

Exhibit No.:
Issue(s): *Universal Call Center
Additional Reporting*
Witness: *Scott J. Glasgow*
Sponsoring Party: *MoPSC Staff*
Type of Exhibit: *Direct Testimony*
Case No.: *ER-2024-0189*
Date Testimony Prepared: *June 27, 2024*

MISSOURI PUBLIC SERVICE COMMISSION
FINANCIAL AND BUSINESS ANALYSIS DIVISION
CUSTOMER EXPERIENCE DEPARTMENT

DIRECT TESTIMONY

OF

SCOTT J. GLASGOW

**EVERGY MISSOURI WEST, INC.,
d/b/a Evergy Missouri West**

CASE NO. ER-2024-0189

Jefferson City, Missouri
June 27, 2024

1
2
3
4
5
6
7
8
9
10
11

**TABLE OF CONTENTS OF
DIRECT TESTIMONY OF
SCOTT J. GLASGOW
EVERGY MISSOURI WEST, INC.,
d/b/a Every Missouri West
CASE NO. ER-2024-0189**

EXECUTIVE SUMMARY2
UNIVERSAL CUSTOMER SERVICE2
ADDITIONAL REPORTING4
SELF-SERVICE TOOL OUTAGES 4
AVERAGE HANDLE TIME..... 4

1 managing all aspects of the center’s day-to-day operations. In 1995, I graduated from the
2 University of Missouri-St. Louis with a bachelor of General Studies degree.

3 **EXECUTIVE SUMMARY**

4 Q. What is the purpose of your direct testimony?

5 A. My testimony will recommend that Evergy Missouri West, Inc. d/b/a Evergy
6 Missouri West (“EMW”) renew and fulfill its commitments in the Commission ordered
7 Stipulation and Agreement in Case No. ER-2022-0130¹ concerning its plan to transition to a
8 Universal Call Center. My testimony will also recommend that EMW include self-service tool
9 outages and Customer Service Representatives (“CSR”) average handle time (“AHT”) to the
10 monthly statistical reporting provided to CXD staff.

11 **UNIVERSAL CUSTOMER SERVICE**

12 Q. In the ER-2022-0130 rate case, EMW testified that it would be transitioning to
13 “universal customer service.” What does that mean?

14 A. According to Mr. Caisley’s Direct Testimony,² he testified that:

15 ...universal customer service (meaning that customer service employees
16 located in Wichita, Topeka, Raytown or Kansas City can handle any
17 Evergy customer issue regardless of rate jurisdiction or state);...

18 Q. Did Staff have concerns with this strategy in the ER-2022-0130 rate case?

19 A. Although Staff did not oppose a universal call center, Staff had and continues to
20 have concerns that there would be a decrease in customer service standards and Commission
21 compliance.³

¹ Case No. ER-2022-0130, *Order Approving Four Partial Stipulations and Agreements* filed on 9/22/2022.

² Case No. ER-2022-0130, Direct Testimony of Charles A. Caisley, Page 7, Lines 17-19.

³ Case No. ER-2022-0130, Direct Testimony of Scott J. Glasgow, Pages 6-7.

1 Q. What was agreed to in the Stipulation and Agreement in ER-2022-0130
2 concerning the universal call customer service?

3 A. EMW stipulated and the Commission ordered the following:

4 The Company agrees to file its plan for Universal Customer Service with
5 the Commission including dates of implementation and all steps to
6 ensure that Universal Customer Service will not result in service
7 degradation in the Company's call center as well as all plans to reduce
8 its call center staffing. The Company agrees to meet with OPC, and Staff
9 if they desire, on an annual basis to address any and all aspects of the
10 Company's Universal Customer Service as well as known plans to
11 implement increased automation, digital functionality and streamlining
12 and its anticipated impacts on customer service and experience. This
13 Agreement will be in effect until rates become effective following the
14 Company's next general rate case filing.⁴

15 Q. Did EMW file its plan according to the stipulation?

16 A. Staff asked through a data request if the progress and future plans for Universal
17 Customer Service had been filed with the Commission and EMW responded:

18 As mentioned in the March meeting with staff and OPC, Universal call
19 taking is still an important component of creating exceptional customer
20 service. This requires agreement between two contact center bargaining
21 units. There is no known date for implementation and there has been no
22 filings.⁵

23 Q. What is your recommendation in this case?

24 A. Since Universal Customer Service has not been implemented and universal call
25 taking is still a priority to EMW, my recommendation is that the stipulation agreed to in Case
26 No. ER-2022-0130 be renewed in this case with a change to how long the agreement will stay
27 in effect. Staff recommends the agreement stay in effect until EMW completes the
28 requirements in the agreement and either the Universal Customer Service plan has been
29 implemented or EMW is no longer pursuing implementation of Universal Customer Service.

⁴ Case No. ER-2022-0130, *Stipulation and Agreement* filed on 8/30/2022, item 11(e), Page 17.

⁵ EMW response to Staff Data Request No. 0344.

1 **ADDITIONAL REPORTING**

2 **SELF-SERVICE TOOL OUTAGES**

3 Q. Why is Staff recommending that EMW add self-service tool outages to the
4 monthly reporting?

5 A. According to Mr. Caisley's Direct testimony, in 2023, customers transacted
6 business with EMW through digital self-service tools 93% of the time.⁶ With this level of
7 customer reliance, any outages of these tools will cause disruption to customers and the overall
8 customer experience. Staff would like to monitor the reliability of the tools.

9 Q. What specifically is Staff asking EMW to add to their monthly reporting
10 to CXD?

11 A. Staff recommends EMW add digital self-service tool (website, app, IVA, etc.)
12 outages to the current monthly statistical reporting. The outage reporting should include what
13 digital self-service tool was interrupted, date(s), time(s), duration, and whether it was planned
14 or unplanned.

15 **AVERAGE HANDLE TIME**

16 Q. Why is Staff recommending EMW add CSR average handle time to the monthly
17 statistical reporting?

18 A. Mr. Caisley's Direct testimony states EMW has evolved into a high-touch
19 contact center⁷ due to the utilization of digital self-service tools. He continues that CSRs are
20 handling more complex customer requests and the handle times for calls have increased.
21 Depending on staffing, longer handle times may result in longer wait times for customers to

⁶ Case No. ER-2024-0189, Direct Testimony of Charles A. Caisley, Page 11, line 10-11.

⁷ Case No. ER-2024-0189, Direct Testimony of Charles A. Caisley, Page 13 lines 18-19 and Page 14, lines 1-7.

Direct Testimony of
Scott J. Glasgow

1 reach a CSR, and this will impact any customer that needs to contact the call center. Staff
2 would like EMW to add the monthly AHT metric to help assess the customer experience
3 with EMW.

4 Q. Does this conclude your Direct testimony?

5 A. Yes, it does.

BEFORE THE PUBLIC SERVICE COMMISSION

OF THE STATE OF MISSOURI

In the Matter of Evergy Missouri West, Inc.)
d/b/a Evergy Missouri West's Request for) Case No. ER-2024-0189
Authority to Implement A General Rate)
Increase for Electric Service)

AFFIDAVIT OF SCOTT J. GLASGOW

STATE OF MISSOURI)
) ss.
COUNTY OF COLE)

COMES NOW SCOTT J. GLASGOW and on his oath declares that he is of sound mind and lawful age; that he contributed to the foregoing *Direct Testimony of Scott J. Glasgow*; and that the same is true and correct according to his best knowledge and belief.

Further the Affiant sayeth not.

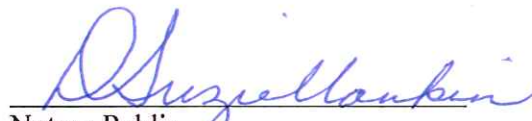


SCOTT J. GLASGOW

JURAT

Subscribed and sworn before me, a duly constituted and authorized Notary Public, in and for the County of Cole, State of Missouri, at my office in Jefferson City, on this 20th day of June 2024.

D. SUZIE MANKIN
Notary Public - Notary Seal
State of Missouri
Commissioned for Cole County
My Commission Expires: April 04, 2025
Commission Number: 12412070



Notary Public

Scott J. Glasgow

Case Participation

The following is a listing of cases before the Commission in which I provided testimony, Staff recommendation or significant analysis:

Date Filed in EFIS	Case Number	Company Name – Type of Case	Contribution
2/8/2024	SC-2024-0228	Missouri American Water – Formal Complaint	Staff Report
11/7/2023	EC-2024-0160	Liberty Electric – Formal Complaint	Staff Report
8/25/2023	WA-2024-0048	Confluence Rivers Utility Company – Acquisition	Staff Recommendation
5/26/2023 7/21/2023	WR-2023-0006	Confluence Rivers Utility Company – Rate Case	Direct and Surrebuttal
3/30/2023	EC-2023-0334	Evergy – Formal Complaint	Staff Recommendation
1/31/2023	WC-2021-0227	Missouri American Water – Formal Complaint	Staff Report
11/18/2022	WA-2023-0003	Confluence Rivers Utility Company – Acquisition	Staff Recommendation
11/10/2022	WA-2023-0026	Confluence Rivers Utility Company – Acquisition	Staff Recommendation
3/8/2022 And 7/13/2022	ER-2022-0129 ER-2022-0130	Evergy Metro Evergy Missouri West	Direct and Rebuttal
1/24/2022	GR-2021-0320	The Empire District Gas Company – Rate Case	Direct
12/20/2021 And 10/29/2021	ER-2021-0312	The Empire District Electric Company – Rate Case	Rebuttal and Staff Report - Cost of Service
12/2/2021	WO-2021-0428	Missouri American Water Company - Petition of Missouri-American Water Company for Approval to Establish a Water and Sewer Infrastructure Rate Adjustment ("WSIRA")	Staff Recommendation

Date Filed in EFIS	Case Number	Company Name – Type of Case	Contribution
10/1/2021	WA-2021-0376	Missouri American Water Company - Certificate of Convenience and Necessity	Staff Recommendation
9/14/2021	WM-2021-0412 SM-2021-0413	Hillcrest Utility Operating Company, Inc., Indian Hills Utility Operating Company, Inc. Elm Hills Utility Operating Company, Inc., Confluence Rivers Utility Operating Company, Inc., Osage Utility Operating Company, Inc. – Merger	Staff Recommendation
7/15/2021	GC-2021-0395	Empire District Gas Company – Formal Complaint	Staff Report
06/17/2021	WC-2021-0251	Missouri American Water Company – Formal Complaint	Staff Report
4/30/2021	AO-2021-0264	Cause of the February 2021 Cold Weather Event and its Impact on Investor Owned Utilities	Staff Report
4/16/2021	WA-2020-0397	Liberty Utilities - Certificate of Convenience and Necessity	Staff Memorandum
11/24/2020	WR-2020-0344	Missouri American Water Company – Rate Case	Staff Report
9/9/2020	WR-2020-0275	Elm Hills Utility Operating Company, Inc. – Rate Case	Non-unanimous Disposition Agreement
8/20/2020	WC-2020-0407	Missouri American Water Company – Formal Complaint	Staff Report
8/4/2020	WR-2020-0264	Raytown Water Company – Rate Case	Unanimous Disposition Agreement
4/20/2020	GC-2020-0201	Spire Missouri Inc., d/b/a Spire – Formal Complaint	Staff Report
3/26/2020	WC-2020-0194	Missouri American Water Company – Formal Complaint	Staff Report
3/17/2020	SM-2020-0146	Elm Hills Utility Operations Company / Central Rivers Wastewater Utilities – Acquisition	Staff Recommendation
2/10/2020	WR-2020-0053	Confluence Rivers Utility Company – Rate Case	Unanimous Agreement Regarding Disposition
9/4/2019	WA-2019-0185	Osage Utility Operating Company, Inc. – Acquisition	Surrebuttal

Date Filed in EFIS	Case Number	Company Name – Type of Case	Contribution
6/10/2019	WA-2019-0036	Liberty Utilities / Franklin County Water Company - Acquisition	Staff Report and Recommendation
5/31/2019	WA-2019-0299	Confluence Rivers Utility Operating Company - Acquisition	Staff Memorandum
5/17/2018	GC-2018-0159	Spire Missouri – Formal Complaint	Staff Report
1/22/2018	WM-2018-0104	Missouri-American Water / Spokane Highlands - Acquisition	Staff Recommendation
12/28/2017	WC-2018-0124	Missouri-American Water – Formal Complaint	Staff Recommendation
11/30/2017	EO-2015-0055	Ameren Missouri’s 2nd Filing to Implement Regulatory Changes in Furtherance of Energy Efficiency as Allowed by MEEIA - Flex Pay Application Filed 11/30/2017	Case Coordinator
11/9/2017	SA-2018-0068	Missouri-American Water - Certificate of Convenience and Necessity	Staff Recommendation
9/5/2017	SA-2018-0019	Missouri-American Water - Certificate of Convenience and Necessity	Staff Recommendation
7/5/2017	WR-2017-0110 and SR-2017-0109	Terre Du lac Utilities – Rate Case	Stipulation and Agreement
3/31/2017	WO-2017-0012	Missouri-American Water - Investigation	Staff Memorandum
3/17/2017	WO-2017-0191	Missouri-American Water / Audrain Public Water District No. 1 - Territorial Agreement	Staff Recommendation
3/13/2017	WA-2017-0181 and SA-2017-0182	Missouri-American Water - Certificate of Convenience and Necessity	Staff Recommendation
5/6/2016	WR-2016-0109 and SR-2016-0110	Roy-L Utilities – Rate Case	Disposition
2/22/2016	WM-2016-0169	Missouri-American Water / Woodland Manor - Acquisition	Staff Recommendation
1/29/2016	EC-2015-0309	Kansas City Power & Light Company / KCP&L Greater Missouri Operations Company -- Formal Complaint	Surrebuttal
12/31/2015	WC-2016-0113	Missouri-American Water – Formal Complaint	Staff Memorandum
1/29/2015	EC-2015-0093	KCP&L Greater Missouri Operations – Formal Complaint	Staff Recommendation

Date Filed in EFIS	Case Number	Company Name – Type of Case	Contribution
6/27/2014	EC-2014-0334	Empire District Electric Company – Formal Complaint	Staff Recommendation
4/18/2013	TC-2012-0394	CenturyLink (Embarq Missouri) – Formal Complaint	Staff Memorandum
11/12/2012	CA-2013-0271	New Horizons Communications Corp. - Application for Certificate	Staff Recommendation