

**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 )

**EVERGY RESPONSE TO STAFF RESPONSE TO DECEMBER 18, 2023  
PRESENTATION AND REQUESTS FOR ADDITIONAL INFORMATION**

**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”) *Response to December 18, 2023 Presentation and Request for Additional Information* (“Requests”) filed in this docket on January 10, 2024, state as follows:

**EVERGY RESPONSE TO STAFF REQUESTS FOR ADDITIONAL INFORMATION**

*1. Staff’s understanding of the information Evergy presented at the December 18 workshop is when a customer attempts to switch a plan electronically the customer is informed that a plan switch takes effect on next business day. Please confirm this understanding of the current practices.*

**RESPONSE:** Staff’s understanding as stated is an accurate interpretation of Evergy’s rate change effective date practices at the time of the December 18, 2023 workshop.

*2. Staff’s understanding of the information Evergy presented at the December 18 workshop is that Evergy is attempting to update its online tool so that when a customer attempts to switch a plan electronically the customer will be informed that the plan switch will take effect on first day of next billing cycle.*

*(a) Please confirm this understanding of the proposed practices.*

**RESPONSE:** In response to a compliance concern raised by MPSC Staff around billing practices (short/long bill treatment) associated with customers changing rate plans, Evergy

implemented a change to the effective date for rate changes, changing from effective on the next business day to effective on the first day of the customer's next billing cycle. This change is effective as of 1/10/2024 and is effective whether a customer is changing their plan digitally or through a customer service representative via phone or in-person at Evergy Connect.

*(b) Please provide an estimate of the cost of changing the webpage wording to state "the first day of the next billing cycle" or comparable wording that does not contain the actual date applicable to that particular customer.*

**RESPONSE:** Evergy implemented this technical and business practice change in rate effective date in response to Staff's report suggesting Evergy being out of compliance with billing practices. The cost to implement this change is not distinguishable from generally allocated TOU implementation expenses, but it is included.

*(c) Please provide an estimate of the cost of changing the webpage to display the actual date of the particular customer's next billing cycle.*

**RESPONSE:** Evergy implemented this technical and business practice change in rate effective date in response to Staff's report of Evergy being out of compliance with billing practices. The cost to implement this change is not distinguishable from generally allocated TOU implementation expenses, but it is included.

*(d) Please provide an estimate of the cost of changing the billing system to accommodate a delay in the plan change date to the first day of the next billing cycle*

**RESPONSE:** Evergy implemented this technical and business practice change in rate effective date in response to Staff's report of Evergy being out of compliance with billing practices. The cost to implement this change is not distinguishable from generally allocated TOU implementation expenses, but it is included.

3. Provide the copy for (a) both sets of rate plan descriptions; (b) terms and conditions; and (c) copy of all webpages as screen print, including the content of expandable and explodable buttons.

**RESPONSE:** Information provided in Attachment A *Evergy Rate Plan Copy as of 01.10.2024.*

4. Evergy walked stakeholders through a “Rate Simulator” at the December 18 workshop.

(a) In regards to the cost of the module, did Evergy explore alternatives without this “Rate Simulator” feature,

**RESPONSE:** The Rate Simulator feature within the overall Rate Comparison tool, also subsequently referred to as the Rate Analysis tool, is a part of the tool and there is no additional cost for Evergy to offer this feature as part of the Rate Comparison tool.

For context, the Rate Comparison tool is not a new tool, it has been live at Evergy since October 2019, consistent with Evergy’s deployment approach for the original/2019 TOU pilot. For the 2023 time-based plan transition, as previously explained Evergy enhanced the tool to incorporate the new optional rates, but the tool, including the Rate Simulator feature, has been live at Evergy since 2019. Evergy presented the tool to the Commission, Staff, and other stakeholders several times and in many different forums since 2019, including stakeholder meetings, workshops, and on-the-record presentations.

(b) How are the bill estimates calculated? Please include how bill estimates are calculated for the variations for each answer available in the Rate Simulator survey;

**RESPONSE:** The estimated annual cost of a rate is based on the customer’s actual, historical energy use over a period of time, along with the current prices or rate structure for the given rate. \*\* [REDACTED]

[REDACTED]

[REDACTED]

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\*\*



**Shifting your energy habits can lower your costs. Not shifting may increase them.**

Answer a few questions about your energy habits to see how your costs change.

[Use Our Rate Simulator](#)

**To save, shift major appliance use away from Peak hours.**

Use timers and settings to decrease use of these appliances from 4 to 8 pm on Peak days.



Air Conditioner



Dishwasher



Washer/Dryer



Pool Pump

**Don't worry about lower electricity use products.**

Examples: Lamps, phone chargers, laptops

Continue

**Can you shift your use of major appliances on Peak days from 4 to 8 pm?**

Examples of major appliances: air conditioner, heater, dishwasher, washer, dryer.

- Most of the time
- Some of the time
- Never

[Skip this question](#)

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## Can you decrease your overall use of major appliances?

Examples of major appliances: air conditioner, heater, dishwasher, washer, dryer.

- Most of the time
- Some of the time
- Never

[Skip this question](#)

5. Please provide examples of weekly rate coach report for customers on each rate plan, and provide examples of content variations as they occur (i.e. seasonal changes to messaging).

**RESPONSE:** Please reference Attachment B *Evergy MO Rate Plan Coach 2023*. This package includes the following versions of the Behavioral Load Shaping / Rate Plan Coach emails. Please note that where MO Metro and MO West are not called out specifically, the content is the same across both divisions. Each report is labeled at the bottom of the screen with the rate and content variations.

- Default Time Based Plan
  - Intro, Weekly, Monthly, Seasonal Transition (MO Metro), Seasonal Transition (MO West)
- Summer Peak Time Based Plan
  - Intro, Weekly, Monthly, Seasonal Transition
- Nights & Weekends Plan
  - Intro, Weekly, Monthly, Seasonal Transition (MO Metro), Seasonal Transition (MO West)
- Nights & Weekends Max Plan
  - Intro (MO Metro), Weekly (MO Metro), Monthly (MO Metro), Seasonal Transition (MO Metro)

- Intro (MO West), Weekly (MO West), Monthly (MO West), Seasonal Transition (MO West)

6. *In the rate coach and related materials, how does display of summer/non-summer peak/nonpeak usage displays align with actual billing practices (i.e. billing cycle versus calendar month)?*

**RESPONSE:** \*\* [REDACTED]

[REDACTED]

[REDACTED]

[REDACTED]

[REDACTED]

[REDACTED]

[REDACTED]

[REDACTED]

[REDACTED]

[REDACTED]

[REDACTED]

[REDACTED]

[REDACTED]

[REDACTED]

[REDACTED] \*\*

7. *Please provide copies of the various Opower reports about “best plans.”*

**RESPONSE:** Please reference Attachment C *Energy MO RER 2023*. This package includes each of the Rate Education Report templates sent to customers in between August and September 2023. Each report is labeled on the bottom of the ‘front’ page with the report variation.

- a. Default Saver
- b. Alternate Saver

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- c. Neutral
- d. Non-Saver
- e. Current TOU

8. According to Staff's understanding on the information Evergy presented at December 18 workshop, Evergy is keeping ongoing tracking of rate switching. Please provide monthly reports with this information

**RESPONSE:** Evergy has been providing this in its monthly reports filed in case number EW-2023-0199. Per Commission Order Altering Reporting Requirements and Setting Presentation issued February 29, 2024, Evergy will now submit this information on a quarterly basis as directed.

9. In regards to the Rate comparison tool,

(a) Provide a list of all riders included in the analysis and explain how the rate used for each is determined. For example, is one FAC rate used for the year, or are the FAC rates in effect in a given month used?

**RESPONSE:** Evergy provides Opower a rate price file on the first of every month and prices are updated accordingly in Opower widgets.

Missouri Metro:

- KMDSIMR (Demand Side Investment Mechanism Rider)
- KMFAR (Fuel Adjustment Rider)
- BESSKM (Battery Rider)

Missouri West:

- GMDSIMR (Demand Side Investment Mechanism Rider)
- LPFAR (Fuel Adjustment Rider)
- GRESRAM (Renewable Energy Standard Rate Adjustment Mechanism Rider)
- BESSGM (Battery Rider)

(b) Provide screenshots of the customer facing explanation of the information included in part a.

**RESPONSE:** \*\* [REDACTED]

[REDACTED]

[REDACTED]

[REDACTED]



[REDACTED]

- [REDACTED]

- [REDACTED]

- [REDACTED]

- [REDACTED]

- [REDACTED]

\*

Aside from the above information, the disclaimer at the bottom of the Rate Comparison tool explains what is included in the Rate Comparison tool.

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The amounts shown here are estimates based on your electricity usage from available data using applicable rate prices and surcharges only. They do not include local taxes or fees and are rounded to the nearest \$1 (with annual estimates rounded to the nearest \$5), so they may not match your total billed amounts each month. Your estimated costs will vary based on your future energy use and future rate plan prices.

Note that, in order to ensure a full 12 months of usage is included in our annual estimates, your estimates may include more than 12 bill periods.

This rate comparison is provided for illustrative purposes only and does not constitute a representation or recommendation by Evergy as to what rate is best for you. Evergy cannot guarantee the accuracy, completeness or usefulness of the estimated cost information. Evergy expressly disclaims any and all liability for any damages of any nature (including direct, indirect, incidental and consequential) arising in connection with the use of the estimated rate comparison.

Evergy also provides bill detail descriptions on our public facing website:

<https://www.evergy.com/manage-account/billing-link/understanding-my-bill/bill-definitions>

### **EVERGY RESPONSE TO STAFF FEEDBACK**

10. Copy which Evergy presented stating, “You’re already on the lowest cost rate plan,” is misleading to customers. At a minimum, this sentence should be expanded to state, “Based on your most recent 12 months of usage, you’re on the lowest cost rate plan.” Ideally, language should be included referencing the relative risk of rate plans, and changes in usage due to weather and appliance use.

**RESPONSE:** Thank you for the feedback. Since customers with less than 12 months of data can still see this product, if we do change this copy, we will use the qualifying language “Based on your past electricity use.”

current

#### **You’re Already On The Lowest Cost Rate Plan**

If you make no changes to your usage, you’ll save the most with the **Summer Peak Time Based Plan** rate plan.

proposed

#### **You’re Already On The Lowest Cost Rate Plan**

Based on your past electricity use, you’ll save the most with the **Summer Peak Time Based Plan** rate plan.

11. The “Who’s it for” language observed during the presentation in the description of each rate plan appeared to be misleading. Staff is available for further discussion when the screenshots of this language in its current form is provided.

**RESPONSE:** We appreciate the feedback and will take it under advisement.



[REDACTED]

[REDACTED] \*\*

Customers already can save or download their emails for future reference. In fact, that's what many customers already do – in the past year Rate Coach emails have a \*\* [REDACTED] \*\* average open rate, with many emails being opened more than once. In the event a customer doesn't save the Rate Coach for future reference, customer service representatives (CSRs) can access the emailed report on an ad hoc basis to email or mail to the customer again.

\*\* [REDACTED]

[REDACTED] \*\*

*14. On the monthly bill comparison, the inclusion of the date with the month name is confusing, and should be omitted or explained if possible.*

**RESPONSE:** We appreciate the feedback and will take it under advisement alongside the previously stated design principles and experience Opower brings to the development of their products.

*15. Staff recommends Evergy develop copy for its website to include with rate comparison tools discussing for effects of major weather events or atypical events to be displayed for future events comparable to Storm Uri, the Polar Vortex, or major outages. Evergy should also consider methods to omit months with this sort of major disruption from rate comparison tools.*

**RESPONSE:** \*\* [REDACTED]

[REDACTED]

[REDACTED]

[REDACTED]

[REDACTED]

[REDACTED]

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## Table of Contents

### Compare My Rate pages 2 – 9

- Summer Peak Time Based Plan (rate codes 1RTOU2 and MORT2) pages 2 – 3
- Default Time Based Plan (rate codes 1RPKA and MORPA) pages 4 – 5
- Nights & Weekends Plan (rate codes 1RTOU and MORT) pages 6 – 7
- Nights & Weekends Max Plan (rate codes 1RTOU3 and MORT3) pages 8 – 9

### Change My Rate pages 10 – 12

- Summer Peak Time Based Plan (rate codes 1RTOU2 and MORT2) page 10
- Default Time Based Plan (rate codes 1RPKA and MORPA) page 10
- Nights & Weekends Plan (rate codes 1RTOU and MORT) page 11
- Nights & Weekends Max Plan (rate codes 1RTOU3 and MORT3) page 11
- Terms and Conditions page 12

### Start Service pages 13 – 16

- Default Time Based Plan (rate codes 1RPKA and MORPA) page 13
- Summer Peak Time Based Plan (rate codes 1RTOU2 and MORT2) page 14
- Nights & Weekends Plan (rate codes 1RTOU and MORT) page 15
- Nights & Weekends Max Plan (rate codes 1RTOU3 and MORT3) page 16


### Account Summary Call to Action 17 – 18

- Default Time Based Plan (rate codes 1RPKA and MORPA) page 17
- Summer Peak Time Based Plan (rate codes 1RTOU2 and MORT2) page 17
- Nights & Weekends Plan (rate codes 1RTOU and MORT) page 18
- Nights & Weekends Max Plan (rate codes 1RTOU3 and MORT3) page 18

### Compare My Rate

#### Summer Peak Time Based Plan (rate codes 1RTOU2 and MORT2)

Your Current Rate



### Summer Peak Time Based Plan

**\$1,275/year**

[See Monthly Estimates](#)

Only has peak pricing during the summer months

**Who's it for:** Customers who can reduce their usage during the peak time period in the summer months of June through September. If you enjoy using smart home products, like a smart thermostat or programmable appliances, and already pay attention to your energy usage, this plan option may work for you.

**Savings Level:** To save money some energy shifting effort and flexibility is needed during the summer (June-September)

**Tip:** Set your thermostat to avoid cooling during summer peak hours of 4-8 pm

Rate plan

### Summer Peak Time Based Plan

Estimated cost **\$1,275 /year**

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#### About This Plan


Only has peak pricing during the summer months

This plan features 2 time periods in the summer (peak and off-peak) and 2 time periods in non-summer months (off-peak and super off-peak).

To avoid paying a higher price for energy during the summer peak period, it will be important to shift energy usage to mornings, overnight, or weekends in the summer. The peak price occurs only during the summer months and is roughly 4 times as much as the off-peak price.

This is your current rate plan.

\$1,275/year



**Your current rate**  
Summer Peak Time Based Plan

## Compare My Rate

### Summer Peak Time Based Plan FAQs (rate codes 1RTOU2 and MORT2)

#### Frequently Asked Questions

How do I sign up?

[Answer ▲](#)

You may enroll online by selecting the "Change My Plan" button or by calling 1-800-541-0407.

How can I benefit from this plan?

[Answer ▲](#)

You will see the greatest benefit when you shift as much of your electric use away from summer weekday Peak hours of 4 to 8 pm.

How will I know if I'm saving on this plan?

[Answer ▲](#)

Once you enroll in this plan, you will receive weekly Rate Plan Coach reports letting you know how you're doing on the plan and additional tips to help you save.

Which holidays are observed on this plan?

[Answer ▲](#)

As Peak hours are only observed in the summer, 4 to 8 pm Peak pricing does not apply to Independence Day and Labor Day.

When will my service start on this plan?

[Answer ▲](#)

Your plan will be effective on the first day of your next bill cycle.

How can I shift my electricity usage away from Peak hours?

[Answer ▲](#)

The following tips will help you shift your electricity use to lower cost, saving hours.

#### Heating

If you heat your home with electricity, your heating usage can account for as much as 50 percent of your total bill. Even gas and oil furnaces use electricity to operate the fans and motors. To save, set your thermostat to operate the heating system during saving hours or turn your furnace fan to "Auto" rather than "On".

#### Cooling

During the summer, central air conditioning and heat pumps are the largest energy user in your home. Take advantage of cool night and morning air by venting your home. If you are home during the day, try to reduce the use of heat-producing appliances such as the oven, range, dishwasher, clothes washer and dryer. To save, cool your home before 4 pm and after 8 pm to avoid Peak hours. A thermostat schedule can be set to take advantage of saving hours and avoid Peak usage.

#### Laundry

Doing laundry on the weekend or during saving hours on weekdays will save you money. Consider setting a reminder or schedule your washer or dryer to run during saving hours.

#### Dishwasher

To save, use delayed start to run your dishwasher overnight.

#### Pool

To save, use a timer or manually operate your pool/spa pump and heater during saving hours. Additionally, cover your pool or spa to keep it clean and save heat. Spa covers should be well insulated.


#### EV Charger

Set your car or home EV Charger to start charging your vehicle after 12 am to get the best rate for 'fueling up' at home.



Compare My Rate

Default Time Based Plan (rate codes 1RPKA and MORPA)



**Default Time Based Plan**

Default residential rate plan, with the lowest difference in price between peak and off-peak times.

**Who's it for:** Customers who are not able to easily shift the time they use energy and are worried about the higher energy prices during the peak time period from 4-8 pm

**Savings Level:** Less savings potential, but less need to shift energy usage into off-peak time periods.

**Tip:** Shifting large appliance use outside of 4-8 pm will help reduce your overall bill year round

**\$1,295**/year

[See Monthly Estimates](#)

Rate plan

Estimated cost

**Default Time Based Plan**

**\$1,295** /year

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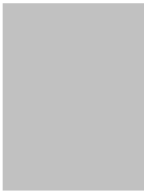
**About This Plan**

Default residential rate plan, with the lowest difference in price between peak and off-peak times.

This rate plan is closest to Evergy's past residential rate and is the default plan for residential customers. Any residential customers who do not proactively select a plan will be transitioned into the Default Time Based Plan by December 2023. This plan has the lowest difference in price between peak hours of 4-8 pm, and off-peak hours. This plan is not seasonal and applies all year. Customers who are not able to easily shift the time they use energy should consider this rate plan.

Customers get a set rate most of the day, plus earn bill discount credits for electricity used overnight. This plan has a small increase in price from 4-8 pm on energy every day, so minimizing heavy energy usage during the peak time period, will help reduce your bill. **This is Evergy's default plan for residential customers.**

Last year, this rate plan would've **increased your costs by \$20.**

\$1,295/year	\$1,275/year
	
<b>This rate</b> Default Time Based Plan	<b>Your current rate</b> Summer Peak Time Based Plan

## Compare My Rate

### Default Time Based Plan FAQs (rate codes 1RPA and MORPA)

#### Frequently Asked Questions

How do I sign up?

[Answer ▲](#)

You may enroll online by selecting the "Change My Plan" button or by calling 1-800-541-0407.

How can I benefit from this plan?

[Answer ▲](#)

You will see the greatest benefit when you shift as much of your electric use away from daily Peak hours of 4 to 8 pm.

How will I know if I'm saving on this plan?

[Answer ▲](#)

Once you enroll in this plan, you will receive weekly Rate Plan Coach reports letting you know how you're doing on the plan and additional tips to help you save.

Which holidays are observed on this plan?

[Answer ▲](#)

No holidays are observed on this plan. Peak prices, and discounts, apply every day, year-round.

When will my service start on this plan?

[Answer ▲](#)

Your plan will be effective on the first day of your next bill cycle.

How can I shift my electricity usage away from Peak hours?

[Answer ▲](#)

The following tips will help you shift your electricity use to lower cost, saving hours.

#### Heating

If you heat your home with electricity, your heating usage can account for as much as 50 percent of your total bill. Even gas and oil furnaces use electricity to operate the fans and motors. To save, set your thermostat to operate the heating system during saving hours or turn your furnace fan to "Auto" rather than "On".

#### Cooling

During the summer, central air conditioning and heat pumps are the largest energy user in your home. Take advantage of cool night and morning air by venting your home. If you are home during the day, try to reduce the use of heat-producing appliances such as the oven, range, dishwasher, clothes washer and dryer. To save, cool your home before 4 pm and after 8 pm to avoid Peak hours. A thermostat schedule can be set to take advantage of saving hours and avoid Peak usage.

#### Laundry

Doing laundry on the weekend or during saving hours on weekdays will save you money. Consider setting a reminder or schedule your washer or dryer to run during saving hours.

#### Dishwasher

To save, use delayed start to run your dishwasher overnight.

#### Pool


To save, use a timer or manually operate your pool/spa pump and heater during saving hours. Additionally, cover your pool or spa to keep it clean and save heat. Spa covers should be well insulated.

#### EV Charger

Set your car or home EV Charger to start charging your vehicle after 12 am to get the best rate for 'fueling up' at home.

Compare My Rate

Nights & Weekends Plan (rate codes 1RTOU and MORT)



**Nights & Weekends Plan**

Three time periods with different prices, overnight and weekend discounts

**Who's it for:** Customers who want to save money on their energy bill by working to shift their energy usage away from 4-8 pm during the weekdays

**Savings Level:** Effort and flexibility needed to shift your usage away from the peak hours of 4-8 pm

**Tip:** Use smart thermostats and appliance settings to shift when you use energy

**\$1,355**/year

[See Monthly Estimates](#)

Rate plan

**Nights & Weekends Plan**

Estimated cost

**\$1,355** /year

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**About This Plan**

Three time periods with different prices, overnight and weekend discounts

This is an optional time-based plan that features 3 time periods during the weekdays (peak, off-peak, and super off-peak) and 2 time periods on the weekends (off-peak and super off-peak). The plan offers a lower energy price overnight and during the day but also has a higher energy price during peak hours. To avoid an increase in your bill, work to shift your large appliance usage away from 4-8 pm.

The three time periods are in effect all year during the weekdays, but there are no peak hours during the weekends or holidays.

Last year, this rate plan would've **increased your costs by \$80.**

\$1,355/year	\$1,275/year
	
<p><b>This rate</b> Nights &amp; Weekends Plan</p>	<p><b>Your current rate</b> Summer Peak Time Based Plan</p>

## Compare My Rate

### Nights & Weekends Plan FAQs (rate codes 1RTOU and MORT)

#### Frequently Asked Questions

How do I sign up?

[Answer ▲](#)

You may enroll online by selecting the "Change My Plan" button or by calling 1-800-541-0407.

How can I benefit from this plan?

[Answer ▲](#)

You will see the greatest benefit when you shift as much of your electric use away from weekday Peak hours of 4 to 8 pm.

How will I know if I'm saving on this plan?

[Answer ▲](#)

Once you enroll in this plan, you will receive weekly Rate Plan Coach reports letting you know how you're doing on the plan and additional tips to help you save.

Which holidays are observed on this plan?

[Answer ▲](#)

When one of the following holidays falls on a weekday, the 4 to 8 pm Peak pricing does not apply: New Year's Day, Memorial Day, Independence Day, Labor Day, Thanksgiving and Christmas Day.

When will my service start on this plan?

[Answer ▲](#)

Your plan will be effective on the first day of your next bill cycle.

How can I shift my electricity usage away from Peak hours?

[Answer ▲](#)

The following tips will help you shift your electricity use to lower cost, saving hours.

#### Heating

If you heat your home with electricity, your heating usage can account for as much as 50 percent of your total bill. Even gas and oil furnaces use electricity to operate the fans and motors. To save, set your thermostat to operate the heating system during saving hours or turn your furnace fan to "Auto" rather than "On".

#### Cooling

During the summer, central air conditioning and heat pumps are the largest energy user in your home. Take advantage of cool night and morning air by venting your home. If you are home during the day, try to reduce the use of heat-producing appliances such as the oven, range, dishwasher, clothes washer and dryer. To save, cool your home before 4 pm and after 8 pm to avoid Peak hours. A thermostat schedule can be set to take advantage of saving hours and avoid Peak usage.

#### Laundry

Doing laundry on the weekend or during saving hours on weekdays will save you money. Consider setting a reminder or schedule your washer or dryer to run during saving hours.

#### Dishwasher

To save, use delayed start to run your dishwasher overnight.

#### Pool


To save, use a timer or manually operate your pool/spa pump and heater during saving hours. Additionally, cover your pool or spa to keep it clean and save heat. Spa covers should be well insulated.

#### EV Charger

Set your car or home EV Charger to start charging your vehicle after 12 am to get the best rate for 'fueling up' at home.

Compare My Rate

Nights & Weekends Max Plan (rate codes 1RTOU3 and MORT3)



**\$1,275**/year

[See Monthly Estimates](#)

**Nights & Weekends Max Plan**

Three time periods with different prices, with the highest difference in prices between time periods. Includes overnight and weekend discounts.

**Who's it for:** Very flexible energy users or those who can set large appliances, like EVs, to charge overnight.

**Savings Level:** High effort and flexibility needed to avoid using large amounts of energy during peak hours

**Tip:** Schedule your electric vehicle charger and large appliances to run overnight

Rate plan

Estimated cost

**Nights & Weekends Max Plan**

**\$1,275** /year

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**About This Plan**



Three time periods with different prices, with the highest difference in prices between time periods. Includes overnight and weekend discounts.

This optional time-based plan is similar to the Nights & Weekends Plan with three time periods, but this plan offers a higher difference in prices between the peak times and super off-peak times. It features 3 time periods during the weekdays (peak, off-peak, and super off-peak) and 2 time periods on the weekends (off-peak and super off-peak).

This plan offers a very low energy price overnight but also has the highest cost for energy during the weekday peak hours of 4-8 pm. If you can avoid the peak hours and shift usage of your large appliances to overnight, you could save money.

The three time periods are in effect all year during the weekdays, but there are no peak hours during the weekends or holidays.

Last year you would have **spent about the same** on this rate plan.

\$1,275/year	\$1,275/year
	
<p><b>This rate</b> Nights &amp; Weekends Max Plan</p>	<p><b>Your current rate</b> Summer Peak Time Based Plan</p>

## Compare My Rate

### Nights & Weekends Max Plan FAQs (rate codes 1RTOU3 and MORT3)

#### Frequently Asked Questions

How do I sign up?

[Answer ▲](#)

You may enroll online by selecting the "Change My Plan" button or by calling 1-800-541-0407.

How can I benefit from this plan?

[Answer ▲](#)

You will see the greatest benefit when you shift as much of your electric use away from weekday Peak hours of 4 to 8 pm.

How will I know if I'm saving on this plan?

[Answer ▲](#)

Once you enroll in this plan, you will receive weekly Rate Plan Coach reports letting you know how you're doing on the plan and additional tips to help you save.

Which holidays are observed on this plan?

[Answer ▲](#)

When one of the following holidays falls on a weekday, the 4 to 8 pm Peak pricing does not apply: New Year's Day, Memorial Day, Independence Day, Labor Day, Thanksgiving and Christmas Day.

When will my service start on this plan?

[Answer ▲](#)

Your plan will be effective on the first day of your next bill cycle.

How can I shift my electricity usage away from Peak hours?

[Answer ▲](#)

The following tips will help you shift your electricity use to lower cost, saving hours.

#### Heating

If you heat your home with electricity, your heating usage can account for as much as 50 percent of your total bill. Even gas and oil furnaces use electricity to operate the fans and motors. To save, set your thermostat to operate the heating system during saving hours or turn your furnace fan to "Auto" rather than "On".

#### Cooling

During the summer, central air conditioning and heat pumps are the largest energy user in your home. Take advantage of cool night and morning air by venting your home. If you are home during the day, try to reduce the use of heat-producing appliances such as the oven, range, dishwasher, clothes washer and dryer. To save, cool your home before 4 pm and after 8 pm to avoid Peak hours. A thermostat schedule can be set to take advantage of saving hours and avoid Peak usage.

#### Laundry

Doing laundry on the weekend or during saving hours on weekdays will save you money. Consider setting a reminder or schedule your washer or dryer to run during saving hours.

#### Dishwasher

To save, use delayed start to run your dishwasher overnight.

#### Pool

To save, use a timer or manually operate your pool/spa pump and heater during saving hours. Additionally, cover your pool or spa to keep it clean and save heat. Spa covers should be well insulated.

#### EV Charger

Set your car or home EV Charger to start charging your vehicle after 12 am to get the best rate for 'fueling up' at home.

## Change My Rate

### Summer Peak Time Based Plan (rate codes 1RTOU2 and MORT2)



#### Summer Peak Time Based Plan *(your current plan)*

Only has peak pricing during the summer months

This plan features 2 time periods in the summer (peak and off-peak) and 2 time periods in non-summer months (off-peak and super off-peak).

To avoid paying a higher price for energy during the summer peak period, it will be important to shift energy usage to mornings, overnight, or weekends in the summer. The peak price occurs only during the summer months and is roughly 4 times as much as the off-peak price.

[Learn More](#)

## Change My Rate

### Default Time Based Plan (rate codes 1RPKA and MORPA)



#### Default Time Based Plan

Default residential rate plan, with the lowest difference in price between peak and off-peak times.

This rate plan is closest to Evergy's past residential rate and is the default plan for residential customers. This plan has the lowest difference in price between peak hours of 4-8 pm, and off-peak hours. This plan is not seasonal and applies all year. Customers who are not able to easily shift the time they use energy should consider this rate plan.

Customers get a set rate most of the day, plus earn bill discount credits for electricity used overnight. This plan has a small increase in price from 4-8 pm on energy every day, so minimizing heavy energy usage during the peak time period will help reduce your bill. **This is Evergy's default plan for residential customers.**

[Learn More](#)

Select Plan

## Change My Rate

### Nights & Weekends Plan (rate codes 1RTOU and MORT)



#### Nights & Weekends Plan

Three time periods with different prices, overnight and weekend discounts

This is an optional time-based plan that features 3 time periods during the weekdays (peak, off-peak, and super off-peak) and 2 time periods on the weekends (off-peak and super off-peak). The plan offers a lower energy price overnight and during the day but also has a higher energy price during peak hours. To avoid an increase in your bill, work to shift your large appliance usage away from 4-8 pm.

The three time periods are in effect all year during the weekdays, but there are no peak hours during the weekends or holidays.

[Learn More](#)

Select Plan

## Change My Rate

### Nights & Weekends Max Plan (rate codes 1RTOU3 and MORT3)



#### Nights & Weekends Max Plan

Three time periods with different prices, with the highest difference in prices between time periods. Includes overnight and weekend discounts.

This optional time-based plan is similar to the Nights & Weekends Plan with three time periods, but this plan offers a higher difference in prices between the peak times and super off-peak times. It features 3 time periods during weekdays (peak, off-peak, and super off-peak) and 2 time periods on weekends (off-peak and super off-peak).

This plan offers a very low energy price overnight but also has the highest cost for energy during the weekday peak hours of 4-8 pm. If you can avoid the peak hours and shift usage of your large appliances to overnight, you could save money.

The three time periods are in effect all year during the weekdays, but there are no peak hours during the weekends or holidays.

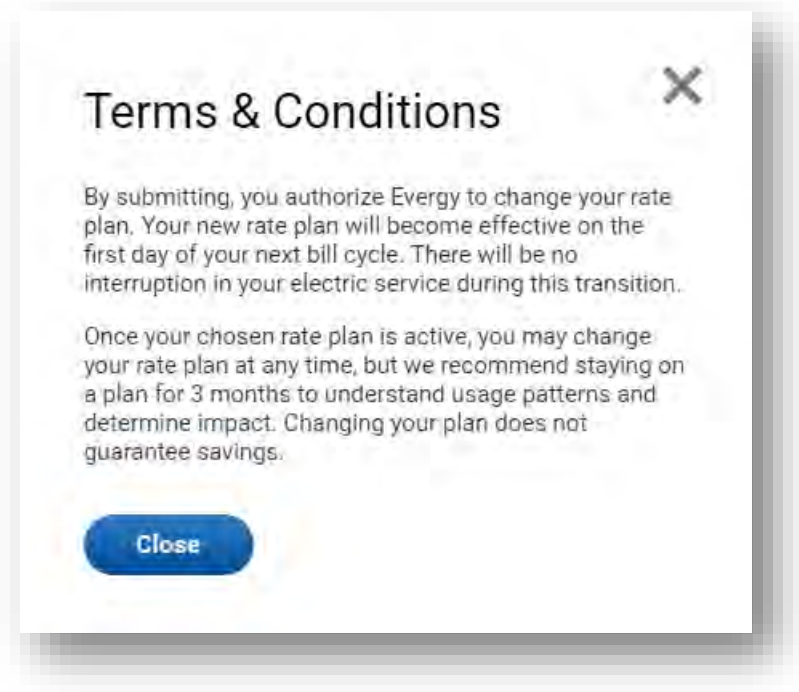
[Learn More](#)

Select Plan



**Change My Rate**

**Terms and Conditions**



The image shows a modal dialog box titled "Terms & Conditions" with a close button (X) in the top right corner. The text inside the dialog reads: "By submitting, you authorize Evergy to change your rate plan. Your new rate plan will become effective on the first day of your next bill cycle. There will be no interruption in your electric service during this transition." and "Once your chosen rate plan is active, you may change your rate plan at any time, but we recommend staying on a plan for 3 months to understand usage patterns and determine impact. Changing your plan does not guarantee savings." At the bottom left of the dialog is a blue button labeled "Close".

Start Stop Service

Default Time Based Plan (rate codes 1RPKA and MORPA)

 **Default Time Based Plan**

Default residential rate plan, with the lowest difference in price between peak and off-peak times.

Under this rate plan, the time of day you use energy affects your bill. This plan is not seasonal and applies all year. Customers who are not able to easily shift the time they use energy should consider this plan.

- **Who's it for:** Customers who are not able to easily shift the time they use energy and are worried about the higher energy prices during the peak time period from 4-8 pm
- **Savings Level:** Less savings potential, but less need to shift energy usage into off-peak time periods
- **Tip:** Shifting large appliance use outside of 4-8 pm will help reduce your overall bill year round

This rate plan is closest to Evergy's past residential rate and is the default plan for residential customers. This plan has the lowest difference in price between peak hours of 4-8 pm, and off-peak hours. This plan is not seasonal and applies all year. Customers who are not able to easily shift the time they use energy should consider this rate plan.

Customers get a set rate most of the day, plus earn bill discount credits for electricity used overnight. This plan has a small increase in price from 4-8 pm on energy every day, so minimizing heavy energy usage during the peak time period will help reduce your bill.

**This is Evergy's default plan for residential customers.**



Start Stop Service

Summer Peak Time Based Plan (rate codes 1RTOU2 and MORT2)

 Summer Peak Time Based Plan

Only has peak pricing during the summer months

Under this rate plan, the time of day you use energy affects your bill. Customers who can reduce energy usage during summer (June-September) peak hours of 4-8 pm on weekdays should consider this plan. Customers who shift energy usage to off-peak times on weekdays in the summer are rewarded with discounted prices.

- **Who's it for:** Customers who can reduce their usage during the peak time period in the summer months of June through September. If you enjoy using smart home products, like a smart thermostat or programmable appliances, and already pay attention to your energy usage, this plan option may work for you.
- **Savings Level:** To save money some energy shifting effort and flexibility is needed during the summer (June-September)
- **Tip:** Set your thermostat to avoid cooling during summer peak hours of 4-8 pm


This plan features 2 time periods in the summer (peak and off-peak) and 2 time periods in non-summer months (off-peak and super off-peak).

To avoid paying a higher price for energy during the summer peak period, it will be important to shift energy usage to mornings, overnight, or weekends in the summer. The peak price occurs only during the summer months and is roughly 4 times as much as the off-peak price.



Start Stop Service

Nights & Weekends Plan (rate codes 1RTOU and MORT)

 **Nights & Weekends Plan**

Three time periods with different prices, overnight and weekend discounts

Under this time-based rate plan, the time of day you use energy affects your bill. Pay a lower price for energy during off-peak times and on weekends. It will be important to shift energy usage away from 4-8 pm to save.

- **Who's it for:** Customers who want to save money on their energy bill by working to shift their energy usage away from 4-8 pm during weekdays
- **Savings Level:** Effort and flexibility needed to shift your usage away from the peak hours of 4-8 pm
- **Tip:** Use smart thermostats and appliance settings to shift when you use energy

This is an optional time-based plan that features 3 time periods during the weekdays (peak, off-peak, and super off-peak) and 2 time periods on the weekends (off-peak and super off-peak). The plan offers a lower energy price overnight and during the day but also has a higher energy price during peak hours. To avoid an increase in your bill, work to shift your large appliance usage away from 4-8 pm.

The three time periods are in effect all year during the weekdays, but there are no peak hours during the weekends or holidays.



Start Stop Service

Nights & Weekends Max Plan (rate codes 1RTOU3 and MORT3)

 **Nights & Weekends Max Plan**

Three time periods with different prices, with the highest difference in prices between time periods. Includes overnight and weekend discounts.

Under this time-based rate plan, the time of day you use energy affects your bill. This plan offers a very low energy price overnight but also has the highest cost for energy during the weekday peak hours of 4-8 pm. If you can avoid the peak hours and shift usage of your large appliances to overnight, you could save money.

- **Who's it for:** Very flexible energy users or those who can set large appliances, like electric vehicles, to charge overnight.
- **Savings Level:** High effort and flexibility needed to avoid using large amounts of energy during peak hours
- **Tip:** Schedule your electric vehicle charger and large appliances to run overnight

This optional time-based plan is similar to the Nights & Weekends Plan with three time periods, but this plan offers a higher difference in prices between the peak times and super off-peak times. It features 3 time periods during weekdays (peak, off-peak, and super off-peak) and 2 time periods on weekends (off-peak and super off-peak).





The three time periods are in effect all year during the weekdays, but there are no peak hours during the weekends or holidays.



**Account Summary Call to Action**

**Default Time Based Plan (rate codes 1RPKA and MORPA)**

### Explore Your Rate Plan Options

-  **Default Time Based Plan**  
Under this rate plan, the time of day you use energy affects your bill. This plan is not seasonal and applies all year. Customers who are not able to easily shift the time they use energy should consider this plan.
-  **Summer Peak Time Based Plan**
-  **Nights & Weekends Plan**
-  **Nights & Weekends Max Plan**

### Did you know?





Every offers multiple rate plans to fit your lifestyle. Visit our Rate Comparison tool to see how much you might save on a different plan.

[View My Plan Options](#)

**Account Summary Call to Action**

**Summer Peak Time Based Plan (rate codes 1RTOU2 and MORT2)**

### Explore Your Rate Plan Options

-  **Default Time Based Plan**
-  **Summer Peak Time Based Plan**  
Under this rate plan, the time of day you use energy affects your bill. Customers who can reduce energy usage during summer (June-September) peak hours of 4-8 pm on weekdays should consider this plan. Customers who shift energy usage to off-peak times on weekdays in the summer are rewarded with discounted prices.
-  **Nights & Weekends Plan**
-  **Nights & Weekends Max Plan**

### Did you know?




Every offers multiple rate plans to fit your lifestyle. Visit our Rate Comparison tool to see how much you might save on a different plan.


[View My Plan Options](#)

Account Summary Call to Action

Nights & Weekends Plan (rate codes 1RTOU and MORT)

### Explore Your Rate Plan Options

-  [Default Time Based Plan](#)
-  [Summer Peak Time Based Plan](#)
-  [Nights & Weekends Plan](#)

Under this time-based rate plan, the time of day you use energy affects your bill. Pay a lower price for energy during off-peak times and on weekends. It will be important to shift energy usage away from 4-8 pm to save.
-  [Nights & Weekends Max Plan](#)

#### Did you know?





Every offers multiple rate plans to fit your lifestyle. Visit our Rate Comparison tool to see how much you might save on a different plan.

[View My Plan Options](#)

Account Summary Call to Action

Nights & Weekends Max Plan (rate codes 1RTOU3 and MORT3)

### Explore Your Rate Plan Options

-  [Default Time Based Plan](#)
-  [Summer Peak Time Based Plan](#)
-  [Nights & Weekends Plan](#)
-  [Nights & Weekends Max Plan](#)

Under this time-based rate plan, the time of day you use energy affects your bill. This plan offers a very low energy price overnight but also has the highest cost for energy during the weekday peak hours of 4-8 pm. If you can avoid the peak hours and shift usage of your large appliances to overnight, you could save money.

#### Did you know?

Every offers multiple rate plans to fit your lifestyle. Visit our Rate Comparison tool to see how much you might save on a different plan.

[View My Plan Options](#)



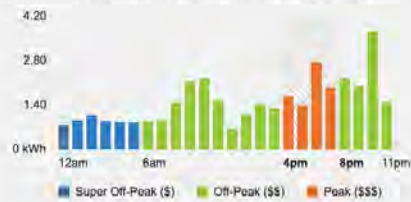
## Welcome to your weekly Rate Plan Coach, an email designed to help you save money by avoiding high-cost times

You're currently on the Default Time Based Plan which is based both on how much energy you use and when you use it. You'll receive a credit for energy used overnight during the Super Off-Peak hours of 12 to 6 am, but an additional charge is added for energy used during the daily peak hours of 4 to 8 pm.

To save, reduce your overall energy usage and shift daily electricity usage away from peak hours which are 4 to 8 pm.

### Here's how you used electricity during the weekdays

What parts of your routine could you do at off-peak times?



This data is based on your average weekday electricity use from July 20 to July 24.

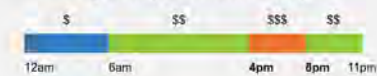
### Here's how you used electricity during the weekend

What parts of your routine could you shift to Super Off-Peak hours?



This data is based on your average weekend electricity use from July 25 to July 29.

An additional charge is added for electricity used during the daily peak hours of 4 to 8 pm.



### How can you save big during peak hours?

Appliances like these use a lot of energy. By using them at lower-priced, Super Off-Peak hours, you'll see more savings.



These low-energy appliances can be used any time: night, noon-time, phone-charge.

### How useful was this email?

Not useful at all: 1 2 3 4 5 Very useful

Unsubscribe from weekly Rate Plan Coach emails

Energy, Inc. P.O. Box 9 (METO), Kansas City, MO 64114-0009

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Pricing periods are hourly and year-round. Peak pricing hours are 4 to 8 pm and Super Off-Peak pricing hours are 12 to 6 am.

We are receiving this email as a service to your Evergy account. This email is being sent to the information partner(s) that is interested to educate you on how you can reduce electricity during peak hours. Cost and pricing predictions are estimates only and not an indication of what your actual bill will be. Your bill may vary based on factors such as your actual usage, seasonal time.



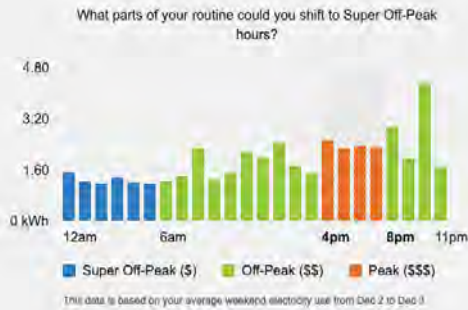
## You spent about the same amount on electricity during peak hours last week



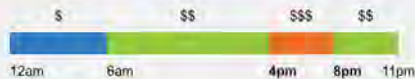
### Here's how you used electricity during the weekdays



### Here's how you used electricity during the weekend



An additional charge is added for electricity used during the daily peak hours of 4 to 8 pm.



### Ways to Save



**Open your shades on winter days for natural light and warmth**

Take advantage of winter sunlight by opening the blinds and letting natural light heat your home for free. Then you can lower your thermostat to save on heating costs throughout the day, and even more during peak hours.

SEE MORE WAYS TO SAVE

[Unsubscribe from weekly Rate Plan Cost emails](#)  
[Manage preferences](#)

Evergy, Inc., P.O. Box 410079, Kansas City, MO 64141-0679  
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Pricing periods are every day, year-round. Peak pricing hours are 4 to 8 pm and Super Off-Peak pricing hours are 12 to 3 am.

You are receiving this email as a service to your Evergy account. This email is being sent for informational purposes and is intended to educate you on how you can reduce electricity during peak hours. Cost and electricity projections are estimates only and not an assurance of what your actual bill will be. Your bill may vary based on factors such as your actual usage, taxes and fees.

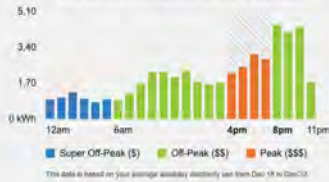
During peak hours this month, you spent the least the week of Dec 4 - Dec 10

That's \$2 less than your most expensive weeks this month



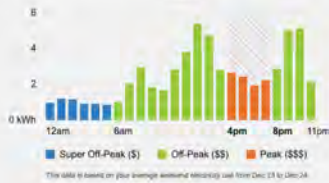
Here's how you used electricity during the weekdays

What parts of your routine could you do at off-peak times?



Here's how you used electricity during the weekend

What parts of your routine could you shift to Super Off-Peak hours?



An additional charge is added for electricity used during the daily peak hours of 4 to 8 pm.



Ways to Save



Use a microwave to cook or reheat food during peak hours

Instead of an electric stove, use a microwave or toaster oven during peak hours. You can save money and still cook when it's convenient for you.

SEE MORE WAYS TO SAVE

Is your home leaking money?



The bad news is that air leaks in your home can be costly. But the good news is that proper sealing around doors and windows can save you as much as 10% on your heating and cooling energy costs. Which is why we're offering discounts on easy-to-install Weatherstripping Kits and other air-sealing solutions in our Marketplace. Start shopping now to seal and save!

SEE DEALS

How useful was this email?

Not useful at all | 1 | 2 | 3 | 4 | 5 | Very useful

Evergy Energy Services Group, Inc. (NYSE:EVG)  
 Evergy Energy Services  
 10000 N. 112 Ave. #1000, Kansas City, MO 64114-0001  
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Peak pricing periods are every day, year-round. Peak pricing hours are 4 to 8 pm and Super Off-Peak pricing hours are 12 to 3 am.

You are receiving this email as a result of your Evergy account. This email is being sent for informational purposes and is intended to increase your use of Evergy services. You can opt out of receiving this email by clicking on the link below. If you have any questions, please contact us at 1-800-855-3333.



**Lower seasonal prices are in effect!**

Starting October 1, Evergy's summer pricing has ended for the year. While fall and winter pricing is lower than summer pricing, you can still spend less if you shift some of your large-appliance use to the 20 hours every day when off-peak pricing is in effect, especially if you have electric heating. Take a moment to review time-based pricing to maximize fall savings this fall and winter. Prices rounded to the nearest 1 cent.

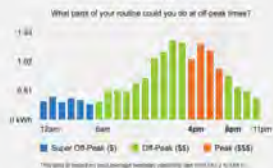
**Bonus: \$0.01 kWh Super Off-Peak Credit from 12am - 6am all year**

	Jun 1 - Sep 30	Oct 1 - May 31
1,000 kWh per month	\$0.14 / kWh	\$0.12 / kWh
2,000 kWh per month	\$0.14 / kWh	\$0.08 / kWh
3,000 kWh per month	\$0.14 / kWh	\$0.07 / kWh
Peak Charge (4-8pm daily)	\$0.01 / kWh	\$0.003 / kWh

**Great job! You used 21% less electricity during peak hours last week**



**Here's how you used electricity during the weekdays**



**Here's how you used electricity during the weekend**



An additional charge is added for electricity used during the daily peak hours of 4 to 8 pm.



**Ways to Save**

- Use smart outlets to control your devices. Do you forget to turn off certain electronics during peak hours? Use smart outlets to turn them off from afar or set them on a schedule and save money!

[SEE MORE WAYS TO SAVE](#)

**What to expect when you upgrade to a smart thermostat**



Our Thermostat Program lets you control and monitor your energy use from anywhere using a free or discounted smart thermostat. Once you've upgraded, you'll be eligible to participate in Energy Saving Events, during which you and your community can save energy together.

A smart thermostat lets you more efficiently heat and cool your home, for an average savings of \$131 - \$145 per year. Plus, you'll receive an annual incentive of \$25 when you first year of enrollment in our Thermostat Program.

[UPGRADE YOUR THERMOSTAT](#)

**How useful was this email?**



Unauthorized Use: Model 1000-1000-0000  
 Copyright © 2013, Evergy Energy Group, Inc. All rights reserved.  
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 All other trademarks and service marks are the property of their respective owners. All rights reserved. Evergy Energy Group, Inc. is an Equal Opportunity Employer. M/F/D/V. Evergy Energy Group, Inc. is an Equal Opportunity Employer. M/F/D/V. Evergy Energy Group, Inc. is an Equal Opportunity Employer. M/F/D/V.





## Welcome to your weekly Rate Plan Coach, an email designed to help you save money with your new rate plan.

You're now on the Summer Peak Time Based Plan. From **October 1 - May 31**, this plan gives you a lower price during overnight hours. Summer hours and prices will differ.

### Here's how you used electricity during the weekdays

What parts of your routine could you shift to Super Off-Peak hours?



This data is based on your average weekday electricity use from Nov 8 to Nov 10.

### Here's how you used electricity during the weekend

What parts of your routine could you shift to Super Off-Peak hours?



This data is based on your average weekend electricity use from Nov 11 to Nov 12.

Electricity is **2x** more expensive during off-peak hours from **6 am to 12 am**.



### Easy ways to save!

Use timers and settings to shift use of these appliances to Super Off-Peak hours.



These low-energy appliances can be used any time: lights, televisions, phone chargers.

### How useful was this email?

Not useful at all  1  2  3  4  5  Very useful

Unsubscribe from Evergy Rate Plan Coach emails

Manage preferences

Evergy, Inc., P.O. Box 415078, Kansas City, MO 64144-9678

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Peak pricing only applies from June to September during the hours of 4 to 8 pm and does not apply on weekends and holidays, including Independence Day and Labor Day.

You are receiving this email as a service to your Evergy account. This email is being sent for informational purposes and is intended to educate you on how you can reduce electricity during peak hours. Overall electricity projections are estimates only and not an assurance of what your actual bill will be. Your bill may vary based on factors such as your actual usage, taxes and fees.

## You spent about the same amount on electricity during off-peak hours last week



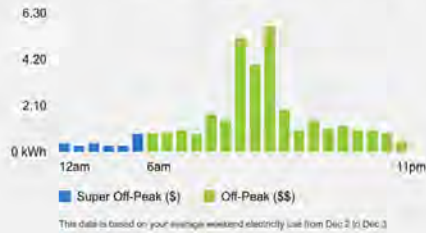
### Here's how you used electricity during the weekdays

What parts of your routine could you shift to Super Off-Peak hours?



### Here's how you used electricity during the weekend

What parts of your routine could you shift to Super Off-Peak hours?



Electricity is 2x more expensive during off-peak hours from 6 am to 12 am.



### Ways to Save



**Adjust your dryer's cycle and run it during off-peak hours**

Your dryer has one of your household's biggest power requirements. The average dryer consumes more power (2.79 kilowatts) than the combination of the average refrigerator (0.23KW), clothes washer (0.26KW), and dishwasher (1.2KW).

[SEE MORE WAYS TO SAVE](#)

How useful was this email?



Unsubscribe from weekly plan: [E50n Lo0cn 0m0s](#)  
[M0sg0u pz 0ltn00000](#)

Evergy, Inc., P.O. Box #10679, Kansas City, MO 64111-0679

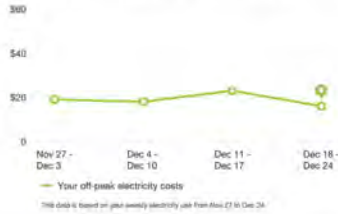
Copyright 2015-2022 Evergy. All rights reserved.

Peak pricing only applies from June to September during the hours of 4 to 8 pm and does not apply on weekends and holidays, including Independence Day and Labor Day.

You are receiving this email as a service to your Evergy account. This email is being sent for informational purposes and is intended to educate you on how you can reduce electricity during peak hours. Costs and seasonality projections are estimates only and not an assurance of what your actual bill will be. Your bill may vary based on factors such as your actual usage, taxes and fees.

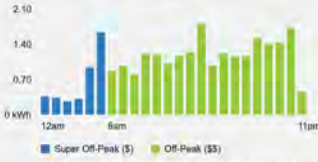
During off-peak hours this month, you spent the least the week of Dec 18 - Dec 24

That's \$7 less than your most expensive week this month



Here's how you used electricity during the weekdays

What parts of your routine could you shift to Super Off-Peak hours?

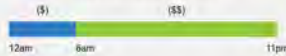


Here's how you used electricity during the weekend

What parts of your routine could you shift to Super Off-Peak hours?



Electricity is 2x more expensive during off-peak hours from 6 am to 12 am.



Ways to Save



Set your computer to "sleep mode" when not in use. In general, computers use much less electricity than appliances. If you want your computer to use even less, you can put it in "sleep" mode (not a screensaver). You can also charge any laptops during off-peak hours.

[SEE MORE WAYS TO SAVE](#)

Is your home leaking money?



The bad news is that air leaks in your home can be costly. But the good news is that proper sealing around doors and windows can save you as much as 10% on your heating and cooling energy costs. Which is why we're offering discounts on easy-to-install Weatherization Kits and other air-sealing solutions in our Marketplace. Start shopping now to seal and save!

[SEE DEALS](#)

How useful was this email?

Not useful at all  1  2  3  4  5  Very useful

Utility rates from energy.com. Prices subject to change.  
 ©2019 Evergy Energy Services, Inc.  
 Energy, Inc., P.O. Box 418279, Kansas City, MO 64144-8279  
 Copyright © 2019 Evergy. All rights reserved.  
 These pricing rates apply from June to September during the hours of 4 to 11 pm and then one apply on weekends and holidays including Independence Day and Labor Day.  
 You are receiving this email as a service to your Energy account. This email is being sent for informational purposes and is intended to enhance you on how you can reduce electricity usage during peak hours. Only one electronic appliance was selected only and not an extension of what your actual bill will be. You will only pay for the items you select and you will not be charged for anything else.



## Summer peak pricing and hours have ended.

As of October 1, summer pricing, along with peak summer hours from 4-8 pm, has ended for the season. Until next summer, most of the day is priced at off-peak prices, with a super off-peak period between midnight and 6 am. Take a moment to review time-based pricing to maximize bill savings this fall and winter. Prices rounded to the nearest 1 cent.

	Jun 1 - Sep 30	Oct 1 - May 31
Peak hours	4 pm - 8 pm, Monday through Friday, excluding holidays	none
Off-Peak hours	12 am - 4 pm & 8 pm - 12 am	6 am - 12 am
Super Off-Peak hours	none	12 am - 6 am
Price difference	4x	2x

Electricity is **2x** more expensive during Off-Peak hours from **6 am to 12 am**.



### Ways to Save



#### Set your computer to "sleep mode" when not in use

In general, computers use much less electricity than appliances. If you want your computer to use even less, you can put it in "sleep" mode (not a screensaver). You can also charge any laptops during off-peak hours.

[SEE MORE WAYS TO SAVE](#)

How useful was this email?

Not useful at all  1  2  3  4  5 Very useful

[Unsubscribe from weekly Rate Plan Coach emails](#)  
[Manage preferences](#)

Evergy, Inc., P.O. Box 418679, Kansas City, MO 64141-8679

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Peak pricing only applies from June to September during the hours of 4 to 8 pm and does not apply on weekends and holidays, including Independence Day and Labor Day.

You are receiving this email as a service to your Evergy account. This email is being sent for informational purposes and is intended to educate you on how you can reduce electricity during peak hours. Cost and electricity projections are estimates only and not an assurance of what your actual bill will be. Your bill may vary based on factors such as your actual usage, taxes and fees.





## Welcome to your weekly Rate Plan Coach, an email designed to help you save money by avoiding high-cost times

You're currently on the Nights & Weekends Plan which charges a different price for energy during peak hours. To save, shift weekday electricity usage away from peak hours which are weekdays from 4 to 8 pm.

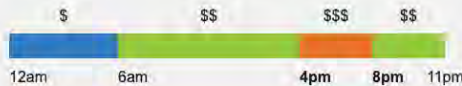
### Here's how you used electricity during the weekdays

What parts of your routine could you do at off-peak times?



This data is based on your average weekday electricity use from Dec 11 to Dec 15.

On weekdays, electricity is 6x more expensive from 4 to 8 p.m.



### How can you save big during peak hours?

Appliances like these use a lot of energy. By using them at lower-priced, Super Off-Peak hours, you'll see more savings.



These low-energy appliances can be used any time: lights, microwave, phone charger

### How useful was this email?

Not useful at all  1  2  3  4  5  6  Very useful

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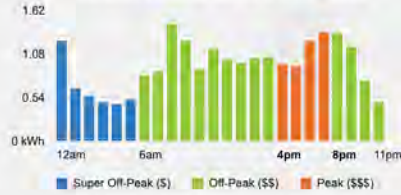
You are receiving this email as a service to your Evergy account. This email is being sent for informational purposes and is intended to educate you on how you can reduce electricity during peak hours. Cost and electricity projections are estimates only and not an assurance of what your actual bill will be. Your bill may vary based on factors such as your actual usage, taxes and fees.

## You spent about the same amount on electricity during peak hours last week



### Here's how you used electricity during the weekdays

What parts of your routine could you do at off-peak times?



\*This data is based on your average weekday electricity use from Oct 9 to Oct 12.

On weekdays, electricity is 6x more expensive from 4 to 8 p.m.



### Ways to Save



#### Use natural light during the day

Many homes waste money by turning on lights during the day. Open curtains and take advantage of natural light whenever possible. This will save money throughout the day, with even greater savings during peak hours.

[SEE MORE WAYS TO SAVE](#)

### What to expect when you upgrade to a smart thermostat



Our Thermostat Program lets you control and monitor your energy use from anywhere using a free or discounted smart thermostat. Once you've upgraded, you'll be eligible to participate in Energy Saving Events, during which you and your community can save energy together.

A smart thermostat lets you more efficiently heat and cool your home, for an average savings of \$121 - \$145 per year. Plus, you'll receive an annual incentive of \$25 after the first year of enrollment in our Thermostat Program.

[UPGRADE YOUR THERMOSTAT](#)

### How useful was this email?



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Message ID: 000000000000

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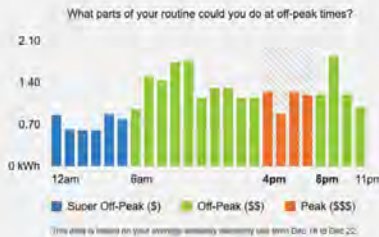
\*Final program costs will apply on specified holidays, including New Year's Day, Memorial Day, Independence Day, Labor Day, Thanksgiving Day and Christmas Day.

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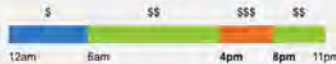
### During peak hours this month, you spent the least the week of Nov 27 - Dec 1



### Here's how you used electricity during the weekdays



On weekdays, electricity is 6x more expensive from 4 to 8 p.m.



### Ways to Save



#### Consider cooking with a pressure cooker during peak hours

Using an electric pressure cooker instead of your oven or slow cooker during peak hours can save you time and money. You'll be able to cook fresh meals up to 70% faster and save on your electric bill.

[SEE MORE WAYS TO SAVE](#)

### Is your home leaking money?



The bad news is that air leaks in your home can be costly. But the good news is that proper sealing around doors and windows can save you as much as 10% on your heating and cooling energy costs. Which is why we're offering discounts on easy-to-install Weatherization Kits and other air-sealing solutions in our Marketplace. Start shopping now, to seal and save!

[SEE DEALS](#)

### How useful was this email?

Not useful at all  1  2  3  4  5  Very useful

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### Lower seasonal prices are in effect

As of October 1, Energy's summer pricing has ended for the year. While fall and winter prices are lower than summer pricing, you'll save even more if you shift large-appliance use away from the peak hours of 4-8 pm on weekdays, especially if you have electric heating. Take a moment to review time-based pricing to maximize bill savings this fall and winter. Prices rounded to the nearest 1 cent.

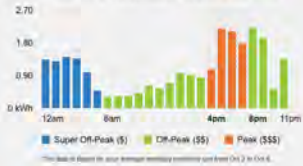
	Summer	Non-Summer
Dates	Jun 1 - Sep 30	Oct 1 - May 30
Peak pricing (4 pm - 8 pm Monday through Friday, excluding holidays)	\$0.34 / kWh	\$0.28 / kWh
Off-Peak pricing (8 pm - 12 am, 6 am - 8 pm)	\$0.11 / kWh	\$0.11 / kWh
Super Off-Peak pricing (12 am - 6 am)	\$0.06 / kWh	\$0.05 / kWh

👏 Great job! You used 32% less electricity during peak hours last week



#### Here's how you used electricity during the weekdays

What parts of your routine could you do at off-peak times?



On weekdays, electricity is 6x more expensive from 4 to 8 p.m.



#### Ways to Save

**Use a power strip and turn it off during peak hours**  
Many devices draw power even when turned off. Use a power strip to turn off several electronics at once, including your TV, game console, and computer. Smart power strips can make it even easier to switch them all off.

[SEE MORE WAYS TO SAVE](#)

#### What to expect when you upgrade to a smart thermostat



Our Thermostat Program lets you control and monitor your energy use from anywhere using a free or discounted smart thermostat. Once you've upgraded, you'll be eligible to participate in Energy Saving Events, during which you and your community can save energy together.

A smart thermostat lets you more efficiently heat and cool your home. In an average savings of \$131 - \$145 per year. Plus, you'll receive an annual incentive of \$25 after the first year of enrollment in our Thermostat Program.

[UPGRADE YOUR THERMOSTAT](#)

#### How useful was this email?







## Welcome to your weekly Rate Plan Coach, an email designed to help you save money by avoiding high-cost times

You're currently on the Nights & Weekends Max Plan which offers a very low energy price overnight. To save, avoid heavy electricity use during the weekday peak hours of 4 to 8 pm and shift your electricity usage to overnight.

### Here's how you used electricity during the weekdays

What parts of your routine could you do at off-peak times?



This data is based on your average weekday electricity use from Dec 11 to Dec 15.

On weekdays, electricity is 12x more expensive from 4 to 8 p.m.



### How can you save big during peak hours?

Appliances like these use a lot of energy. By using them at lower-priced, Super Off-Peak hours, you'll see more savings.



These low-energy appliances can be used any time: lights, microwave, phone charger

### How useful was this email?

Not useful at all  1  2  3  4  5  Very useful

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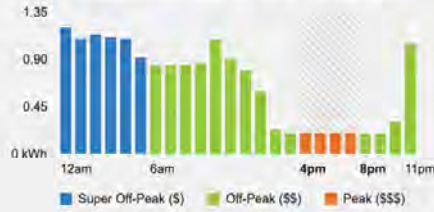
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## You spent about the same amount on electricity during peak hours last week



### Here's how you used electricity during the weekdays

What parts of your routine could you do at off-peak times?



This data is based on your average weekday electricity use from Dec 11 to Dec 15.

On weekdays, electricity is 12x more expensive from 4 to 8 p.m.



### Ways to Save



#### Use smart outlets to control your devices

Do you forget to turn off certain electronics during peak hours? Use smart outlets to turn them off from afar or set them on a schedule and save money!

[SEE MORE WAYS TO SAVE](#)

### Is your home leaking money?



The bad news is that air leaks in your home can be costly. But the good news is that proper sealing around doors and windows can save you as much as 10% on your heating and cooling energy costs. Which is why we're offering discounts on easy-to-install Weatherization Kits and other air-sealing solutions in our Marketplace. Start shopping now to seal and save!

[SEE DEALS](#)

### How useful was this email?

Not useful at all  1  2  3  4  5  Very useful

Links above from weekly email Plan Open email  
Missed preferences

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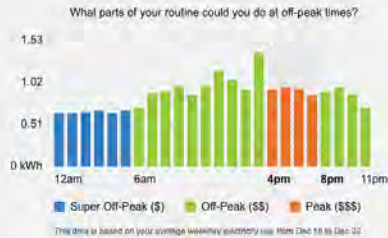
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### During peak hours this month, you spent the least on three different weeks



### Here's how you used electricity during the weekdays



On weekdays, electricity is 12x more expensive from 4 to 8 p.m.



### Ways to Save

**Use a microwave to cook or reheat food during peak hours**

Instead of an electric stove, use a microwave or toaster oven during peak hours. You can save money and still cook when it's convenient for you.

[SEE MORE WAYS TO SAVE](#)

### Is your home leaking money?



The bad news is that air leaks in your home can be costly. But the good news is that proper sealing around doors and windows can save you as much as 10% of your heating and cooling energy costs. Which is why we're offering discounts on easy-to-install Weatherization Kits and other air-sealing solutions in our Marketplace. Start shopping now to seal and save!

[SEE DEALS](#)

### How useful was this email?

100% useful at 1 2 3 4 5 Very useful

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Lower seasonal prices are in effect!

As of October 1, Evergy's summer pricing has ended for the year. While fall and winter prices are lower than summer pricing, you'll save even more if you shift large-appliance use away from the peak hours of 4-8 pm on weekdays, especially if you have electric heating. Take a moment to review time-based pricing to maximize fall savings this fall and winter. Prices rounded to the nearest 1 cent.

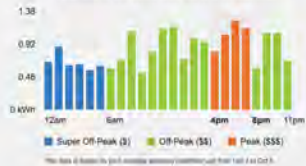
	Summer	Non-Summer
Date	Jun 1 - Dec 31	Oct 1 - May 31
Peak pricing (4 pm - 8 pm Monday through Friday, excluding holidays)	\$0.36 / kWh	\$0.27 / kWh
Off-Peak pricing (8 pm - 12 am, 6 am - 4 pm)	\$0.12 / kWh	\$0.09 / kWh
Super Off-Peak pricing (12 am - 6 am)	\$0.03 / kWh	\$0.02 / kWh

Great job! You used 25% less electricity during peak hours last week



Here's how you used electricity during the weekdays

What parts of your routine could you do at off-peak times?



On weekdays, electricity is 12x more expensive from 4 to 8 p.m.



Ways to Save

Use smart outlets to control your devices. Do you forget to turn off certain electronics during peak hours? Use smart outlets to turn them off from afar or set them on a schedule and save money!

Get smart ways to save

What to expect when you upgrade to a smart thermostat



The Thermostat Program lets you control and monitor your energy use from anywhere using a free or discounted smart thermostat. Once you've upgraded, you'll be eligible to participate in Energy Saving Events, during which you and your community can save energy together.

A smart thermostat lets you more efficiently heat and cool your home, for an average savings of \$121 - \$145 per year. Plus, you'll receive an annual incentive of \$25 after the first year of enrollment in our Thermostat Program.

Upgrade your thermostat

How useful was this email?





## Welcome to your weekly Rate Plan Coach, an email designed to help you save money by avoiding high-cost times

You're currently on the Nights & Weekends Max Plan which offers a very low energy price overnight. To save, avoid heavy electricity use during the weekday peak hours of 4 to 8 pm and shift your electricity usage to overnight.

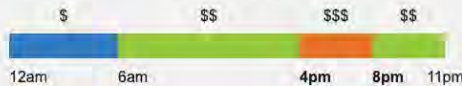
### Here's how you used electricity during the weekdays

What parts of your routine could you do at off-peak times?



This data is based on your average weekday electricity use from Dec 11 to Dec 15.

On weekdays, electricity is 10x more expensive from 4 to 8 p.m.



### How can you save big during peak hours?

Appliances like these use a lot of energy. By using them at lower-priced, Super Off-Peak hours, you'll see more savings.



Washer/Dryer



Furnace



Heat Pump



Dishwasher

These low-energy appliances can be used any time: lights, microwave, phone charger

### How useful was this email?

Not useful at all  1  2  3  4  5  6  Very useful

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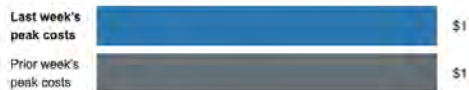
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## You spent about the same amount on electricity during peak hours last week



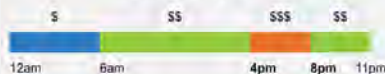
### Here's how you used electricity during the weekdays

What parts of your routine could you do at off-peak times?



This data is based on your average residential electricity use from Oct 30 to Nov 3.

On weekdays, electricity is **10x** more expensive from **4 to 8 p.m.**



### Ways to Save



#### Adjust your dryer's cycle and run it during off-peak hours

Your dryer has one of your household's biggest power requirements. The average dryer consumes more power (2.79 kilowatts) than the combination of the average refrigerator (0.23KW), clothes washer (0.26KW), and dishwasher (1.2KW).

[SEE MORE WAYS TO SAVE](#)

### How well do you know your home?



Curious about what uses the most energy in your home? Is it lighting, heating, or laundry? Our personalized Energy Analyzer tools can tell you. Try them today and see where you can make simple changes to help lower your energy use and your bill!

[ANALYZE MY USAGE](#)

### How useful was this email?

(not useful at all)  1  2  3  4  5 Very useful

Unsubscribe from Weekly Rate Plan Cost Alerts

Message Preferences

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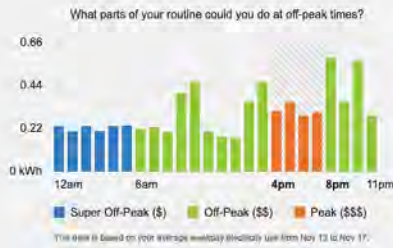
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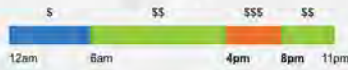
## During peak hours this month, you spent about the same each week



## Here's how you used electricity during the weekdays



On weekdays, electricity is 10x more expensive from 4 to 8 p.m.



## Ways to Save



Open your shades on winter days for natural light and warmth

Take advantage of winter sunlight by opening the blinds and letting natural light heat your home for free. Then you can lower your thermostat to save on heating costs throughout the day, and even more during peak hours.

[SEE MORE WAYS TO SAVE](#)

## How well do you know your home?



Curious about what uses the most energy in your home? Is it lighting, heating, or laundry? Our personalized Energy Analyzer tools can tell you. Try them today and see where you can make simple changes to help lower your energy use and your bill!

[ANALYZE MY USAGE](#)

## How useful was this email?

not useful at all  1  2  3  4  5  very useful

Unsubscribe from weekly bills from "Costs" menu  
Manage preferences

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**Rate Education Report**

August 16, 2023

Account #\*\*\*\*\*

P.O. Box 418679, Kansas City, MO 64141



Use this shortcut to choose your new rate plan! Scan the QR code.



0054



## Choose a rate plan that works for your household

Missouri is changing how electric rate plans work to match the cost you pay with the actual cost to produce energy—and Evergy has responded with four new time-based rate plans for you to choose from. Each one offers saving opportunities when you shift energy use away from Peak hours (4 to 8 pm). Explore your options to find a plan that’s the best fit for your household!

Learn more and select your new rate plan at [evergy.com/PlanDetails](https://evergy.com/PlanDetails).



### Make your selection today

If you don't select a new plan, you'll be enrolled in Standard Peak Saver starting **October 2023**.



#### Standard Peak

*No Peak pricing for 8 months of the year*

To save, shift your energy use away from weekday Peak hours in the summer (June – Sept.).



#### Peak Reward

*Earn discount credits*

Keep your electricity use low during Peak hours and earn discount credits by using large appliances during Super Saver hours.



#### Nights & Weekends

*Lower overnight prices*

To save, schedule your smart thermostat and large appliances to run during Saver and Super Saver hours.



#### Nights & Weekends Max

*Lowest overnight prices*

To save, charge your EV overnight and set your large appliances to run during Super Saver hours.

## How do rate plans compare?

**Estimated average monthly cost per plan** (based on your historical usage)



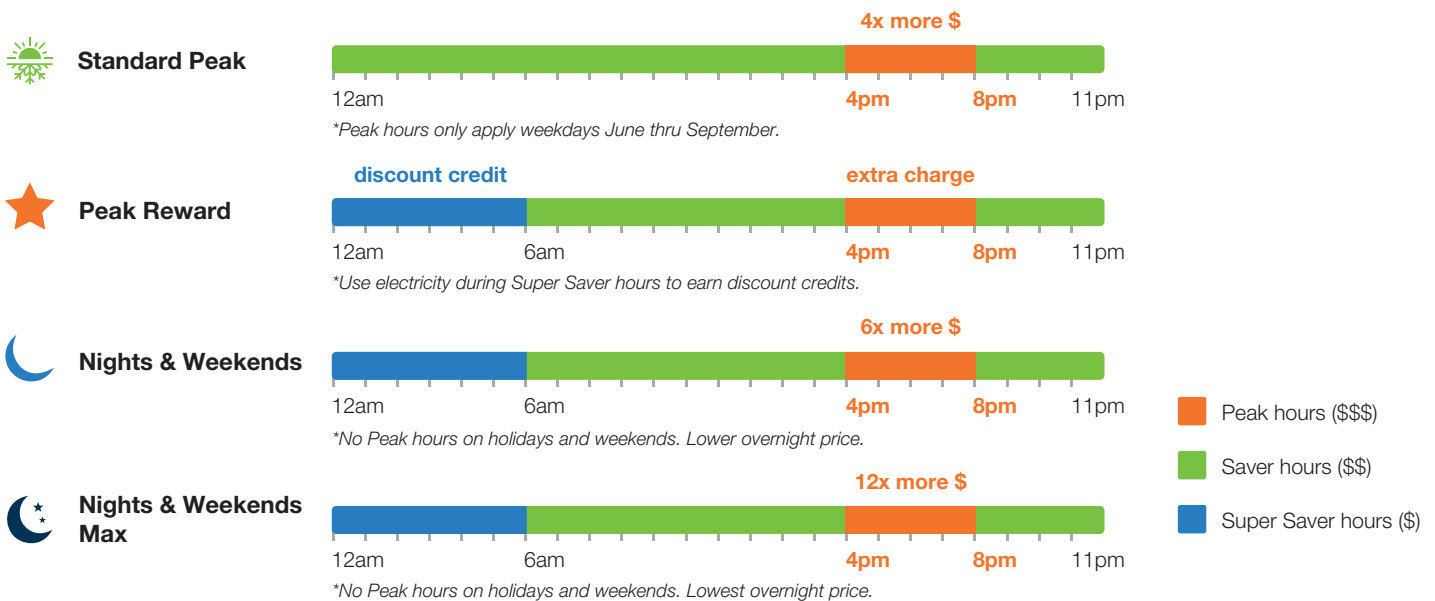
## How can time-based plans work for you?

Small actions go a long way when it comes to shifting your energy use away from Peak hours. You'll save energy *and* money—while lessening the impact on the grid for everyone. Take simple steps like delaying running large appliances such as your dryer and dishwasher until Saver hours. Another great way to save is using a smart thermostat to automate your heating and cooling systems to run less frequently during Peak hours.



## What time should your household use energy based on new plans?

To make the most of your plan, do your best to make a habit of shifting energy use away from Peak hours (4 to 8 pm). See below for a breakdown of each rate plan's hours so you can find the one that works for your household.



### Choose your new plan today!

Use this digital shortcut to choose your new plan today. Scan QR code.

Or call **1-800-541-0407**.

Learn more and select your new plan at [evergy.com/PlanDetails](https://evergy.com/PlanDetails).

This rate comparison is provided for illustrative purposes only and does not constitute a representation or recommendation by Evergy as to what rate is best for you. Evergy cannot guarantee the accuracy, completeness or usefulness of the estimated cost information. Estimated costs shown may vary from results of the online rate comparison tool, since your energy use and billing period may have changed from the time this report was generated. Evergy expressly disclaims any and all liability for any damages of any nature (including direct, indirect, incidental and consequential) arising in connection with the use of the estimated rate comparison.





**Rate Education Report**

August 16, 2023

Account #\*\*\*\*\*

P.O. Box 418679, Kansas City, MO 64141



Use this shortcut to learn about new rate plans. Scan the QR code.



0647







## New rate plans for every household

Missouri is changing how electric rate plans work to match the cost you pay with the actual cost to produce energy—and Evergy has responded with four new time-based rate plans for you to choose from. You're already on a time-based plan—so you're set. But we encourage you to explore the other plan options in the event that there's a better plan for your household.

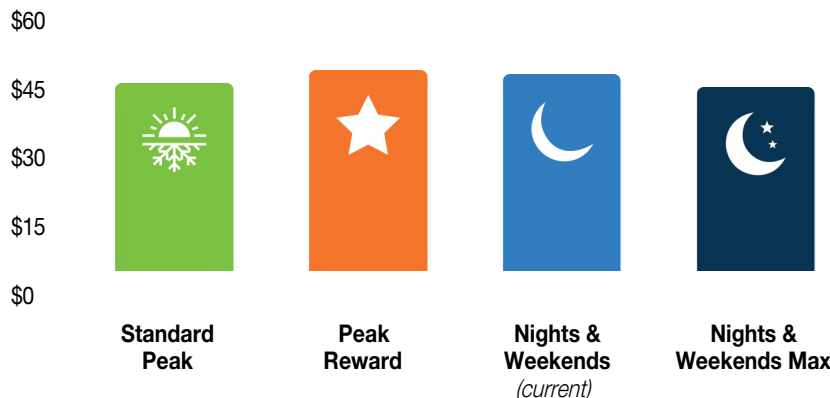
Learn more at [evergy.com/PlanDetails](https://evergy.com/PlanDetails).

**!** **Your plan has a new name**  
Your plan is now called Nights & Weekends Saver.

 <p><b>Standard Peak</b> <i>No Peak pricing for 8 months of the year</i></p> <p>To save, shift your energy use away from weekday Peak hours in the summer (June – Sept.).</p>	 <p><b>Peak Reward</b> <i>Earn discount credits</i></p> <p>Keep your electricity use low during Peak hours and earn discount credits by using large appliances during Super Saver hours.</p>	 <p><b>Nights &amp; Weekends</b> <i>Lower overnight prices</i></p> <p>To save, schedule your smart thermostat and large appliances to run during Saver and Super Saver hours.</p>	 <p><b>Nights &amp; Weekends Max</b> <i>Lowest overnight prices</i></p> <p>To save, charge your EV overnight and set your large appliances to run during Super Saver hours.</p>
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## How do rate plans compare?

**Estimated average monthly cost per plan** (based on your historical usage)





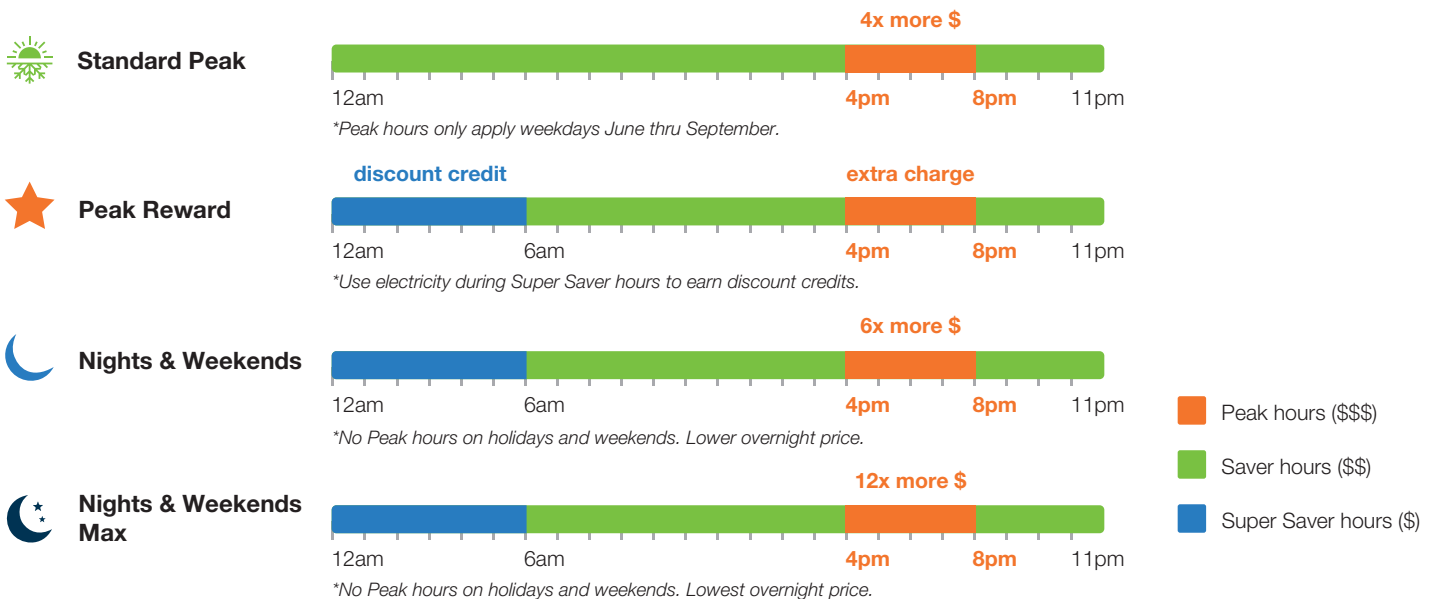
## How can time-based plans work for you?

Small actions go a long way when it comes to shifting your energy use away from Peak hours. You'll save energy *and* money—while lessening the impact on the grid for everyone. Take simple steps like delaying running large appliances such as your dryer and dishwasher until Saver hours. Another great way to save is using a smart thermostat to automate your heating and cooling systems to run less frequently during Peak hours.



## What time should your household use energy based on new plans?

To make the most of your plan, do your best to make a habit of shifting energy use away from Peak hours (4 to 8 pm). See below for a breakdown of each rate plan's hours so you can find the one that works for your household.



### Learn about new rate plans!

Scan the QR code or call **1-800-541-0407**.

Learn more at [evergy.com/PlanDetails](https://evergy.com/PlanDetails).

This rate comparison is provided for illustrative purposes only and does not constitute a representation or recommendation by Evergy as to what rate is best for you. Evergy cannot guarantee the accuracy, completeness or usefulness of the estimated cost information. Estimated costs shown may vary from results of the online rate comparison tool, since your energy use and billing period may have changed from the time this report was generated. Evergy expressly disclaims any and all liability for any damages of any nature (including direct, indirect, incidental and consequential) arising in connection with the use of the estimated rate comparison.





Rate Education Report

August 16, 2023

Account #\*\*\*\*\*

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Use this shortcut to choose your new rate plan! Scan the QR code.



\*\*\*\*\*ECRWSS\*\*C-010 0001



### Choose a rate plan that works for your household

Missouri is changing how electric rate plans work to match the cost you pay with the actual cost to produce energy—and Evergy has responded with four new time-based rate plans for you to choose from. The good news is that you're estimated to save with the default Standard Peak Saver plan, which takes effect in **October 2023**. Want to start saving sooner? Switch to the Standard Peak Saver plan now!

Learn more and select your new rate plan at [evergy.com/PlanDetails](http://evergy.com/PlanDetails).



#### Make your selection today

If you don't select a new plan, you'll be enrolled in Standard Peak Saver starting **October 2023**.



#### Standard Peak

No Peak pricing for 8 months of the year

To save, shift your energy use away from weekday Peak hours in the summer (June – Sept.).



#### Peak Reward

Earn discount credits

Keep your electricity use low during Peak hours and earn discount credits by using large appliances during Super Saver hours.



#### Nights & Weekends

Lower overnight prices

To save, schedule your smart thermostat and large appliances to run during Saver and Super Saver hours.



#### Nights & Weekends Max

Lowest overnight prices

To save, charge your EV overnight and set your large appliances to run during Super Saver hours.

### How do rate plans compare?

Estimated average monthly cost per plan (based on your historical usage)



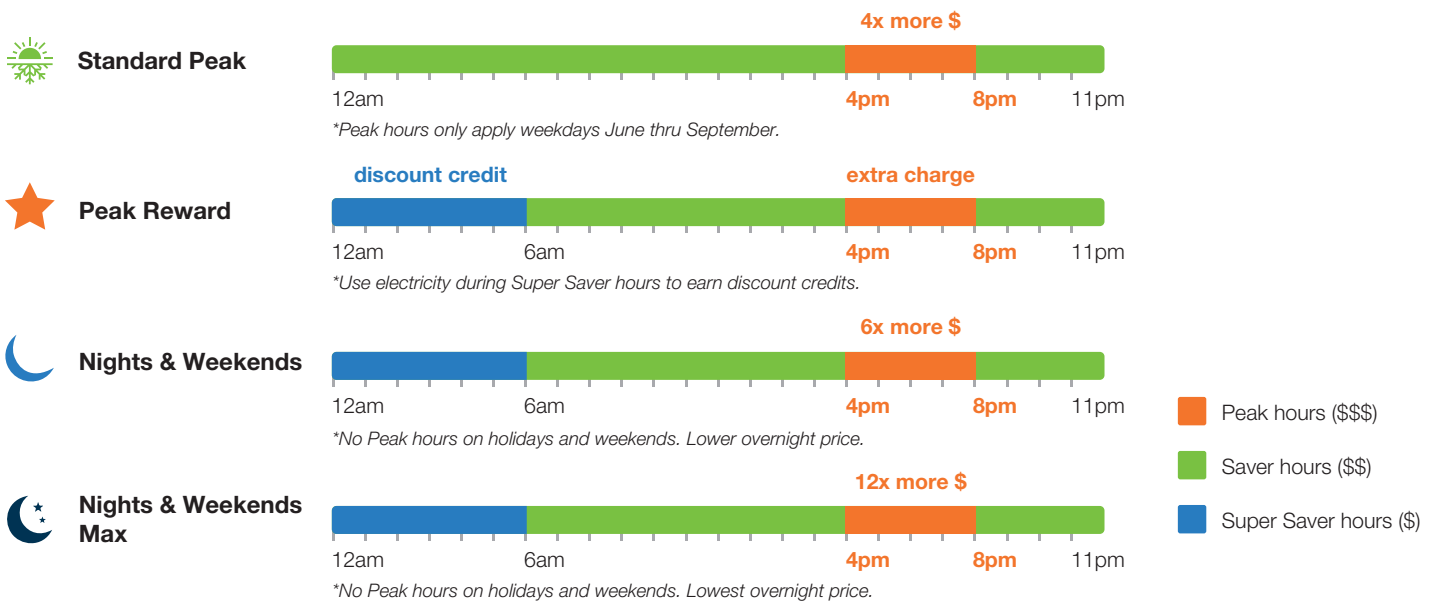
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Or call **1-800-541-0407**.

Learn more and select your new plan at [evergy.com/PlanDetails](https://evergy.com/PlanDetails).

This rate comparison is provided for illustrative purposes only and does not constitute a representation or recommendation by Evergy as to what rate is best for you. Evergy cannot guarantee the accuracy, completeness or usefulness of the estimated cost information. Estimated costs shown may vary from results of the online rate comparison tool, since your energy use and billing period may have changed from the time this report was generated. Evergy expressly disclaims any and all liability for any damages of any nature (including direct, indirect, incidental and consequential) arising in connection with the use of the estimated rate comparison.





Rate Education Report

August 16, 2023

Account # [REDACTED]

P.O. Box 418679, Kansas City, MO 64141



Use this shortcut to choose your new rate plan! Scan the QR code.

\*\*\*\*\*ECRWSH\*\*B-901 0638



### Choose a rate plan that works for your household

Missouri is changing how electric rate plans work to match the cost you pay with the actual cost to produce energy—and Evergy has responded with four new time-based rate plans for you to choose from. Each one offers saving opportunities when you shift energy use away from Peak hours (4 to 8 pm). You may not notice a major difference in your bill, but we encourage you to explore your options in the event that there’s a plan more suited to your household—and savings!

Learn more and select your new rate plan at [evergy.com/PlanDetails](http://evergy.com/PlanDetails).



#### Make your selection today

If you don't select a new plan, you'll be enrolled in Standard Peak Saver starting **October 2023**.



#### Standard Peak

No Peak pricing for 8 months of the year

To save, shift your energy use away from weekday Peak hours in the summer (June – Sept.).



#### Peak Reward

Earn discount credits

Keep your electricity use low during Peak hours and earn discount credits by using large appliances during Super Saver hours.



#### Nights & Weekends

Lower overnight prices

To save, schedule your smart thermostat and large appliances to run during Saver and Super Saver hours.



#### Nights & Weekends Max

Lowest overnight prices

To save, charge your EV overnight and set your large appliances to run during Super Saver hours.

### How do rate plans compare?

Estimated average monthly cost per plan (based on your historical usage)



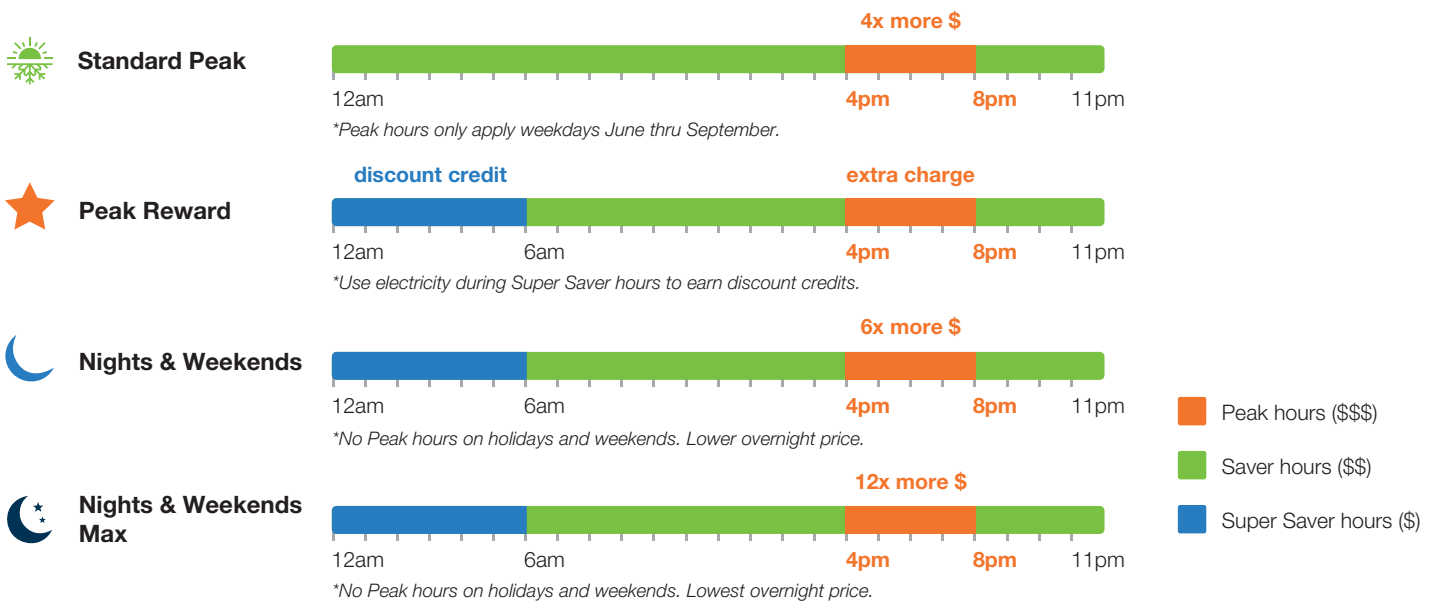
## How can time-based plans work for you?

Small actions go a long way when it comes to shifting your energy use away from Peak hours. You'll save energy *and* money—while lessening the impact on the grid for everyone. Take simple steps like delaying running large appliances such as your dryer and dishwasher until Saver hours. Another great way to save is using a smart thermostat to automate your heating and cooling systems to run less frequently during Peak hours.



## What time should your household use energy based on new plans?

To make the most of your plan, do your best to make a habit of shifting energy use away from Peak hours (4 to 8 pm). See below for a breakdown of each rate plan's hours so you can find the one that works for your household.



### Choose your new plan today!

Use this digital shortcut to choose your new plan today. Scan QR code.

Or call **1-800-541-0407**.

Learn more and select your new plan at [evergy.com/PlanDetails](https://evergy.com/PlanDetails).

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### Rate Education Report

August 16, 2023

Account #\*\*\*\*\*

P.O. Box 418679, Kansas City, MO 64141



Use this shortcut to choose your new rate plan! Scan the QR code.



\*\*\*\*\*ECRWSS\*\*B-900 0631



## Choose a rate plan that works for your household

Missouri is changing how electric rate plans work to match the cost you pay with the actual cost to produce energy—and Evergy has responded with four new time-based rate plans for you to choose from. Each one offers saving opportunities when you shift energy use away from Peak hours (4 to 8 pm). Based on your household’s past usage patterns, you’re projected to spend more on a time-based plan if you do not shift when you use the most energy.

Learn more and select your new rate plan at [evergy.com/PlanDetails](https://evergy.com/PlanDetails).



### Make your selection today

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#### Standard Peak

*No Peak pricing for 8 months of the year*

To save, shift your energy use away from weekday Peak hours in the summer (June – Sept.).



#### Peak Reward

*Earn discount credits*

Keep your electricity use low during Peak hours and earn discount credits by using large appliances during Super Saver hours.



#### Nights & Weekends

*Lower overnight prices*

To save, schedule your smart thermostat and large appliances to run during Saver and Super Saver hours.



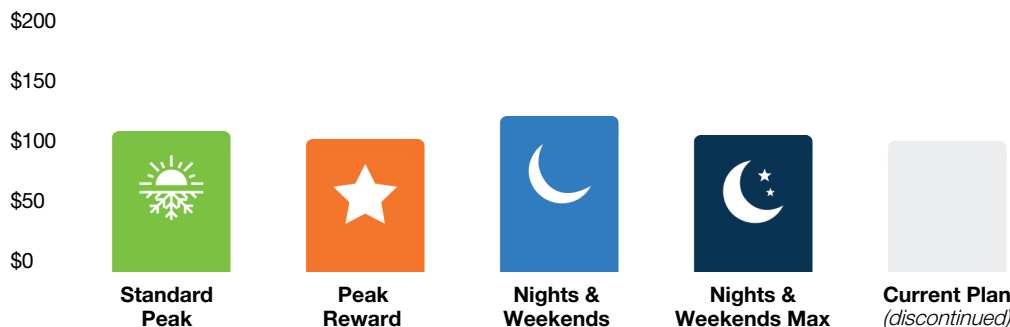
#### Nights & Weekends Max

*Lowest overnight prices*

To save, charge your EV overnight and set your large appliances to run during Super Saver hours.

## How do rate plans compare?

**Estimated average monthly cost per plan** (based on your historical usage)



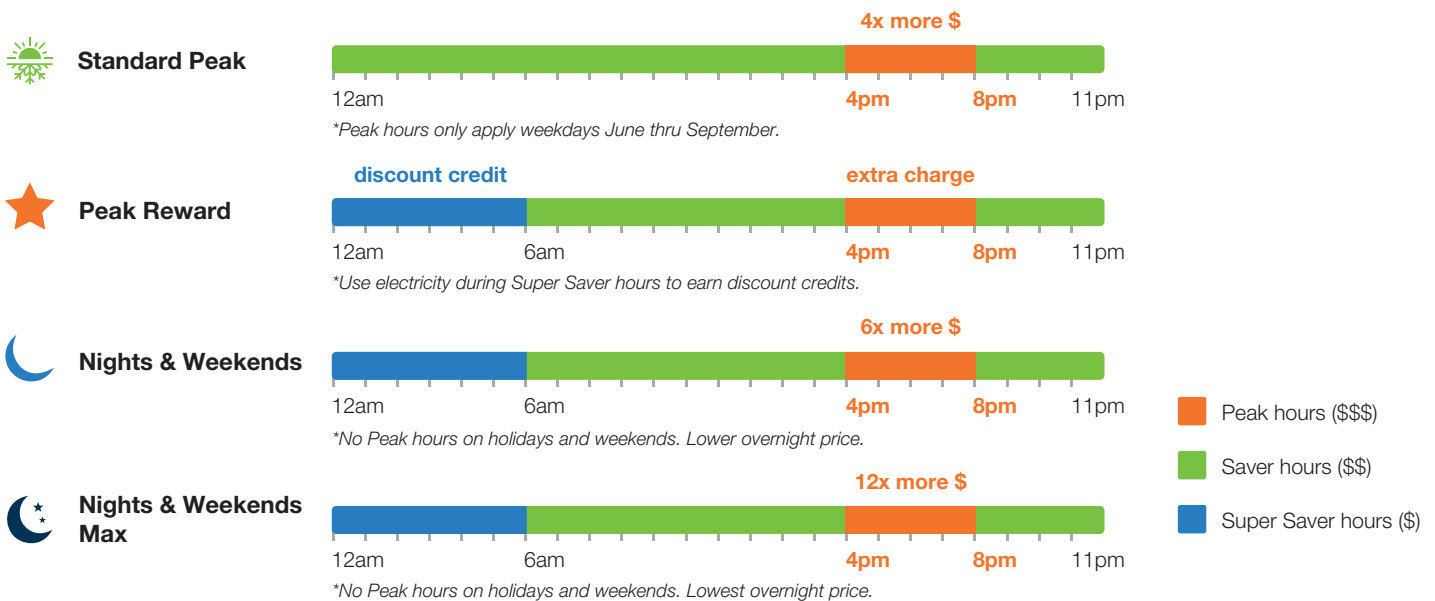
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**Evergy Metro, Inc. d/b/a Evergy Missouri Metro and  
Evergy Missouri West, Inc. d/b/a Evergy Missouri West**

Docket No.: EW-2023-0199

Date: March 6, 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
Response, ¶4(b), pp. 3-4	3,4, and 5
Response, ¶4(c), pp. 4-5	3,4, and 5
Response, ¶6, p. 7	3,4, and 5
Response, ¶9(b), pp. 8-9	3,4, and 5
Response, ¶12, pp. 11	3,4, and 5
Response, ¶13, pp. 11-12	3,4, and 5
Response, ¶15, pp. 12-13	3,4, and 5

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) \_\_\_\_\_.

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