

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

In the Matter of a Collaborative Workshop for )  
 Customer Education and Outreach Regarding )  
 the Introduction of Default Time-of-Use Rates ) File No. EW-2023-0199  
 by Evergy Metro, Inc. d/b/a Evergy Missouri )  
 Metro and Evergy Missouri West, Inc. d/b/a )  
 Evergy Missouri West )

**RESPONSE TO ORDER DIRECTING TRANSITION REPORTING**

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

Please see the attached<sup>1</sup>, as detailed below:

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

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

<sup>2</sup> The Report Appendix contains responsive data previously provided that has not changed and is largely expected to remain static.

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

Respectfully submitted,

*/s/ Roger W. Steiner*

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

**CERTIFICATE OF SERVICE**

I hereby certify that a true and copy of the foregoing was emailed on this 9<sup>th</sup> day of February  
2024 to counsel for all parties.

*/s/ Roger W. Steiner*

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Roger W. Steiner

**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: February 9, 2024

CONFIDENTIAL INFORMATION

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

Document/Page	Reason for Confidentiality from List Below
Exhibit A	1 and 3
Exhibit B	1 and 3

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.