

FILED  
February 7, 2024  
Data Center  
Missouri Public  
Service Commission

# Exhibit No. 207

Staff – Exhibit 207  
DR 0176  
File No. EO-2024-0002



207

rev'd 1/30/24

Evergy MO Metro and MO West  
Case Name: 2023 EMM\_EMW Customer Account Data Production  
Case Number: EO-2024-0002

Requestor Lange Sarah -  
Response Provided November 30, 2023

Question:0176

Is Evergy able to determine, on a given day, the total number of customers served on that day by (a) Evergy Missouri Metro, or (b) Evergy Missouri West? (c) Please explain the process taken to determine the total number of customers served on a given day. Data Request submitted by Sarah Lange ([sarah.lange@psc.mo.gov](mailto:sarah.lange@psc.mo.gov) <<mailto:sarah.lange@psc.mo.gov>>)

RESPONSE: (do not edit or delete this line or anything above this)

**Confidentiality:** PUBLIC

**Statement:** This response is Public. No Confidential Statement is needed.

**Response:**

- (a) Yes
- (b) Yes
- (c) A query would need to be developed to pull in the desired type of customers either by rate code, customer class, and/or other characteristics for the division(s) (Evergy Missouri Metro and/or Evergy Missouri West) of interest that had an active service agreement on the targeted historical date. The query would then perform a count function to summarize how many service agreements were active on that date. There are multiple points throughout the creation of the query where testing occurs to ensure targeted data points are accurately reflected in the results, as well as multiple rounds of testing when the query's initial draft is complete to validate the desired results are achieved.

In order to provide historical views of customer counts either by a specific month historically or a month-over-month view, additional queries would need to be developed for each request to provide those different data sets. Additionally, the queries would need to be further developed if request requirements stipulate a one-time data pull or if the data is required to be pulled regularly at some frequency (e.g., execute monthly).



**Information provided by:** Brad Walsh, Sr. Manager Customer Analytics & Automation

**Attachment(s):**

**Missouri Verification:**

I have read the Information Request and answer thereto and find answer to be true, accurate, full and complete, and contain no material misrepresentations or omissions to the best of my knowledge and belief; and I will disclose to the Commission Staff any matter subsequently discovered which affects the accuracy or completeness of the answer(s) to this Information Request(s).

Signature /s/ *Brad Lutz*

Director Regulatory Affairs