



Time of Use Customer Reporting

Q1 2024 – April 2024

EW-2023-0199



Rate Enrollment





Time of Use Rate Enrollments

Active Customers on TOU rates as of April 4, 2024

Rate Plan	MO West	MO Metro	Total	% of enrollments
Nights & Weekends Max Plan (3-period/high differential)	15,931	8,225	24,156	4.2%
Nights & Weekends Plan* (3-period)	7,687	5,449	13,136	2.3%
Default Time Based Plan (peak adjustment charge/low diff/default)	252,598	230,523	483,121	84.5%
Summer Peak Time Based Plan (2-period)	25,672	25,397	51,069	8.9%
EV Only Plan (separately metered/3-period/high differential EV rate)	3	2	5	0.0%
Total	301,891	269,596	571,487	



Time of Use Rate Enrollments

Quarterly Review

TOTAL of MO West & MO Metro Rate Plan	Month Ending*		
	January	February	March
Nights & Weekends Max Plan (3-period/high differential)	23,819	23,937	24,156
Nights & Weekends Plan* (3-period)	13,318	13,264	13,136
Default Time Based Plan (peak adjustment charge/low diff/default)	481,316	482,108	483,121
Summer Peak Time Based Plan (2-period)	52,451	51,776	51,069
EV Only Plan (separately metered/3-period/high differential EV rate)	3	4	5
TOTAL	570,907	571,089	571,487

*approximately end of month/beginning of month data

Rate Switching Data





Rate Switching

Number of rate changes by Customer from original selection or defaulted rate	Number of Customers who have made changes	
	Missouri West	Missouri Metro
Data as of 04/04/24		
1 rate change	6,977	5,155
2 rate changes	543	393
3 rate changes	58	74
4 rate changes	15	8
5 rate changes	2	2
6 rate changes	1	
10 rate changes		1
TOTAL	7,596	5,633



Rate Switching Data

Quarterly Review

Number of rate changes by Customer from original selection or defaulted rate	Count of Total Rate Changes at Month End*		
	January	February	March**
Total MO West & MO Metro			
1 rate change	10,237	11,063	12,132
2 rate changes	736	845	936
3 rate changes	102	115	132
4 rate changes	16	20	23
5 rate changes	2	4	4
6 rate changes	-	-	1
10 rate changes	1	1	1
TOTAL	11,094	12,048	13,229

*approximately end of month/beginning of month data

** Rate Education Reports were mailed in March 2024


New Customer Education Material






Plan Tips Emails

Audience: Special Customer Groups: all electric, low income, seniors, hard to reach
Send Date: February 2024



DEFAULT TIME BASED PLAN

**Ways to Save
We're here to help!**



Saving money on this plan

The best way to save on your [Default Time Based Plan](#) is to shift your energy usage away from the peak hours. But adjusting some of your energy usage doesn't mean giving up a hot shower or not making dinner.


Instead, it's like avoiding rush hour – those peak hours – by changing when you use large amounts of energy.

During the winter months, take advantage of Super-Off-Peak times between midnight and 6 am for the lowest prices.

- **Tip:** Start your laundry before 4 pm or after 8 pm
Why? Delaying till off-peak hours can cost 2/3 less by avoiding peak hours.
- **Tip:** Load the dishwasher, but don't run it until bedtime
Why? Use your dishwasher's "delay" feature to take advantage of off-peak prices and still have clean dishes in the morning.
- **Tip:** Install a programmable thermostat
Why? These let you put your heating and cooling on a schedule. Many have programs for time-based rates to get the most out of every dollar.


More choices, more ways to save

With time-based plans, energy prices more closely match the cost to produce energy, which like airline tickets, tend to cost more when demand is highest, and less during off-peak times.




Control over your energy bill

You can't avoid doing laundry or running the dishwasher, but try to choose **WHEN** to run these appliances, avoiding the higher cost of peak times.



Freedom to choose the best plan

With four time-based plans to choose from, you can pick the one that costs the least, based on how you use energy, and you can change anytime. We have a [Rate Comparison Tool](#) to help.



A more resilient energy grid

During periods of high demand, strain on our energy grid is highest, which can lead to more wear and instability. Spreading energy use throughout the day promotes a stronger grid that benefits everyone.

Saving on heating and AC costs



Tips for homes with electric heating

Nearly half of the energy used in your home during the winter goes to heating. Take advantage of lower off-peak prices by adjusting your thermostat. Here's how:

1. Three hours before peak hours begin, set the thermostat to **three degrees above** your preferred temperature. For example, if your usual temperature is 70, turn it to 73.
2. When peak hours begin, adjust the thermostat to **three degrees below** your preferred temperature (such as 67) to keep the unit from running too much.
3. When peak hours end, set the thermostat back to your preferred setting.

This is an easy, money-saving trick you can try right now!



NIGHTS AND WEEKENDS MAX PLAN

**Ways to Save
We're here to help!**



Saving money on this plan

The best way to save on your [Nights & Weekends Max Plan](#) is to shift your energy usage away from the peak hours. But adjusting some of your energy usage doesn't mean giving up a hot shower or not making dinner.

Instead, it's like avoiding rush hour – those peak hours – by changing when you use large amounts of energy, even by just an hour or so. You don't need to avoid all energy usage but try to shift your large appliances to off-peak times.

During the winter months, take advantage of Super-Off-Peak times between midnight and 6 am for the lowest prices.

- **Tip:** Start your laundry before 4 pm or after 8 pm
Why? Delaying till off-peak hours can cost 2/3 less by avoiding peak hours.
- **Tip:** Load the dishwasher, but don't run it until bedtime
Why? Use your dishwasher's "delay" feature to take advantage of off-peak prices and still have clean dishes in the morning.
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Plan Tips Emails

Audience: Special Customer Groups: all electric, low income, seniors, hard to reach
Send Date: February 2024

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SUMMER PEAK TIME BASED PLAN

Ways to Save
We're here to help!



Saving money on this plan

The best way to save on your [Summer Peak Time Based Plan](#) is to shift your energy usage away from the peak hours. But adjusting some of your energy usage doesn't mean giving up a hot shower or not making dinner.

Instead, it's like avoiding rush hour – those peak hours – by changing when you use large amounts of energy.

During the winter months, take advantage of Super-Off-Peak times between midnight and 6 am for the lowest prices.

- **Tip:** Set your laundry to start after midnight
Why? Take advantage of overnight hours, when energy costs less than half as much.
- **Tip:** Load the dishwasher, then use the delay timer
Why? Use your dishwasher's "delay" feature to take advantage of Super-Off-Peak prices and still have clean dishes in the morning.
- **Tip:** Install a programmable thermostat
Why? These let you put your heating and cooling on a schedule. Many have programs for time-based rates to get the most out of every dollar.

More choices, more ways to save

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Control over your energy bill

You can't avoid doing laundry or running the dishwasher, but try to choose WHEN to run these appliances, avoiding the higher cost of peak times.



Freedom to choose the best plan

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Saving on heating and AC costs



Tips for homes with electric heating

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NIGHTS AND WEEKENDS PLAN

Ways to Save
We're here to help!



Saving money on this plan

The best way to save on your [Nights & Weekends Plan](#) is to shift your energy usage away from the peak hours. But adjusting some of your energy usage doesn't mean giving up a hot shower or not making dinner.


Instead, it's like avoiding rush hour – those peak hours – by changing when you use large amounts of energy, even by just an hour or so. You don't need to avoid all energy usage but try to shift your large appliances to off-peak times.

During the winter months, take advantage of Super-Off-Peak times between midnight and 6 am for the lowest prices.

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3. When peak hours end, set the thermostat back to your preferred setting.

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Monthly Customer Newsletter Email

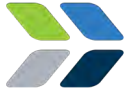
Electric Heating Pod – Inserted into e-newsletter

Audience: Mo Residential w/ emails
Send Date: February 2024

Tips for homes with electric heating

Nearly half of the energy used in your home during the winter goes to heating. **Take advantage of lower off-peak prices by adjusting your thermostat.** Here's how:

1. Three hours *before* peak hours (4-8 pm) begin, set your thermostat to 3° above your preferred temperature (if your usual temp is 70°, turn it to 73°)
2. When peak hours begin, adjust the thermostat to 3° below your preferred setting to stop your unit from running too much
3. When peak hours end, set the thermostat back to your preferred setting



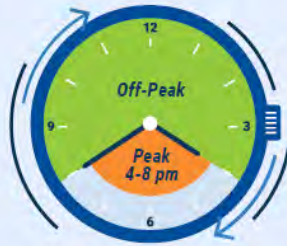
Rate Education Report Bill Insert

Audience: Mo Residentials
Send Date: March/April 2024



Get spring & summer ready on your time-based rate plan.

Evergy has rebates, tools, and tips to help you manage your home's energy use.



With time-based plans, you can take advantage of discounted off-peak pricing by shifting your larger appliance usage, like dishwashers and clothes drying, to off-peak hours.

Plus, get Evergy rebates on smart thermostats, HVAC units, EV chargers, and more.

[evergy.com/SpringSavings](https://www.evergy.com/SpringSavings)

Save with these time-based plan savings tips

Energy costs are higher during peak hours of 4-8 pm on most rate plans.



- 1 Kitchen**
Delay Start: Delay your dishwasher until overnight or in the morning.
- 2 Living room**
Program Your Thermostat: Use a smart thermostat to lower the temperature during peak hours.
Rebate Offer: Evergy offers free and discounted smart thermostats.
- 3 Garage**
Off-Peak Charging: If you have an electric vehicle, charge it during off-peak hours to save on charging costs.
Rebate Offer: Get up to \$500 toward the cost of an EV outlet or charger.
- 4 Laundry room**
Wash Clothes Wisely: Try cold water for washing clothes, and run your washer and dryer during off-peak hours.
- 5 Bedroom**
Seal Drafts: Ensure windows and doors are sealed to prevent heat loss.
Rebate Offer: Get up to \$1,200 off on new HVAC units. Evergy can also help with other efficiency upgrades through our PAYS program.
- 6 Office**
Monitor Energy Usage: Log in to your Evergy online MyAccount to monitor your usage by hour.
Tip: Download the new Evergy mobile app to monitor your usage from anywhere.



Rate Education Report - Paper

Audience: Customers with 12 months of usage
Send Date: March 2024

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

Rate Education Report
March 21, 2024
Account number Y000001

Scan to compare rate plans.

Evergy puts the power of choice in your hands

Missouri has changed how electric rate plans work to match the cost you pay with the actual cost to produce energy—and you can choose from four time-based plan options. This report uses your home's past energy usage data to estimate the costs of each plan. Keep reading to see how your current plan stacks up against other options.

Compare plans at evergy.com/PlanDetails

Current plan

Default Time Based Plan
(current plan)

Lowest price difference between peak and off-peak times

Keep your electricity use low during daily peak hours of 4–8 pm and earn bill discount credits by running large appliances during super off-peak hours (12–6 am).

Summer Peak Time Based Plan

No peak pricing for 6 months of the year

Shift your energy use away from weekday peak hours of 4–8 pm in the summer (June–September).

Nights & Weekends Plan

Three time periods, lower overnight prices

Schedule your smart thermostat and large appliances to run during off-peak hours (6 am–4 pm and 8 pm–12 am) and super off-peak hours (12–6 am).

Nights & Weekends Max Plan

Three time periods, lowest overnight prices

Schedule your large appliances and electric vehicle charger to run overnight during super off-peak hours (12–6 am).

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

Plan	Estimated Average Monthly Cost
Default Time Based Plan (current plan)	\$176
Summer Peak Time Based Plan	\$173
Nights & Weekends Plan	\$176
Nights & Weekends Max Plan	\$174


Turn over to learn more →

Estimated annual and monthly plan costs

Annual Cost	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec
Default Time Based Plan <i>(current plan)</i>	\$X,XXX	\$XX	\$XX	\$XX	\$XX	\$XX	\$XX	\$XX	\$XX	\$XX	\$XX	\$XX
Summer Peak Time Based Plan	\$X,XXX	\$XX	\$XX	\$XX	\$XX	\$XX	\$XX	\$XX	\$XX	\$XX	\$XX	\$XX
Nights & Weekends Plan	\$X,XXX	\$XX	\$XX	\$XX	\$XX	\$XX	\$XX	\$XX	\$XX	\$XX	\$XX	\$XX
Nights & Weekends Max Plan	\$X,XXX	\$XX	\$XX	\$XX	\$XX	\$XX	\$XX	\$XX	\$XX	\$XX	\$XX	\$XX


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 might differ from your costs. A result of "N/A" indicates billing data was not available.

Tips for saving on time-based plans




Reminder: avoid peak hours

Shifting energy use away from peak hours is the goal of all time-based plans. Make note of your plan's peak hours (4–8pm) and work to shift your energy usage away from that time.



Set it and forget it

Use a smart thermostat to automate your heating and cooling systems to run less frequently during peak hours.



Delay running large appliances

Use large appliances like dishwashers and dryers during off-peak hours. Some appliances even have the option to delay their running time!

Learn more and compare plans at evergy.com/PlanDetails.

Scan to compare plans.

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evergy Account # 7500
1234 Avenue Santa Cruz MO 12345

The power of choice is in your hands

Missouri has changed how electric rate plans work to match the cost you pay with the actual cost to produce energy. This report uses your home's past energy usage data to estimate the cost of each plan—so you can determine what works best and switch to any one, at any time.

Default Time-Based Plan \$200/month
Lowest price difference between peak and off-peak times

Summer Peak Time-Based Plan \$200/month
No peak pricing for 2 months of the year

Nights & Weekends Plan \$200/month
Three time periods, lower overnight prices

Nights & Weekends Max Plan \$200/month
Three time periods, lowest overnight prices

[Compare Rate Plan Details](#)

Average monthly cost per plan*

Plan	Average Monthly Cost
Default Time-Based Plan (current plan)	\$XXX
Summer Peak Time-Based Plan	\$XXX
Nights & Weekends Plan	\$XXX
Nights & Weekends Max Plan	\$XXX

- Default Time-Based Plan: current plan
- Summer Peak Time-Based Plan
- Nights & Weekends Plan
- Nights & Weekends Max Plan

*Estimated based on your historical usage.

[Change My Plan](#)

Rate Education Report - Email

Audience: Customers with 12 months of usage & have emails
Send Date: March 2024

Tips for saving on time-based plans

- Shifting energy use away from peak hours is the goal of all time-based plans. Make note of your plan's peak hours and work to shift your energy usage away from that time.
- Use a smart thermostat to automate your heating and cooling systems to run less frequently during peak hours.
- Use large appliances like dishwashers and dryers during off-peak hours. Some appliances even have the option to delay their running time!

Evergy, Inc.
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Kansas City, MO 64141-9679
evergy.com

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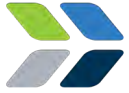
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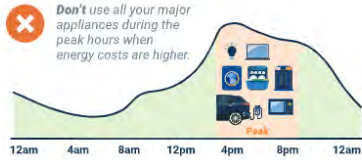




Welcome Kit Postcard with Magnet

Why is Missouri moving to time-based plans?

Supply and demand impacts the cost to produce energy. When there is a high demand for energy during peak hours, producing energy becomes more expensive, and when energy demand is lower, the cost to produce energy goes down. With time-based plans, you'll pay less for energy during off-peak times and more during the few peak hours.



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P.O. BOX 418679
KANSAS CITY, MO 64141-9679

Welcome to your new time-based rate plan.

Look inside for helpful ways to **save energy and money** with your new plan.



Audience: All Eligible Missouri TOU residential customers
Send Date: Additional sends in January

Removable Refrigerator Magnet

Be mindful of peak hours

Reduce large appliance use during peak hours of 4-8 pm.



Use your dishwasher delay button



Adjust your thermostat to avoid peak hours



Shift when you use your clothes dryer

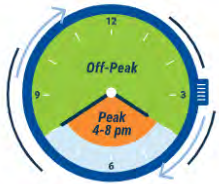
Learn more at evergy.com/SaverPlans



STEP ONE:

Be mindful of peak and off-peak hours

Energy costs are higher during peak hours of 4-8 pm, and off-peak times and pricing varies by plan.



Off-Peak Hours

Demand for energy is lower during these times, so you're charged less. Off-peak times vary by plan but are typically late at night and in the early morning.

Peak Hours

Demand for energy is higher during these few hours, so energy costs more during peak hours. Peak hours are 4-8 pm and vary by day and season.

Costs and times vary by each plan. Get your plan's peak and off-peak times at evergy.com/SaverPlans

STEP TWO:

Optimize when you use your large appliances

You don't need to avoid using energy altogether during peak hours but try to shift when you use large appliances to off-peak times.

Be mindful of peak hours

Reduce large appliance use during peak hours of 4-8 pm.



Use your dishwasher delay button



Adjust your thermostat to avoid peak hours



Shift when you use your clothes dryer

Learn more at evergy.com/SaverPlans



STEP THREE:

Use our Evergy energy engagement tools

Use our personalized tools to help you understand when you're using energy and how to save money.

Weekly Rate Coach Emails

With our weekly Rate Coach emails, you'll get an email every week that breaks down your weekly energy usage by each hour of the day, helping you to see when you're using energy.

Energy Engagement Portal

Through your online Evergy MyAccount portal, you can see your usage patterns broken down by hour, helping identify when you're using the most energy.

Compare My Rate Tool

Use our online rate compare tool to see which time-based rate plan is best for you.

High Bill Alerts

When you enroll in our High Bill Alert emails, you'll receive a notice if you're currently on track to receive a higher-than-normal bill.

Average Payment Plan

Sometimes called budget billing, this program averages your bills each month to help keep payments level throughout the year.

