



Legal Department

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July 19, 2024

Secretary of the Commission
Missouri Public Service Commission
P.O. Box 360
Jefferson City, MO 65102-0360

RE: EW-2023-0199, Quarterly Time-of-Use Report

Dear Madam Secretary:

Enclosed please find Evergy Missouri Metro's and Evergy Missouri West's Q2 2024 Quarterly TOU Report (for the period April 1, 2024 through June 30, 2024) as required by the Missouri Public Service Commission's *Order Altering Reporting Requirements and Setting Presentation* issued on February 29, 2024 in Docket No. EW-2023-0199.

Additionally, on January 22, 2024 during Evergy's on the record TOU presentation, Commissioners expressed an interest in understanding more about the winter bill impact on heating customers due to the recent transition to TOU default rates. At the time of the presentation in January, Evergy area was experiencing very cold temperatures; however, February 2024 resulted in the third hottest winter in Kansas City and March was also warmer than normal.

At Evergy's next on the record TOU presentation on April 2, 2024, Evergy shared that it was working with Opower/Oracle to leverage the Behavioral Rate Analysis Tool ("BRAT") to conduct the winter bill impact analyses on heating customers for the period January 1, 2024-March 31, 2024, to provide Evergy and the Commissioners a better understanding of the TOU impact on the heating customers. Evergy reiterated, consistent with prior comments to the Commission, that the BRAT tool has technical limitations. The BRAT is the rate modeling analyses that supports Opower/Oracle's online tool that Evergy offers to customers to explore the different TOU rate options; it provides a comparison of the TOU rate options using a customer's historical data usage; and it allows the customer to choose the rate option that best suits them.

Evergy previously leveraged the BRAT analyses in its first on the record presentation on August 10, 2023 to inform Commissioners of the impending impact of the TOU rates to answer questions such as:

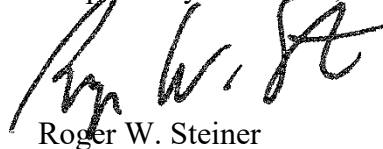
- How many customers are likely to experience annual savings in their bills?
- How much are the potential savings? What rate option is the most likely to experience the most significant savings?
- How many customers are likely to experience annual an increase in their bills?
- How much are the potential increases? Which customers and rate options are the most likely to experience significant increases in the bill?

The technical limitations of the BRAT analyses referenced by Evergy in its MO West testimony include:

- The BRAT looks at past usage and is not a forecast of future usage.
- It does not account for changes in future weather and temperature (i.e., not weather normalized).
- It does not account for behavioral changes as a result of peak pricing.
- It does not account for changes in a customer's-built environment, like home upgrades or remodels.
- Does not account for different payment arrangement plans (e.g., budget billing, arrearage management plans).

In the April TOU presentation, Evergy shared that it would provide the findings of winter bill impact on heating customers from the BRAT analyses at our next quarterly report, after the analyses was completed, likely in 12-14 weeks. Evergy received the winter bill impact analyses on heating customers from Opower and we are in the process of reviewing the results. Evergy will be prepared to file the results by August 4, 2024, and is available to discuss the filing with the Commissioners upon request.

Respectfully submitted,

A handwritten signature in black ink, appearing to read "R. W. Steiner", written in a cursive style.

Roger W. Steiner



Time of Use Customer Reporting

Q2 2024 – July 2024

EW-2023-0199



Rate Enrollment





Time of Use Rate Enrollments

Active Customers on TOU rates as of July 1, 2024

Rate Plan	MO West	MO Metro	Total	% of enrollments
Nights & Weekends Max Plan (3-period/high differential)	16,261	8,379	24,640	4.3%
Nights & Weekends Plan* (3-period)	7,478	5,313	12,791	2.2%
Default Time Based Plan (peak adjustment charge/low diff/default)	253,543	231,381	484,924	84.8%
Summer Peak Time Based Plan (2-period)	24,761	24,391	49,152	8.6%
EV Only Plan (separately metered/3-period/high differential EV rate)	4	4	8	0.0%
Total	302,047	269,468	571,515	



Time of Use Rate Enrollments

Quarterly Review

TOTAL of MO West & MO Metro Rate Plan	Month Ending*		
	April	May	June
Nights & Weekends Max Plan (3-period/high differential)	24,604	24,632	24,640
Nights & Weekends Plan* (3-period)	12,864	12,797	12,791
Default Time Based Plan (peak adjustment charge/low diff/default)	482,839	483,643	484,924
Summer Peak Time Based Plan (2-period)	50,906	49,925	49,152
EV Only Plan (separately metered/3-period/high differential EV rate)	6	6	8
TOTAL	571,219	571,003	571,515

*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 7/1/24		
1 rate change	8,529	6,346
2 rate changes	746	532
3 rate changes	90	105
4 rate changes	19	10
5 rate changes	4	5
6 rate changes	1	1
12 rate changes		1
TOTAL	9,389	7,000



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*		
	April	May	June
Total MO West & MO Metro			
1 rate change	13,569	14,144	14,875
2 rate changes	1,016	1,140	1,278
3 rate changes	142	165	195
4 rate changes	24	23	29
5 rate changes	4	7	9
6 rate changes	1	1	2
10 rate changes	1		
11 rate changes		1	
12 rate changes			1
TOTAL	14,757	15,481	16,389

*approximately end of month/beginning of month data

New Customer Education Material






Summer Seasonal Price Change Details Email

Audience: All Customers
Send Date: May 2024

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DEFAULT TIME BASED PLAN

Save now and all year
We're here to help!



Summer is here

Along with the warmer weather comes a change in your energy usage as your air conditioner works to keep you cool. In our area, energy use in the summer goes up, and that impacts the cost to produce energy.

Your time-based plan can help you manage your bill


On your plan, **20 hours of every day are off peak**, where you pay less for energy. You'll save the most by shifting some of your large appliance usage.

Here are some quick tips:

- Move some laundry to evenings after 8pm
- Load the dishwasher, then run it overnight
- Use a smart thermostat to take advantage of off-peak prices

With summer prices now in effect (June-September), it's even more important to shift your large energy usage away from peak hours of 4-8 pm. Here's a look at your summer energy rates.

Default Time-Based Plan



View Rate Details


Pre-cool for the lowest prices

Take advantage of off-peak prices by "pre-cooling" your home on weekdays. Tip: a smart thermostat makes this really easy!

Step 1: Before peak times begin, set your AC temperature 3-4° below your usual preferred temperature. For example: If your normal setting is 78°, lower it to 75°.

Step 2: During 4-8 pm, raise the setting. This will allow your home to warm up gradually, delaying the need for the AC to kick on.

Step 3: After 8 pm, return to your normal preferred temperature.



Install a smart thermostat

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. Get a [free one from Evergy](#).

Save all year

You can also help your home use less energy in general by making changes and upgrades over time.


Replace your AC filter every 90 days
Replacing a dirty filter with a clean one can reduce your system's energy usage by 10%!

Install draft stoppers
You could save up to 10% per year on energy by stopping cool air from escaping under exterior doors.

Unplug energy vampires
Items like TVs, game consoles and computers draw energy even when turned off. Try an advanced power strip to stop energy from flowing to unused devices, especially during peak hours.

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NIGHTS AND WEEKENDS MAX PLAN

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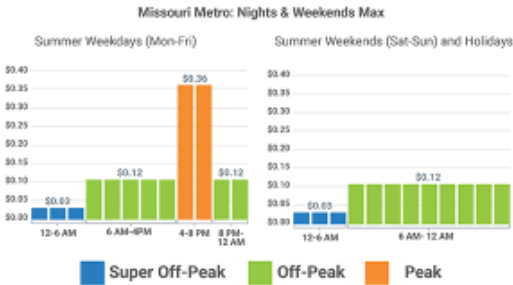
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Missouri Metro: Nights & Weekends Max



View Rate Details


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Summer Seasonal Price Change Details Email

Audience: All Customers
Send Date: May 2024

[Can't see images? View online.](#)



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Your plan only has a peak time (M-F, 4-8 pm) during the summer months of June-September. Now that it's summer, it's important to shift some of your large energy usage to off-peak times. Here's a look at your summer energy rates.

Missouri Metro: Summer Peak Time-Based Plan

Time Period	Rate
12 AM - 4 PM	\$0.10
4-8 PM	\$0.35
8 AM - 12 AM	\$0.10
12 AM - 12 PM	\$0.10

View Rate Details


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Missouri Metro: Nights & Weekends

Time Period	Rate
12-4 AM	\$0.06
6 AM-4 PM	\$0.11
4-8 PM	\$0.34
8 PM-12 AM	\$0.11
12 AM - 6 AM	\$0.06
6 AM - 12 AM	\$0.11

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Summer High Usage Tips Email


Audience: All Customers
Send Date: April and May 2024

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SMART SUMMER ENERGY




It's the season of growing

Your energy usage could start growing, too. The warmer it gets outside, the harder your air conditioner will work to cool things off inside. But on your time-based rate plan, you have LOTS of control over your usage—and your bill. This summer we'll be sharing our best tips and tricks.



It's all in the timing.

On your time-based plan, WHEN you use energy makes a difference. Saving is as easy as shifting some of your large-appliance usage to off-peak and overnight hours.




Make the most of off-peak hours

Save the cleaning and laundry for later to take advantage of the lowest energy prices.


Delay those dishes

Use your dishwasher's delay setting. You'll get the lowest energy prices and wake up to squeaky clean dishes.



Wash clothes in cold water

Shifting from using hot water to using cold water will save you around 30 cents per load. That adds up!




There's more you can do to keep usage low as temps rise.

[See More Energy Saving Tips](#)


Avoid sticker shock

Unexpected bills can blow a budget, and that's stressful. Keep your bills predictable with our Average Payment Plan.



[Get Average Payment Plan](#)

Check your usage



See where your bill stands now and when your home uses electricity. Shift daytime usage to nights and weekends to get the lowest energy prices.


[Energy Analyzer Tools](#)

We're here to help

Big bills are daunting. If you need help paying your bill, we have financial assistance programs and [payment plans](#) if you fall behind.


[Explore Financial Assistance](#)

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SMART SUMMER ENERGY



Time for appliance spring cleaning


Large appliances can suck huge amounts of energy, making your home less efficient. While you're focusing on spring cleaning your home, don't forget about your appliances. And remember: on your time-based plan, running them at night costs less!



Make small changes to help manage summer usage.


Lower your water heater temp

Lowering your setting from 140 degrees to 120 degrees could reduce your water heating energy bill by more than 10 percent. Learn how to [adjust your temperature setting here](#).




Use the sun and line-dry the laundry

Run the dryer overnight to get the lowest off-peak energy prices. Better yet, save even more by skipping the dryer: use the sun's energy with a clothesline. Bonus: your clothes will smell amazing!



Get a smart thermostat

These [thermostats](#) let you control your air conditioner with your phone. You can put your system on a schedule, and precool your home before peak hours begin to save energy and money.



There's more you can do to keep usage low as temps rise.


[See More Energy Saving Tips](#)

You have options

View and pay your bill online, through the app or with autopay. No stamp needed!

[Payment Options](#)

Check your usage



See where your bill stands now and how your home uses electricity. With our Energy Analyzer Tools, you'll know more so that you can save more.

[Energy Analyzer Tools](#)

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[Explore Financial Assistance](#)




Summer High Usage Tips Email

Audience: All Customers
Send Date: June 2024




SMART SUMMER ENERGY



Rising temps = rising usage

Summer means barbecues, swimming pools and higher energy bills. Your air conditioner runs at max capacity in the summer, and that requires a lot of energy. Even though a higher energy bill is normal for this season, we understand that it can still come as a surprise. We want to help.



Pre-cool to save energy

Avoid higher energy prices during peak hours by "pre-cooling" your home. Tip: a [smart thermostat](#) makes this really easy.

Before peak hours

3 hours before the peak period begins, use your programmable or smart thermostat to:

- ✓ Set the temp 3-4° below your normal temp
- ✓ Example: 78° to 75°

During peak hours

When peak hours begin at 4pm:

- ✓ Raise the setting 3-4° higher
- ✓ Example: 81° if you normally like 78°
- ✓ Leave it there until 8pm

After peak hours

Return to your normal setting:


- ✓ After peak times end (8pm)
- ✓ Example: from 81° back to 78°

There's more you can do to keep usage low as temps rise.

[See More Energy Saving Tips](#)

Watch for High Bill Alerts

These are emails triggered when your energy usage spikes higher than usual so that you can make changes around your home to lower your bill. It's a good idea to [verify your contact info](#) to be sure you get the alerts.



You have options

View and pay your bill online, through the app or with autopay. No stamp needed!

[Payment Options](#)

We're here to help

Big bills are daunting. If you need help paying your bill, we have financial assistance programs and [payment plans](#) if you fall behind.

[Explore Financial Assistance](#)



Bill Insert

Audience: Mo Residential Customers
Send Date: June 2024

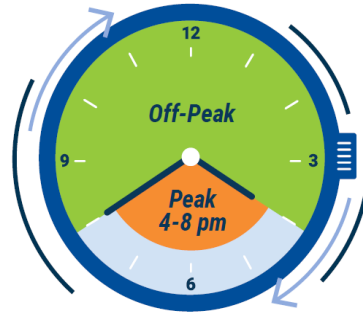
Stay Ahead of The Heat This Summer

Make a plan to maximize your savings

Along with the change of seasons comes a change in energy usage. Demand for electricity in the summer is typically higher, which impacts the cost to produce the energy for your home.

With summer prices now in effect (June-September), it's even more important to shift your large energy usage away from peak hours of 4-8 pm.

Visit [evergy.com/SummerPeak](https://www.evergy.com/SummerPeak) to see your plan's pricing details.



How can you save? Shifting energy use away from the higher-priced peak hours of 4-8 pm is always a good idea and can help you save on your energy bill.

- 1 Keep blinds, curtains, and other window coverings closed during summer days to help block unwanted heat and reduce cooling costs.
- 2 Program your thermostat to pre-cool your home before 4 pm.
- 3 When possible, use heat-generating appliances such as washers, dryers, and dishwashers later in the evening during off-peak hours.
- 4 Set timers for appliances, like dishwashers and pool pumps, to run off-peak.
- 5 Use tools such as our High Bill Alerts and Weekly Energy Reports to track your energy use and costs.



Note: If you're on the **Summer Peak Time Based Plan**, your rate plan only has a peak time (M-F, 4-8 pm) during the summer months of June-September. Now that we're in summer, it's important to shift some of your large energy usage to off-peak times.



Weekly Energy Analysis Report email

- Seasonal Module

Audience: Mo Residential Customers
Send Date: June 2024
Seasonal Change Module added in June



Stay ahead of heat this summer

Along with the change of seasons comes a change in energy usage. Demand for electricity in the summer is typically higher, which effects the cost to produce the energy for your home.

As of June 1, Evergy's summer prices went into effect, so it's even more important to shift your large energy usage away from Peak Hours of 4-8 pm.

	Non-Summer	Summer
Dates	October 1 - May 31	June 1 - September 30
Peak pricing (4 pm - 8 pm Monday through Friday, excluding holidays)	\$0.27 / kWh	\$0.36 / kWh
Off-Peak pricing (6 am - 4 pm, 8 pm - 12 am)	\$0.09 / kWh	\$0.12 / kWh
Super Off-Peak pricing (12 am - 6 am)	\$0.02 / kWh	\$0.03 / kWh