 500 solar blocks per territory, or approximately 250 customers (125 per territory). This program may be expanded depending on customer interest and commission approval, after successful completion of the initial offering and evaluation. Customers may view more details [online](#).

Eligibility

- Account cannot be delinquent or in default status
- Available to any income-qualified residential customer currently receiving permanent electric service under retail rate schedules in Missouri.
- Participants must meet one of the following income eligible requirements:
 - Annual household income at or below 200% of the Federal Poverty Level (FPL), as set by the U.S. Department of Health and Human Services (HHS), or at or below 80% of area median income. OR:

2022 FEDERAL POVERTY GUIDELINES								
Persons in household	1	2	3	4	5	6	7	8
Total Annual Income	\$27,180	\$36,620	\$46,060	\$55,500	\$64,940	\$74,380	\$83,820	\$93,260

-
- Participant in at least one of the following government assistance programs OR:
 - Supplemental Nutritional Assistance Program (SNAP)
 - Women, Infants, and Children (WIC) Nutritional Program
 - Medicaid
- Participant is in at least one of the following financial assistance programs OR:
 - Emergency Rental Assistance Program (ERAP)
 - Economic Relief Pilot Program (ERPP)
 - Low-Income Energy Crisis Intervention Program (ECIP)
 - Homeowner Assistance Fund (HAF)
- Participant is in Evergy's Income-Eligible Weatherization (IEW) program.
- Income qualified also refers to tenant occupants meeting one of the following requirements:
 - Documented participation in federal, state, or local affordable housing program including LIHTC, HUD, USDA, State HFA, and local tax abatement for low income properties
 - **Location is in a census tract the company identifies as low income using HUD's annually published "Qualified Census Tracts" as a starting point**

- Rent roll documentation where at least 50% of units have rents affordable to households at or below 80% of area median income as published annually by HUD
- Documented tenant income information demonstrating at least 50% of units are rented to households meeting one of these criteria at or below 200% of the federal poverty level or at or below 80% of area median income, or the property is on a waiting list for, or is currently participating in, or has in the last five years participated in the Weatherization Assistance Program
- Account cannot be on any other renewable energy program
- **Customers receiving Un-metered, Lighting, or Net Metering are ineligible for this Program while participating in those service agreements.**

Enrollment

Participants will be enrolled on a first-come, first-served basis. Service under this Rider will be limited to the Solar Blocks available to the jurisdiction. Customers applying, but not allowed into the program due to Solar Block unavailability, will be placed on a waiting list and incorporated into the program in the order they are received. Should Solar Blocks become available due to construction of additional solar resources or subscription cancellations, customers on the waiting list will be offered the opportunity to subscribe. Participants may cancel or revise their subscription at any time (increase in subscription level is subject to available capacity).

- Customer must complete the online Participation Agreement: [Income Eligible Solar Subscription](#)
- If approved, Billing will review the adjustment values, apply the rider, and ensure the account bills correctly.
- Contracts are automatically renewed annually until the customer opts out.

To unenroll, CSRs should email renewables@evergy.com with all applicable customer information and detail to have the customer removed from the program.

Monthly Billing

- The monthly energy production of the solar resource will be measured and applied to each participant based on their subscription level. Energy production will be applied to the monthly billing statement one month after it occurs.
- The customer's share of the solar resource energy production will be subtracted from the metered energy consumed by the customer for the billing month.
- Any remaining energy consumption will be billed under the rates associated with the customer's standard rate schedule.

**EXHIBIT D
IS CONFIDENTIAL IN ITS ENTIRETY**

**IT CONTAINS INFORMATION
NOT AVAILABLE TO THE PUBLIC.**

ORIGINAL FILED UNDER SEAL

Dear [Name],

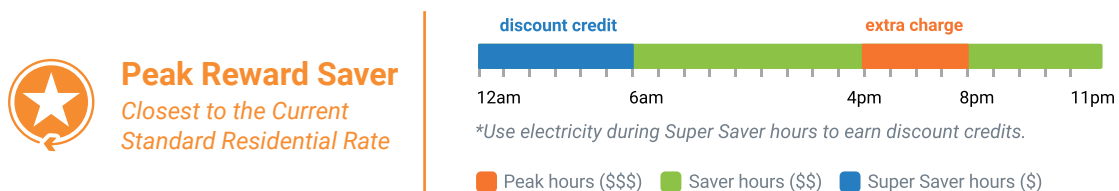
Your new time-based rate plan is coming soon.

You may have heard that Missouri is moving to new time-based rate plans this fall. The Missouri Public Service Commission (MPSC), which regulates Evergy, has required some utilities to transition to time-based rate plans. That means what you pay for energy will be aligned with the cost to produce it. This is not a rate increase, and the new time-based rate plans provide less expensive energy most of the day.

As a participant in our Net Metering program, your rate plan with Evergy will change to the Peak Reward Saver plan in October.

The **Peak Reward Saver** plan is similar to your current plan in that it is a tiered plan, with rates that change based on the amount of energy used, and with variation in the summer and winter. Additionally, on the Peak Reward Saver plan, the time of day you use energy can also make a difference, with a small surcharge (one-cent or less per kWh) during peak hours of 4-8 pm, and a corresponding one-cent bill reward credit during off-peak hours of midnight to 6 am every day.

The Peak Reward Saver plan is the only plan currently available for Net Metering customers.



What's next?

This letter is to inform you of the upcoming change, but no additional action is needed from you. Beginning with your October bill cycle, your energy will be billed on the Peak Reward Saver Plan. If you have question, contact our Time-Based Rate Plan Hotline at **1-800-541-0407** or visit [evergy.com/SaverPlans](https://www.evergy.com/SaverPlans).

Why is Missouri moving to time-based plans?

Supply and demand play an important part in the overall cost to produce energy. When there is a high demand for energy during the peak hours, producing energy becomes more expensive. On the other hand, when energy demand is lower, the cost to produce energy goes down. With the new time-based rate plans, you'll pay less for energy during the off-peak times, which are most of the time, and more during the few peak hours.

Why can't I pick one of the other time-based rate plans?

The MPSC has ordered that Net Metering customers move to the Peak Reward Saver plan. This is partly due to Missouri state statute that specifies how net metering is to be calculated and when it is to be available. The Peak Reward Saver plan is currently the only rate plan that meets the Missouri statute criteria.

Are there changes to my net metering agreement?

Although your rate plan is changing, your net metering agreement is not. Just as now, Evergy will purchase energy from you at the Cost to Fuel rate.

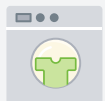
How to save on the Peak Reward Saver plan.

This plan is very similar to your current rate, but you can save money by shifting some energy to overnight times. You don't need to avoid using energy altogether during peak hours but try to shift when you use large appliances to off-peak hours when the cost of energy is lower. For example...



Delay running your dishwasher

Use your dishwasher timer to delay running it until after peak hours.



Adjust when you use your dryer

Electric dryers use more energy than washing machines, so you'll save even more money when you wait for off-peak hours to dry your clothes.



Use a smart thermostat to automate off-peak savings

Schedule your smart thermostat so your heating/cooling system doesn't run as long during peak hours.



Be mindful of peak hours

Reduce energy consumption during peak hours of 4-8 pm when demand and costs are higher.

Are you on the Average Payment Plan?

The change to time-based rate plans does not affect our Average Payment Plan (sometimes called Level Payment or Budget Billing) program and you can still be on Average Pay with these new rates.

**Evergy Metro, Inc. d/b/a Evergy Missouri Metro and
Evergy Missouri West, Inc. d/b/a Evergy Missouri West**

Docket No.: EW-2023-0199

Date: January 19, 2024

CONFIDENTIAL INFORMATION

The following information is provided to the Missouri Public Service Commission under CONFIDENTIAL SEAL:

Document/Page	Reason for Confidentiality from List Below
Attachment D	1

Rationale for the “confidential” designation pursuant to 20 CSR 4240-2.135 is documented below:

1. Customer-specific information;
2. Employee-sensitive personnel information;
3. Marketing analysis or other market-specific information relating to services offered in competition with others;
4. Marketing analysis or other market-specific information relating to goods or services purchased or acquired for use by a company in providing services to customers;
5. Reports, work papers, or other documentation related to work produced by internal or external auditors, consultants, or attorneys, except that total amounts billed by each external auditor, consultant, or attorney for services related to general rate proceedings shall always be public;
6. Strategies employed, to be employed, or under consideration in contract negotiations;
7. Relating to the security of a company's facilities; or
8. Concerning trade secrets, as defined in section 417.453, RSMo.
9. Other (specify) _____.

Should any party challenge the Company’s assertion of confidentiality with respect to the above information, the Company reserves the right to supplement the rationale contained herein with additional factual or legal information.