

Sample Public Comments and Complaints to PSC - Evergy TOU

Consumer Comment No.	Date Filed	City	State	Consumer Comments
P202400267	10/19/2023	Kansas City	MO	<p>Good Morning,</p> <p>I just wanted to reach out to you about the misleading rate plan change enforced by Evergy. Evergy sent many emails about the rate plan change, however they did not divulge in their marketing that when you chose your new plan that it would start immediately and not when the rate plans would go into effect October 2023. My family experienced at least two billing cycles of the higher rate plan unbeknownst to me. When I spoke with an Evergy supervisor she stated that there is nothing that could be done. I feel that this way is extremely deceptive practice. I know that I'm not the only one that this affected. Nevermind that we have a monopoly. It's not like I can change if I'm unhappy. Thank you for taking time to read this</p>
P202400253	10/2/2023	Kansas City	MO	<p>Customer called asking why they don't just leave us alone and let us keep going like we're going. The summer is sweltering, and the winter is freezing because we can't run air or furnaces because it's peak time and they'll charge us more money. We ought to have the right to opt out.</p>
P202400244	9/29/2023	Gladstone	MO	<p>(Customer) stated that Evergy has provided horrible education & customer service related to TOU rates & that the CSR's are poorly trained. PSC explained TOU rates better than the company did.</p>
P202400229	9/22/2023	Raytown	MO	<p>Today I tried to make my tier plan selection, before the October 1 deadline. When I selected the new plan, I received the following error message: "Rate plan changes can only be made by individuals that are financially responsible for the account. View Account Holders"</p> <p>I called Evergy, and spoke to a representative who told me this is a known issue, and submitted a ticket on my behalf. I then called the PSC Consumer Hotline. The gentleman said this was the first time they had received this complaint. I wanted to follow this up in writing because many people are trying to make their selection before the October 1 deadline.</p> <p>Thank you!</p> <p>To the members of the PUC,</p>
P202400222	9/21/2023	Blue Springs	MO	<p>I am appalled at the rollout of the time based rate plans. It is obvious that a lot of money was spent on full color promotional materials with special emphasis on giving the public next to no information as to how to actually figure out the best plan to pick.</p>
P202400218	9/20/2023	Kansas City	MO	<p>I am opposed to them wanting to take away the option to change rate plan during the year because that allows me to choose a cheaper plan depending on the time of year. Taking that away sounds more like it would benefit Evergy and not the customers.</p>
P202400214	9/19/2023	Liberty	MO	<p>I have contacted each of my elected Representatives; City, State and Federal, Governor, Lt. Governor & Attorney Generals Offices expressing my concern as a Citizen and Taxpayer regarding the subjective decision forcing Missouri Residents into "Time Based" rates without Choice.</p>
P202400209	9/18/2023	Raymore	MO	<p>From a consumer's perspective, the communication and rollout of TOU Plans by Evergy has left a lot to be desired.</p>
P202400193	9/14/2023	unknown	MO	<p>People are not going to save money with this new rate schedule. The Commission should care more about the customers and saving them money than worrying about the company. This system stinks and is not going to save anyone money.</p>
P202400167	9/5/2023	Kansas City	MO	<p>"Due to these new rate plans that you (the gov't) is forcing upon is I will most likely have to sell my house that I've had for only a year. I bought the house because it's all electric in hopes to save money. Now my bill will be going up at least 13% w/ these new rates. Evergy is a monopoly and we have no choice to go elsewhere."</p>

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P202400123	8/23/2023	Kansas City	MO	"Evergy's communication with customers regarding the rate plan selection seems to suggest that there will be some significant financial benefits by bidding by the rules but I don't see that there will be any. It seems to be more about electricity conservation and environmental stewardship and that is not in the information they are sending us."
P202400121	8/22/2023	Kansas City	MO	Hello, I'm writing to express my detest of the newly mandated electrical rates imposed by the Missouri Public Service Commission. These new plans will unfairly target millions of customers who are already struggling to make ends meet while staying cool in record-setting temperatures.
P202400120	8/22/2023	NA	MO	Customer called stating that Evergy has not given her adequate information. From 4-8, 8-11, and 12-6, they're telling it's an extra charge. What is the amount? They're comparing her to efficient neighbors. Where are they? She can't see this.
P202400112	8/15/2023	Urich	MO	My electric bill is all ready high and now it will even be high due to peak hours. These are hours when most people are home from work. You are forcing us to set in the dark or find other means of light. Most people live on a limited income. Now you are putting more stress on people.
P202400092	8/7/2023	Raymore	MO	The approved electric rate increase lacks transparency on fund allocation, burdens consumers, and may discourage clean energy adoption. Low-income families will suffer, and alternatives to the increase were insufficiently explored. The benefits to customers are unclear, and the phased TOU implementation lacks proper education. Reconsideration is crucial for consumer interests and sustainable energy promotion.
P202400082	8/2/2023	Raytown	MO	I have an issue with the way Evergy is implementing its new time of use rates. It's difficult to find the plans on the company's website. You have to provide your address and zip code, and then it's confusing to try to assess the various plans and made sense of how best to choose the plan that will benefit the consumer. Also, the increase in rates for peak hours from 11 cents to three times that is excessive.
P202400053	7/21/2023	Lee Summit	MO	"This implementation was not though through very well by the PSC. This is going to really hit customers next summer and now I blame the PSC. People can choose when they're going to use their dishwasher but they're not going to turn their AC off during the peak heat hours. Thats stupid."
P202400021	7/7/2023	Kansas City	MO	Evergy would not be doing the rate plan options unless it lined their pockets. The educational material that was sent out to us is not informative at all. It is confusing and it is frightening. I cannot believe the PSC would allow this. Something needs to be done to correct this.
P202302289	6/29/2023	kansas City	MO	The new Time of Use rates will hurt everyday average consumers making them pay more for no reason. Missouri Public Utilities Commission,
P202400242	9/29/2023	Weston	MO	Your goal... your only goal is to keep prices low for us Missourians and keep us on a path to enrich our lives. Well you have failed, and miserably so. Why would you deny KCP&L the right to raise our rates for years, then this year give them a way to murder our rates. 4X's what our former plan was is now the norm. Not only that... it is time based rates so it kills us because Missouri kids get home at 3:30pm and parents get home at 5:00pm and now we can't run an air conditioner or even heat our homes till 8pm without a major surcharge! That is an outrage and I will look for every possible way to replace every single one of you on the MPUC.
P202400241	9/28/2023	Gower	MO	Fellow Missourian Customer called stating that it seems like they're screwing the public and not helping us. No matter what he does his rates are going up. Everything has gone up in price.

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P202400238	9/26/2023	Fillmore	MO	<p>I am writing to request that we, Evergy customers, can keep our current plans. I had no idea that five people had the power to force us to lose our current rate plan, tell us when we should and should not use our appliances and air-conditioners. The people on fixed incomes, the elderly, the impoverished will feel the brunt of this “big-brother” power move. Reconsider placing yet another financial burden on your fellow Missourians.</p> <p>Missouri Public Service Commission My wife and I are adamantly opposed to the “time of use” rate changes being mandated by MPSC. This has been extremely confusing for most people, especially senior citizens like us. We feel the Commission has overstepped their bounds and don’t have the best interests of consumers in mind. We strongly recommend you withdraw this mandate.</p>
P202400227	9/22/2023	Country Club	MO	
P202400220	9/20/2023	St. Joseph	MO	<p>I am a resident of St. Joseph, MO and a customer of Evergy at my personal home as well as a rental house. I am totally opposed to any mandate -- so-called mandate -- to have a "time of use" rate imposed on my home. I do not have one of the NEST thermostats and do not like the idea of a public utility having control over my heating and cooling options. I am confused and disappointed that we even have to comment on any rate changes!!</p>
P202400219	9/20/2023	Cosby	MO	<p>With the upcoming mandated change in rate plans that is being required by the PSC, it is going to cost many Missourians, my self included, more money who rely on all electric heating and cooling. The benefit to requiring this change for those all electric customers will be marginal. The phrase “benefit at other’s expense” comes to mind.</p> <p>I urge the psc to allow Evergy to keep the all electric plan for those customers that are currently on it. There is absolutely zero benefit that TBRP’s will have for these customers besides costing them more to provide heat when needed most.</p> <p>Thanks</p>
P202400206	9/18/2023	Carrollton	MO	<p>The reason for this letter is I'm concerned with the time of use plans Evergy is coming out with that you seem so happy to mandate.</p>
P202400200	9/15/2023	Glasgow	MO	<p>Do to your decision Evergy says they have been forced to go to a time based rate energy rate. This should be highly illegal, A company should not be able to charge different rates for the same energy just because of the time the energy is used. This is price gouging, and is immoral. Who ever came up with this plan to force Missouri citizens to be forced into this energy plan should be removed from office immediately. I'm asking you to do the right thing here. This should not be forced on anyone. Especially in this current inflation and economy.</p>
P202400191	9/14/2023	Maryville	MO	<p>I am sending this letter to ask that you do not change the billing to time based. All of my family in Maryville are scared they will have to go without AC or Heat at some time due to the astronomical costs associated with the new structure.</p>

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P202400182	9/12/2023	St. Joseph	MO	<p>What is going on with Evergy electric? They say we have to choose a plan that they say your mandating them to do. Between 4 and 8 they can charge up to 10 times more for electricity. In my opinion this is price gauging the public just because there is more demand for electricity at that time when people get off work. Need to look at Facebook, I think this problem is going viral and Evergy says you're making them do this. I wonder how many commissioners have stock in these utilities, Makes a person wonder..</p> <p>As a former VP of sales I would never present my customer with an array of confusion like Evergy has done. No one I have talked to understands the plans.</p>
P202400128	8/25/2023	Platte City	MO	
P202400107	8/14/2023	Belton	MO	<p>I am an Evergy customer that will be forcibly subjected to the policy changes coming this fall. Your vote to implement these changes far surpasses your duty as commissioners to simply ensure we have access to AFFORDABLE energy without overstepping your authority to telling us what behaviors we should or should not be modifying. This needs to be delayed indefinitely and I am calling upon you to reverse course immediately.</p>
P202400100	8/11/2023	Belton	MO	<p>I do not understand why we are being forced into these time of use rates. We needs government officials that are standing up for us! Not allowing all of this!</p>
P202400099	8/9/2023	St. Joseph	MO	<p>We are being forced to change our home electrical service plans by Evergy, and they are telling us that it is because of requirements of the PSC.</p>
P202400087	8/4/2023	Blue Springs	MO	<p>"This new TOU is very confusing and difficult to understand for those of us who are not savvy with technology. Groceries, gas, mortgages and now utilities are going up but wages are not going up. I cannot work due to health issues. These increases have been going on for years and it isn't fair. This is a nightmare and not fair."</p>
P202400029	7/10/2023	Lees Summit	MO	<p>(Customer) is upset/opposed to the TOU rates. Says this is extraordinarily publicly stupid to make a decision like this when people are being reassessed on property taxes. This is being forced on them & is so dumb. He says he is speaking for thousands of people on his neighborhood facebook page who are upset about this.</p>
P202400022	7/7/2023	Saint Joesph	MO	<p>I cannot believe you would allow Evergy to have a rate increase and then allow this latest's scam too the public where we have to select some energy program by October. This selection only lines the pockets of the company by more than doubling the kilowatt cost between the the hours of 4-8PM. This is prime time for workers but as a retired person I will still be doubling my costs because I will not be turning off my air conditioner.</p>
P202400018	7/6/2023	Blue Springs	MO	<p>(Customer) received notice on her billing statement about Time of Use rates starting in October. She does not agree with Time of Use rates & that I was able to explain Time of Use rates better than anyone else at Evergy she has spoke with.</p> <p>Every has been advertising that rates go in to effect October 31st. I chose my rate plan as we were asked to but NOWHERE did it state the rate plan would take effect when we chose.</p> <p>Evergy is misleading customers. The website states-</p>
CI202400377	10/2/2023	Riverside	MO	<p>This change in Missouri goes into effect around October 1. However, you don't need to wait to choose a new plan.</p> <p>I want my rate adjusted to what to what I was paying until October 1st. Every is refusing to adjust it.</p> <p>They are misleading customers.</p>