

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

**STAFF’S INFORMATIONAL PLEADING AND  
FREQUENTLY ASKED QUESTIONS**

**COMES NOW** the Staff of the Missouri Public Service Commission (“Staff”), by and through the undersigned counsel, and for its *Staff’s Informational Pleading and Frequently Asked Questions* states as follows:

1. Staff is aware of significant interest and confusion related to the rollout of Evergy’s time-based rates from customers, media, and elected officials. Staff has prepared this informational pleading consolidating information related to Case Nos. ER-2022-0129 and ER-2022-0130 for the convenience of customers, media, and elected officials, to address key areas where Staff has observed instances of confusion.

2. Neither Evergy Missouri Metro nor Evergy Missouri West have general rate increase requests pending in Missouri. The rate plan changes that will be impacting residential customers of these utilities during the October 2023 – December 2023 timeframe were ordered in November of 2022. In January of 2023, a general rate increase did take effect for both Evergy Missouri Metro and Evergy Missouri West. That rate increase order included changes to how residential customers are billed for electricity. Because of the importance of Evergy adequately educating customers, the Commission ordered that the rate plan changes would be held off until October of

2023 so that Evergy would have time to educate and prepare customers. The rate plan changes for residential customers included in that order included a shift to time-based rates for all residential customers and the elimination of discounts that had been provided to customers with electric space heating and “all electric” customers.

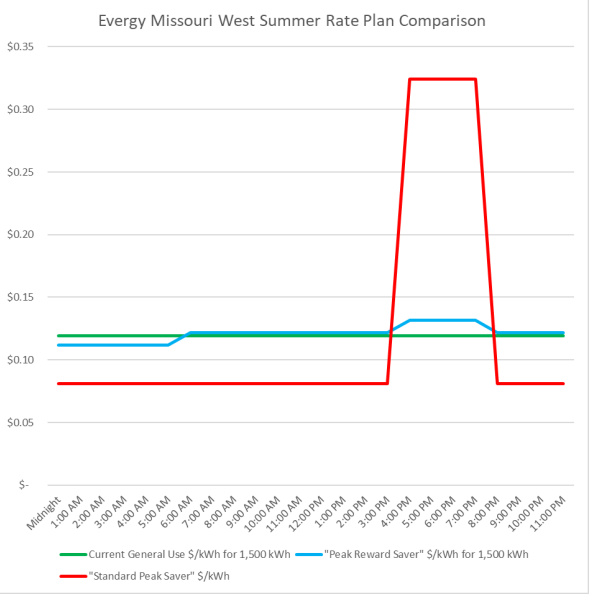
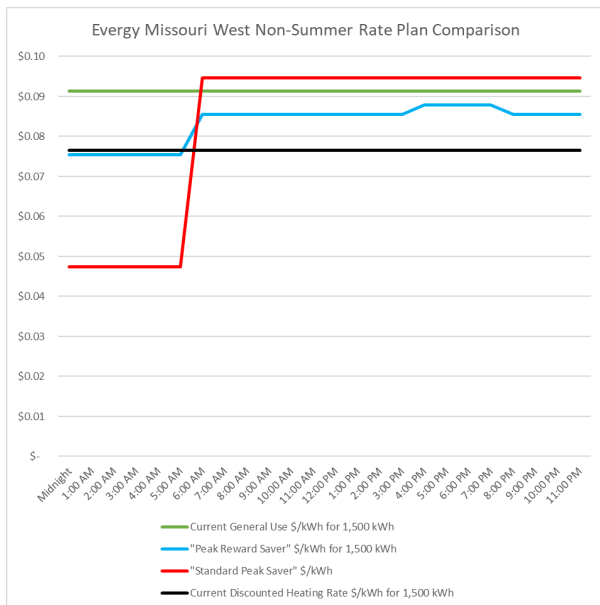
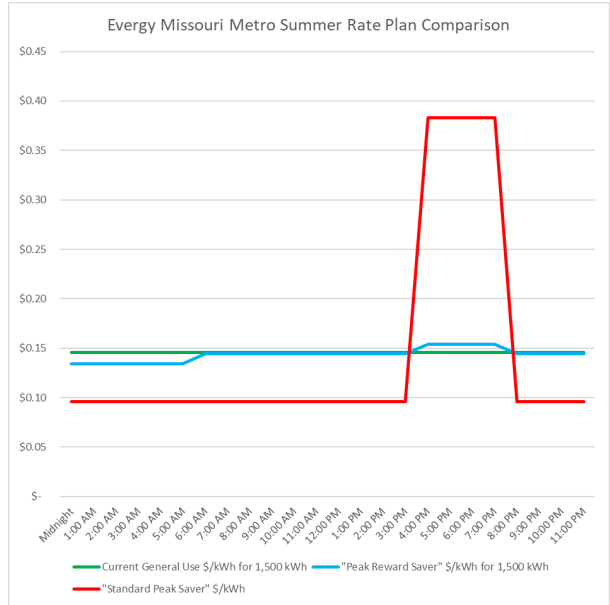
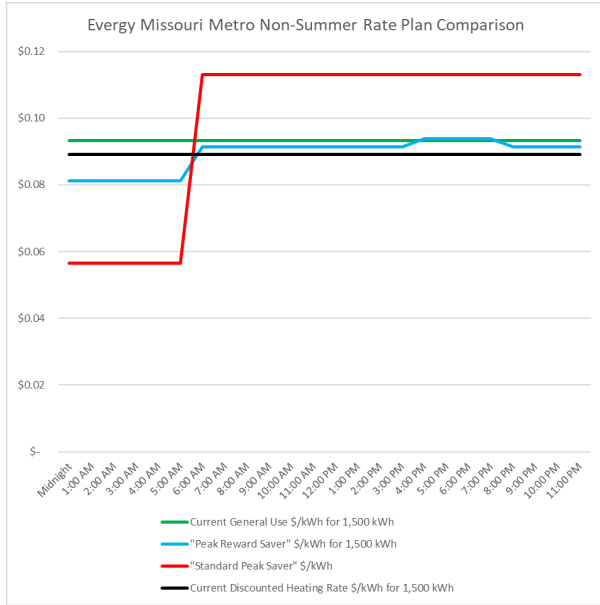
3. Evergy’s profit level fluctuates constantly, but the time-based rate plans were designed so that Evergy receives the same profit level on average as it would have received under the existing rate plans. The higher prices during summer weekday afternoons are offset by lower prices in all other hours of the summer. During non-summer months, the overnight very low energy prices are offset by slightly higher rates during the daytime. However, these rates will be the same for all customers whether those customers have “all electric” homes or use electric space heating. Customers who did not receive these discounts will see their bills, on average, go down. Customers who have been receiving these discounts will see their bills, on average, go up. To see how a customer will be impacted, please visit Evergy’s website to compare what a bill for your past usage pattern would look like under the various rate plans.

4. It is somewhat complicated to directly compare an individual customer’s charges for electric usage on today’s General Use rate plans and discounted rate plans, because those plans are not time-based, but rather change the charge per kWh used based on the total number of kWh used in a given month. For this illustration, the average usage rate that would be experienced for a customer using 1,500 kWh is provided across all hours.<sup>1</sup> The figures below show average usage rates for customers on the current Residential General Use rate plan and the discounted Space Heating rate plan, as well

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<sup>1</sup> For summer usage, the discounted rates are generally equivalent to the General Use rate.

as showing the usage rate for each hour of the day under the “Standard Peak Saver” rate plan and the “Peak Reward Saver” rate plan.



Note, the "Standard Peak Saver" peak rate does not apply on weekends and holidays. The average usage rates experienced on the "Peak Reward Saver" will vary by the total amount used in a given month. The off peak discount on the "Peak Reward Saver" plan is 1 cent per kWh for all kWh used from midnight until 6 am, every day of the year. The Summer season peak adder is 1 cent per kWh for all kWh used between 4 and 8 pm in the summer, and the rest of the year the peak adder for kWh used between 4 and 8 pm is one-quarter-of-one cent (\$0.0025).

There are four key takeaways from these illustrations.

(1) These illustrate that the summer on peak rate is much higher than the current summer usage rates, but that the lower rates in place during other hours offset the increase in rates in place in the peak hours under normal weather conditions. This is why, on average, Evergy is not expected to receive more or less revenue from residential customers due to this change in default rate plan.

(2) These illustrate that for customers who are concerned about changing to a time-based rate plan, the "Peak Reward Saver" plan will produce average usage rates that are comparable to current rate plans, with a moderate time-based price signal.

(3) These illustrate that time-based rate plans charge time-based rates YEAR ROUND. While significant attention has been paid to the summer rate designs, it is important for customers to understand that how they are billed will be changing sometime between October-December of 2023.

(4) These illustrate that customers who were on a discounted space heating rate should expect – on average – a bill increase due to the elimination of the discounts, and that customers who were not receiving a discount should expect – on average – a bill decrease due to elimination of the discounts. This change coincides with introduction of the time-based rate plans on a default basis, but is not directly related to the time-based rate plans themselves.

5. Attached are some Frequently Asked Questions customers may have. For questions not included, customers may reach out to Evergy, or contact the Commission’s Consumer Services Department at 1-800-392-4211, or the Office of the Public Counsel at 1-866-922-2959. For more information on the Commission’s decision, please review the Commission’s Amended Report and Order in Case Nos. ER-2022-0129 and ER-2022-0139, filed in EFIS on December 8, 2022.

**WHEREFORE**, Staff prays the Commission accepts its *Staff’s Informational Pleading and Frequently Asked Questions*.

Respectfully submitted,

**/s/ Nicole Mers**

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**CERTIFICATE OF SERVICE**

I hereby certify that true and correct copies of the foregoing were served electronically to all counsel of record this 19th day of July, 2023.

**/s/ Nicole Mers**

## **Frequently Asked Questions**

### **Evergy Missouri West And Evergy Missouri Metro Time-Of-Use Rates**

**Q. I keep seeing information on default time-of-use rates. What is that?**

A. Evergy's last rate case included changes to how residential customers are billed for electricity. The new rate plans charge you more for energy used during peak times, when people place the most demand and energy costs are highest, and to charge you less for energy used at other times when people have lower demand and energy costs are lower. There are several different time-of-use rate plans available, but all residential rate plans will reflect time-of-use pricing. The default time-of-use rate plan is branded "Standard Peak Saver." Other time-based rate plans are available, one with a lower rate difference for customers who desire a more predictable bill comparable to current rate plans, and some with higher rate differences for customers interested in more actively managing their energy usage. All rate plans reflect the different cost of energy available to customers in all seasons of the year and hours of the day.

**Q. When must I choose a plan?**

A. Evergy was ordered to transition all residential customers to time-based rate plans in the period of October-December, 2023. Your exact transition date depends on your service territory and billing cycle. Contact Evergy for more details. If you do not choose a plan, Evergy will transition you to the "Standard Peak Saver" rate plan. However, you can choose to move to the "Standard Peak Saver" rate plan, or any other time-of-use rate plan that you are eligible for service under any time before or after your defaulting date. Evergy will not default customers onto a different time-based rate plan if they have already selected one.

**Q. What happens if I do nothing?**

A. For most customers, if no action is taken prior to the date Evergy has selected to transition customers, the customer will transition to the “Standard Peak Saver” rate plan. There are exceptions. For customers with an active net metering agreement, the rate being marketed as “Peak Reward Saver” will be your new rate plan. It is in the tariff under the name “Residential Peak Adjustment Service.” Customers who have opted out of AMI metering will be billed on the Residential General rate plan, and will continue paying additional charges associated with meter reading. Customers who were already on a ToU rate may choose a different plan, but if they do nothing they will continue on the tariffed “three period time of use” plan, which Evergy is rebranding as “Night and Weekend Saver.”

**Q. What if I am homebound, work from home, or am on a fixed income? Can I run my air conditioner between 4 pm and 8 pm?**

A. Even on time-based plans, most customers will not see significant changes in their annual electric bill from what they have experienced. This is because the rates in the plans were calculated to reduce the charges for other usage to make up for the increase in charges for peak usage. To reduce monthly spikes in summer bills, small steps to spread usage away from peak hours may be possible for many customers. Precooling, or reducing your home’s temperature a little cooler than usual before 4:00, can help reduce how much energy your air conditioner uses during the on peak period. Waiting until after 8:00 to turn on a dryer or run a dishwasher can help avoid a higher electric bill. For customers who choose to transition to the “Peak Reward Saver” plan, the extra



charge for on-peak usage is only an extra cent per kWh. Customers on more advanced time-based plans may require more aggressive energy management practices to achieve a favorable bill outcome. Customers who are unable to take on aggressive energy management practices should be cautious about selecting a more advanced time-based plan to avoid month-to-month bill volatility.

**Q. When will I begin being charged differently for the energy I use?**

A. Evergy will begin moving customers to a new time-based plan in October of 2023 and complete the transition for all customers by December of 2023. The exact date a customer will be transitioned is not known at this time. While significant attention has been given to the summer rate designs, it is important for customers to understand that how they are billed will be changing sometime in October-December of 2023.

**Q. On the “Standard Peak Saver” rate plan, won’t my bill be higher since the summer on peak rate is much higher than the current summer usage rates?**

A. While the “Summer Peak Saver” rate for usage during on-peak hours is higher than the current summer per-kWh rates for residential customers, the “Summer Peak Saver” rate for usage during off-peak hours is lower than the current summer usage rates. Across all residential customers, the lower rates in place during other hours offset the increase in rates in place in the peak hours under normal weather conditions. To see how you as an Evergy customer will be impacted, please visit Evergy’s website to compare what a bill for your past usage pattern would look like under the various rate plans.

**Q. I want my bill to change as little as possible.**

A. For customers who are concerned about changing to a time-based rate plan, the “Peak Reward Saver,” rate plan is very similar to the current Residential General rate design. The time of day when you use energy has the least impact on your bill on this plan. The “Peak Reward Saver” plan will produce average usage rates that are comparable to current rate plans, with a moderate time-based price signal. To see how you as a customer will be impacted, please visit Evergy’s website to compare what a bill for your past usage pattern would look like under the various rate plans.

**Q. Should I expect the change in rate plans to cause my bill to go up or to go down?**

A. It depends. Because of the elimination of the discounted space heating and discounted “all electric” rate plans, customers who were on a discounted rate should expect – on average – a bill increase due to the elimination of the discounts, and customers who were not receiving a discount should expect – on average – a bill decrease due to elimination of the discounts. This change coincides with introduction of the time-based rate plans on a default basis, but is not directly related to the time-based rate plans themselves. To see how you as a customer will be impacted, please visit Evergy’s website to compare what a bill for your past usage pattern would look like under the various rate plans. However, depending on the plan that you choose, you will have the ability to change the timing of some of your energy usage, which will impact your monthly bill.

**Q. I'm having trouble paying my electric bill. Are there resources for assistance or to avoid big changes in my bill month-to-month?**

A. If you are having trouble paying your bill please consider 1) contacting your local Community Action Agency; 2) pursuing Level Pay/Average Payment Plan/Budget Billing; or 3) seeking weatherization assistance. Please contact Evergy for more information regarding these options.

**Q. Are time-based rates going to be in place for all of Missouri?**

A. No. The Missouri Public Service Commission only regulates Investor-Owned Utilities in Missouri. Those utilities are Evergy Missouri West, Evergy Missouri Metro, Ameren Missouri, and Liberty (The Empire District Electric Company). The Missouri Public Service Commission has entered orders and approved tariffs to transition almost all residential electric customers of regulated utilities to Time-Based rates. Ameren and Liberty transitions are occurring on their own timelines and their own processes are governed by different orders and tariffs than the Evergy Missouri Metro and Evergy Missouri West processes. Other utilities in the state such as municipal utilities and cooperatives are not regulated by the MPSC. Some have time-based rate plans as options, some as mandatory plans, and some use a time-based demand charge to set customer monthly bills.

**Q. Do I still have to pay Riders FAC, EEIC, & RESRAM?**

A. Yes. These riders remain in place, and are billed regardless of the time energy is used.

**Q. I'm a business customer. Is my bill changing at my place of business?**

A. No. At this time, only residential customer rate plans are defaulting to time-based rate plans.

**Q. I'm a net metering customer, what happens to me?**

A. The rate being marketed as "Peak Reward Saver" will be your new rate plan. It is in the tariff under the name "Residential Peak Adjustment Service"

**Q. I am on Level Pay. Can I stay on Level Pay/Average Payment Plan/Budget Billing?**

A. Based on Evergy's social media posts, there may be a lapse in your Level Pay/Average Payment Plan/Budget Billing if you enroll in a ToU plan prior to defaulting to a ToU plan. This may result in your need to reenroll in Level Pay/Average Payment Plan, which may require you to pay the Level Pay/Average Payment Plan/Budget Billing balance before you can reenroll. You will need to contact Evergy directly.

**Q. I've opted out of AMI metering, what happens to me?**

A. You will continue on the Residential General rate plan, and you will continue paying additional charges associated with meter reading.

**Q. I was already a ToU Customer, are they changing my rate plan?**

A. No. You may choose a different plan, but if not, you will continue on the tariffed "three period time of use" plan, which Evergy is rebranding as "Night and Weekend Saver."

**Q. I was receiving a Space Heating discount (Space Heating rate, All Electric Rate, Two Meter Space Heating rate, etc.) should I expect a bill increase?**

A. Yes. The previously-available discounts have been eliminated and spread to all residential customers. Evergy is not keeping the money you had received before as a discount, but it results in a lower bill for all residential customers.

**Q. What are existing rates on the most common rate plans?**

A.

|   | West       | Missouri Metro |
|---|------------|----------------|
| <b>Residential General Use - Rate will be eliminated for customers with AMI*</b>  |            |                |
| Customer Charge   | \$ 12.00   | \$ 12.00       |
| First 1000 kWh/month (summer)   | \$ 0.11577 | \$ 0.14053     |
| kWh over 1000/month (summer)  | \$ 0.12623 | \$ 0.15515     |
| First 600 kWh (non summer)  | \$ 0.10465 | \$ 0.12495     |
| Next 400 kWh (non summer)   | \$ 0.08255 | \$ 0.07693     |
| Over 1000 kWh (non summer)  | \$ 0.08255 | \$ 0.06824     |
| <b>*All other non-time based rate plans are being eliminated, including "All Electric," "Other Use," "Separate Space Heating"</b> |            |                |
| <b>Residential Special Space Heating Discounted Rate Plan - Fully Eliminated this fall</b>  |            |                |
| Customer Charge   | \$ 12.00   | \$ 12.00       |
| All kWh (summer)  | \$ 0.12623 | \$ 0.14360     |
| First 600 kWh (non summer)  | \$ 0.10465 | \$ 0.10093     |
| Next 400 kWh (non summer)   | \$ 0.06387 | \$ 0.10093     |
| Over 1000 kWh (non summer)  | \$ 0.05297 | \$ 0.06553     |

**Q. What are the rates on the new default plan?**

A.

|  | West       | Missouri Metro |
|--|------------|----------------|
| <b>Tariff name: Two Period ToU - This is the new default rate plan -Evergy is branding it as "Standard Saver"</b>  |            |                |
| Customer Charge  | \$ 12.00   | \$ 12.00       |
| Peak (Summer)  | \$ 0.32412 | \$ 0.38328     |
| Off-Peak (Summer)  | \$ 0.08103 | \$ 0.09582     |
| Off-Peak (Non-Summer)  | \$ 0.09466 | \$ 0.11311     |
| Super Off-Peak (Summer)  | \$ 0.04733 | \$ 0.05656     |
| Summer: On-Peak: 4pm-8pm, Monday through Friday, excluding holidays; Off-Peak: All other hours<br>Winter: Super off-peak: Midnight-6am, every day; Off-peak: All other hours |            |                |

**Q. What are the rates on the rate plan most similar to what I'm used to?**

A.

|  | West       | Missouri Metro |
|--|------------|----------------|
| <b>Tariff name: Residential Peak Adjustment Service - Evergy is branding it as "Peak Reward Saver"</b>                     |            |                |
| Customer Charge  | \$ 12.00   | \$ 12.00       |
| First 1000 kWh/month (summer)  | \$ 0.11829 | \$ 0.14094     |
| kWh over 1000/month (summer)   | \$ 0.12829 | \$ 0.15094     |
| First 600 kWh (non summer)   | \$ 0.09784 | \$ 0.12233     |
| Next 400/month (non summer)  | \$ 0.07718 | \$ 0.07532     |
| kWh over 1,000 / month (non summer)  | \$ 0.07718 | \$ 0.06681     |
| Additional Charge for each kWh used from 4 pm - 8 pm (Summer)  | \$ 0.01    | \$ 0.01        |
| Additional Charge for each kWh used from 4 pm - 8 pm (non-Summer)  | \$ 0.0025  | \$ 0.0025      |
| Discount applied to each kWh consumed 12 am - 6 am (year-round)  | \$ 0.01    | \$ 0.01        |
| On-Peak: 4pm-8pm, Monday through Friday, excluding holidays; Super Off-Peak: 12am-6am every day; Off-Peak: All other hours |            |                |

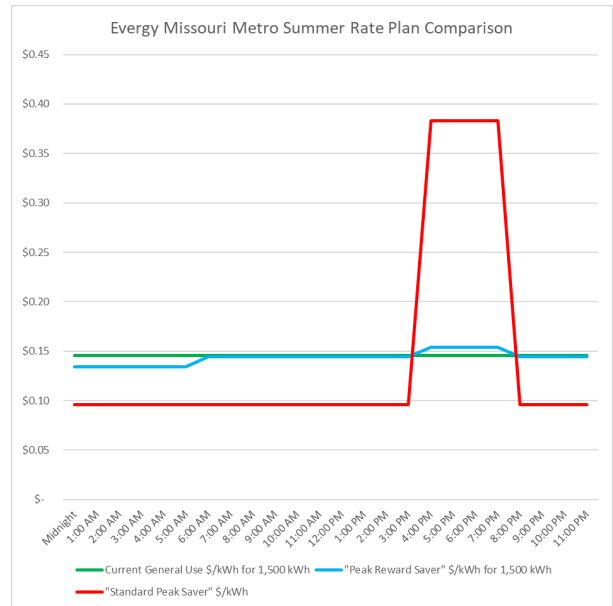
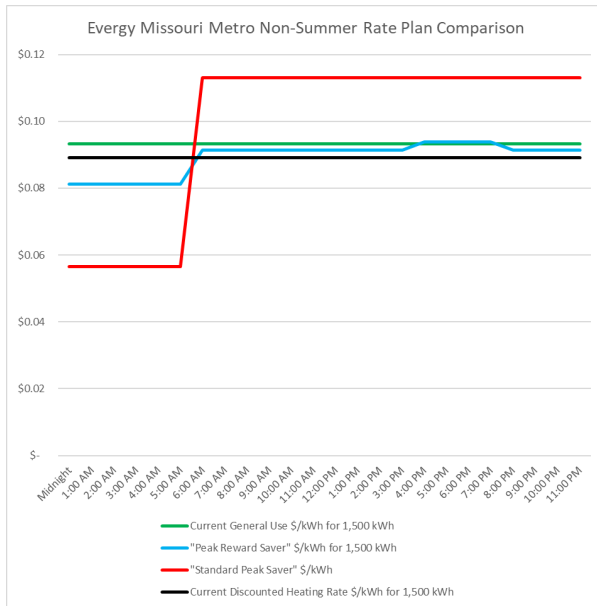
**Q. What are the rates on more sophisticated optional plans?**

A.

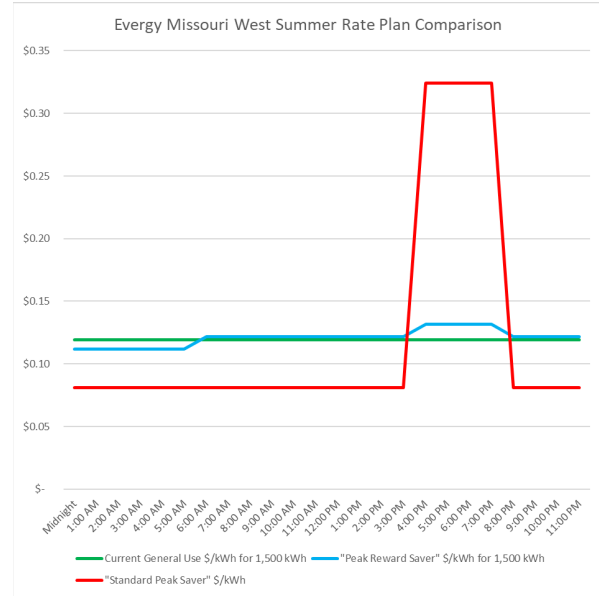
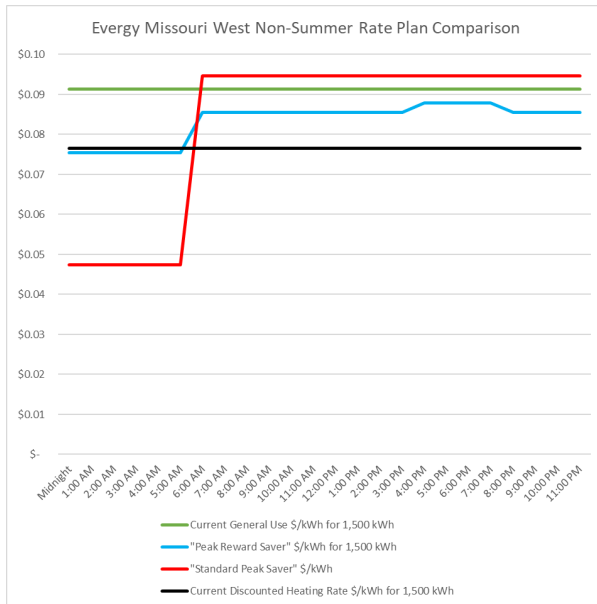
|  | West       | Missouri Metro |
|--|------------|----------------|
| <b>Tariff name: Three Period ToU - This was an optional rate already - Evergy is branding it as "Nights &amp; Weekend Saver"</b> |            |                |
| Customer Charge  | \$ 12.00   | \$ 12.00       |
| Peak (Summer)  | \$ 0.28129 | \$ 0.33803     |
| Off-Peak (Summer)  | \$ 0.09376 | \$ 0.11268     |
| Super Off-Peak (Summer)  | \$ 0.04688 | \$ 0.05633     |
| Peak (Non-Summer)  | \$ 0.22892 | \$ 0.27642     |
| Off-Peak (Non-Summer)  | \$ 0.09237 | \$ 0.10840     |
| Super Off-Peak (Summer)  | \$ 0.03881 | \$ 0.04675     |
| On-Peak: 4pm-8pm, Monday through Friday, excluding holidays; Super Off-Peak: 12am-6am every day; Off-Peak: All other hours       |            |                |
| <b>Tariff name: High Differential ToU - Evergy is branding it as "Nights &amp; Weekend Saver Max"</b>                            |            |                |
| Customer Charge  | \$ 12.00   | \$ 12.00       |
| Peak (Summer)  | \$ 0.26541 | \$ 0.35879     |
| Off-Peak (Summer)  | \$ 0.10616 | \$ 0.11960     |
| Super Off-Peak (Summer)  | \$ 0.02654 | \$ 0.02990     |
| Peak (Non-Summer)  | \$ 0.20299 | \$ 0.27305     |
| Off-Peak (Non-Summer)  | \$ 0.08119 | \$ 0.09102     |
| Super Off-Peak (Summer)  | \$ 0.02300 | \$ 0.02275     |
| On-Peak: 4pm-8pm, Monday through Friday, excluding holidays; Super Off-Peak: 12am-6am every day; Off-Peak: All other hours       |            |                |

**Q. How do these time-based rate plans compared to my current rate plan?**

A. It is somewhat complicated to directly compare an individual customer’s charges for electric usage on today’s General Use rate plans and discounted rate plans, because those plans are not time-based, but rather change the charge per kWh used based on the total number of kWh used in a given month. For this illustration, the average usage rate that would be experienced for a customer using 1,500 kWh is provided across all hours.<sup>1</sup> The figures below show average usage rates for customers on the current Residential General Use rate plan and the discounted Space Heating rate plan, as well as showing the usage rate for each hour of the day under the “Standard Peak Saver” rate plan and the “Peak Reward Saver” rate plan.



<sup>1</sup> For summer usage, the discounted rates are generally equivalent to the General Use rate.



Note, the "Standard Peak Saver" peak rate does not apply on weekends and holidays. The average usage rates experienced on the "Peak Reward Saver" will vary by the total amount used in a given month. The off peak discount on the "Peak Reward Saver" plan is 1 cent per kWh for all kWh used from midnight until 6 am, every day of the year. The Summer season peak adder is 1 cent per kWh for all kWh used between 4 and 8 pm in the summer, and the rest of the year the peak adder for kWh used between 4 and 8 pm is one-quarter-of-one cent (\$0.0025).

There are four key takeaways from these illustrations.

- (1) These illustrate that the summer on peak rate is much higher than the current summer usage rates, but that the lower rates in place during other hours offset the increase in rates in place in the peak hours under normal weather conditions. This is why, on average, Evergy is not expected to receive more or less revenue from residential customers due to this change in default rate plan.



(2) These illustrate that for customers who are concerned about changing to a time-based rate plan, the “Peak Reward Saver” plan will produce average usage rates that are comparable to current rate plans, with a moderate time-based price signal.

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