

Exhibit:

Issues: Customer Service
Experience; Income
Eligible Programs;
Customer Complaint
reporting; TOU Education
cost disallowance; Safety
Initiatives, Universal
Customer Service plans

Witness: Charles A. Caisley

Type of Exhibit: Rebuttal Testimony

Sponsoring Party: Evergy Missouri West

Case No. ER-2024-0189

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MISSOURI PUBLIC SERVICE COMMISSION

CASE NO.: ER-2024-0189

REBUTTAL TESTIMONY

OF

CHARLES A. CAISLEY

ON BEHALF OF

EVERGY MISSOURI WEST

**Kansas City, Missouri
August 2024**

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REBUTTAL TESTIMONY

OF

CHARLES A. CAISLEY

Case No. ER-2024-0189

I. INTRODUCTION

1

2 **Q: Please state your name and business address.**

3 A: My name is Charles A. Caisley. My business address is 1200 Main, Kansas City, Missouri
4 64105.

5 **Q: Are you the same Charles A. Caisley who submitted direct testimony on February 2,**
6 **2024?**

7 A: Yes.

8 **Q: On whose behalf are you testifying?**

9 A: I am testifying on behalf of Evergy Missouri West, Inc. d/b/a Evergy Missouri West
10 (“EMW”).

11 **Q: What is the purpose of your testimony?**

12 A: My testimony will discuss portions of the direct testimony of Missouri Public Service
13 Commission (“Staff”) witnesses Scott Glasgow, Tammy Huber, and Sarah Lange. In
14 addition, my testimony will rebut aspects of Office of the Public Counsel (“OPC”)
15 witnesses Geoff Marke and Lisa Kremer.

16 Staff witness Glasgow requests that the Company agree to file its plan for Universal
17 Customer Service with the Commission including dates of implementation and all steps to
18 ensure that Universal Customer Service will not result in service degradation in the
19 Company’s call center as well as all plans to reduce its call center staffing.

1 Dr. Marke requests that (1) the Commission order a third-party impact and process
2 evaluation over the performance of Evergy's income-eligible programs and level of energy
3 burden, and (2) Evergy extend an invitation for OPC to be included in all future quarterly
4 customer service experience calls that are currently taking place with the Staff and Evergy.

5 Ms. Kremer raises a concern that the Company may not be in compliance with
6 Commission Rule 20 CSR 4240-13.040 (5)(B) regarding customer complaints received
7 directly by the utility, discusses call center hours, particularly the elimination of call center
8 hours after 5:00 pm, discusses safety issues and recommends a disallowance related to
9 EMW's Time-Of-Use ("TOU") education efforts. Staff witnesses Lange and Huber also
10 criticize Evergy's Time of Use education efforts.

11 II. UNIVERSAL CUSTOMER SERVICE

12 **Q: Staff witness Scott Glasgow requests that the Company agree to file its plan for**
13 **Universal Customer Service with the Commission including dates of implementation**
14 **and all steps to ensure that Universal Customer Service will not result in service**
15 **degradation in the Company's call center as well as all plans to reduce its call center**
16 **staffing. Do you have any response to his testimony?**

17 **A:** Yes. First, Universal Customer Service is a concept that includes using the Company's
18 call centers (there are currently two call centers located in Raytown, Missouri, and Wichita,
19 Kansas) to serve customers in both Kansas and Missouri regardless of service territory or
20 state. While the Company would retain two physical locations to take calls and maintain
21 remote (at-home) customer service representatives in both states, advances in the
22 technology allow Evergy to load balance calls to improve overall customer service and
23 response times. For example, if there is a storm and resulting outages causing a significant

1 spike in calls to the call center in Raytown, we would like to be able to use available
2 customer service representatives in Wichita to assist with answering those calls. The result
3 would be more efficient use of the Wichita call center with more available bandwidth at
4 that moment in time and quicker response time, resulting in better customer service for
5 customers calling the Raytown call center to report an outage or ask a question regarding
6 restoration times. Load balancing between call centers and remote customer service
7 representatives is a common-sense practice used by most businesses across the United
8 States, including a majority of U.S. utilities.

9 In addition, as I have explained in previous rate cases, Universal Customer Service
10 also encompasses our ongoing efforts to ensure that we elevate overall customer service
11 by adding technology to enhance customer self-service whether online (digitally) or
12 through continuous improvements to our Intelligent Virtual Assistance (IVA). This allows
13 customers to choose the service channel and time that is most convenient for them. We do
14 not want customer service to be static, but to continuously improve and evolve with
15 technology. Significant investments have been made in critical customer systems. This
16 includes foundational systems such as our CIS and telephony infrastructure, and customer
17 facing technologies such as our IVA and online portals. The benefits from these upgrades
18 are many. Not only do they offer customers more ways to interact with Evergy, but the
19 system upgrades allow customers to transact in the way that best works for them and their
20 particular issue. Now that foundational technology is in place and long-term risks of aging
21 technology have been mitigated, Evergy can turn to identifying incremental improvements
22 to customer experience and incremental cost efficiencies. This will include layering in
23 technology such as chat, generative AI and other emerging technology. With respect to

1 customer service enhancements through implementing technology advancements, it is not
2 a point in time or a destination, but a continuous improvement journey that will necessarily
3 impact staffing levels and shift or reduce costs over time. However, the main driver is not
4 cost reductions. The primary consideration in deploying technology and enhancing
5 customer service offerings is improving customer experience and results. Cost savings are
6 a byproduct of some enhancements and a casualty of others. For example, Evergy opened
7 Connect Centers to allow for face-to-face customer service. Our customer research showed
8 many customers, including lower-income and older customers, felt more comfortable in an
9 in-person environment. That was a meaningful customer service enhancement that costs
10 more money per customer than customer service by phone. Today, we have two full time
11 Connect Centers that are utilized by tens of thousands of customers a year and have the
12 highest customer satisfaction of any customer service channel we employ. It is *not*
13 however, the most cost-effective method of customer service. Reducing cost is always a
14 goal because it helps keeps rates affordable. However, when it comes to customer service,
15 it is not the most important factor—better customer experience is the primary
16 consideration.

17 Finally, Evergy has and will continue to use feedback from our Voice of Customer
18 surveys, as well as other customer and best practices research, along with our daily
19 interactions with customers to drive process improvement and enhanced customer
20 experience.

1 **Q: How does Evergy plan to implement universal customer service within the contact**
2 **centers?**

3 A: It is no secret that Evergy believes our customers will be served most efficiently and
4 effectively by having all our representatives capable of assisting all customers. This is the
5 model Evergy Missouri Metro and Evergy Missouri West used prior to the merger and
6 continues to use today (Kansas and Missouri calls are both handled in the same contact
7 center). Customer Service Representatives (“CSRs”) are thoroughly trained on the
8 differences between jurisdictions and have the tools to ensure callers are served based on
9 the state or jurisdiction that applies to them. Because our call centers are staffed with union
10 employees who are members of different locals, shifting to Universal Customer Service
11 will require union agreement.

12 **Q: Will you give the Commission an update on the Universal Customer Service plans?**

13 A: With respect to implementation, Evergy does not have a set timeline for the move to 100%
14 universal customer service for our call centers. The technology is in place and next steps
15 will be around the people and processes. The contact center leadership will continue to
16 keep Staff informed via the regular quarterly updates and other communication outside of
17 those windows if needed. Universal call taking is still an important component of creating
18 exceptional customer service. As stated, this will require agreement between two contact
19 center bargaining units. We have had numerous discussions with union representatives and
20 will continue to do so until we are able to reach a compromise. Consequently, while there
21 is not currently an implementation date, Evergy will continue to keep the Staff and OPC
22 informed as our plans develop in the future.

1 **Q: How do the system enhancements you mentioned relate to cost savings within the**
2 **contact center?**

3 A: Like most regulated utilities, an ongoing Evergy goal is to improve and increase the use of
4 automation and customer self-service channels. Doing so will help us meet increasing
5 customer expectations, and many times also achieve cost savings for our customers. Each
6 customer's needs and expectations are different. It is important for customers to have
7 choice in how they choose to transact with Evergy. That said, there will always be a need
8 for human connection with customers. Evergy is not trying to eliminate live customer
9 service. Indeed, we have expanded the channels by which live customer service is available
10 by adding back in-person customer service with Connect Centers. In particular, non-
11 repeatable, non-routine and complex customer service issues are best handled over the
12 phone, by video or in-person by people (our trained customer service representatives). At
13 the same time, deploying technology to handle routine and repeatable processes makes
14 sense from both a cost and an experience standpoint. Most customers enjoy being able to
15 self-serve, to transact on the platform of their preference and at a time that is convenient
16 for them. However, as technology continues to be deployed and call volumes decrease and
17 more transactions happen through other self-service channels, the Company should
18 appropriately consider staffing levels in our call centers and pass along available savings
19 to customers.

1 **Q: Staff witness Glasgow also recommends that EMW add digital self-service tool**
2 **(website, app, IVA, etc.) outages to the current monthly statistical reporting. He also**
3 **recommends that EMW add CSR average handle time to the monthly statistical**
4 **reporting. Do you have a response?**

5 A: Evergy currently shares the following statistics on a monthly basis: Abandoned Call Rate,
6 Contact Center Staffing, Average Speed of Answer, Calls offered, Total Calls and Service
7 Level. On a quarterly basis, the Evergy team meets with Staff to review additional things
8 such as key performance metrics for both the contact center and revenue management areas
9 (billing, credit, payment and metering). In addition, the Customer and Community affairs
10 teams also give an update on things such as customer complaints and community outreach.
11 Starting in 2023, Evergy added a new component that provides updates on the customer
12 self-service metrics, which includes IVA, payments and other web/mobile app activity.

13 Evergy is open to discussing any major self-service system outages as well as
14 Average Handle Time (AHT) and the way it is measured and monitored at Evergy.
15 However, Evergy suggests these items be shared in the quarterly MPSC reporting meeting.

16 **III. INCOME ELIGIBLE PROGRAMS**

17 **Q: In regard to the quarterly customer service experience meetings between Evergy and**
18 **Staff, does the Company have an issue with Dr. Marke's request for OPC**
19 **participation in future quarterly customer service experience meetings?**

20 A: Not at all, Evergy would welcome OPC's participation. However, in order to facilitate
21 open dialogue, transparency and full understanding regarding the positions of parties
22 participating in these quarterly meetings, the Company requests open communications
23 between the parties so that, if Staff or OPC take issue with the substance of the meetings,

1 those views are communicated directly to the Company, preferably in writing, so they can
2 be reviewed and addressed between the parties. This would enable the Company to fully
3 consider and mitigate or respond in a timely fashion and create meaningful dialogue that
4 could significantly improve communication and understanding as well as improve
5 relationships.

6 **Q: What is your understanding of OPC's request to order a third-party impact and**
7 **process evaluation over the performance of Evergy's income-eligible programs and**
8 **level of energy burden?**

9 A: Evergy's income-eligible programs are integral to our commitment to customers and
10 ensuring that we understand our customers' individual circumstances and do everything
11 reasonably possible to address those circumstances and meet our customers where they are.
12 We are always willing to discuss these programs with stakeholders, including OPC
13 representatives, whenever requested. I was pleased to see that Dr. Marke recognized that
14 Evergy has a good track record with these programs, and the Company's program approach
15 and outreach has evolved and is resulting in favorable outcomes for the Company in both
16 customer and regulator/stakeholder perception. (Marke Direct, p. 20)

17 With respect to OPC's request to order a third-party impact study evaluating the
18 performance of Evergy's income-eligible programs and the level of energy burden with
19 our customers, we do not necessarily oppose the request but think that it is better addressed
20 outside of this rate review proceeding. This position is addressed more fully by Company
21 witness Kevin Gunn in his rebuttal testimony. Further, it is also important to note that the
22 Company has already conducted third-party studies on several of its low-income programs
23 and is already participating in a third-party energy burden study.

1 Similarly, Evergy is open to participating in a joint-utility, third-party, state
2 evaluation process to assess the overall effectiveness of the Critical Customer Program.
3 Given this program was launched in the middle of 2024, Evergy requests the study be
4 conducted after year two, in 2026, in order to fully assess the program and customer
5 benefits.

6 Additionally, Evergy asks that consideration be given to the differences in the
7 program start times among the utilities and the two partnering agencies – United Way of
8 Greater St. Louis and United Way of Greater Kansas City. United Way of Greater St. Louis
9 had different technologies in place and began designing the program prior to Evergy and
10 the United Way of Kansas City.

11 Evergy recognizes the impact that the cost of energy has on its customers and
12 continues to conduct customer outreach and link to payment resources to its customers in
13 need. These efforts include participating in hundreds of income-eligible social service
14 events, proactive outreach to customers in threat of disconnection with information on
15 LIHEAP and ERPP resources, using Evergy Connect for face-to-face, layered services as
16 well as helping customers understand their usage and ways to lower it through energy
17 efficiency tools and programs.

18 Evergy is currently participating in and supporting Renew Missouri’s energy
19 burden program and online tool. Renew Missouri is currently putting together the platform
20 for the Evergy territory which will show the energy burden percentages in Evergy’s
21 Missouri territory. Renew Missouri is expected to complete this project by July, 2024 and
22 have accessible to the public by August, 2024. Evergy is open to further energy burden

1 studies, but reiterates that the appropriate place for discussion is outside of this rate review
2 and Evergy will have a list of requirements or modifications for Staff and OPC to consider.

3 **Q: Do you have any additional customer program feedback that you would like to**
4 **elaborate on?**

5 A: In addition to ongoing customer research and focus groups regarding our low-income and
6 at-risk customer programs, Evergy has specifically conducted a customer satisfaction
7 survey conducted by True North Market Insights on the ERPP. The survey consisted of
8 phone interviews and a postcard survey mailed to participants. The survey found:

- 9 ▪ The program is viewed positively by customers and they would have
10 hardship in paying their bills without the program;
- 11 ▪ Customers recommend making the application easier to understand;
- 12 ▪ Customers recommended increasing the capacity of the program in the
13 monthly credit (which has been done) and possibly more during summer
14 months.
- 15 ▪ Gauging the effectiveness, impact and reception of these programs is
16 important. Ensuring that the costs and time involved does not detract from
17 the programs and the program benefits themselves is also important.

18 **Q: Please describe the programs Evergy offers to its income-eligible customers.**

19 A: Evergy offers various income-eligible customer programs, depending on the customer
20 need. Types of Evergy income-eligible programs include payment assistance, pay
21 arrangements, home weatherization, and direct install of energy efficiency measures to help
22 reduce home energy usage. Evergy's income-eligible programs are supported by tariffs
23 that are Commission-approved during a general rate case, such as the Economic Relief

1 Pilot Program (“ERPP”) and income-eligible weatherization (“IEW”) program. In
2 addition, Evergy offers programs to income-eligible customers that are approved and
3 offered through our Missouri Energy Efficiency Investment Act (“MEEIA”) portfolio,
4 such as home energy efficiency kits, single-family and multi-family weatherization
5 programs, online offer center, and pilots targeted to low-income customers, such as
6 appliance recycling, high-efficient laundry machines, and the Power Check pilot.

7 Other programs and opportunities for income-eligible customers include:

- 8 ▪ Four-month payment plans open to all customers, regardless of their
9 income-eligible status, to repay an arrears balance.
- 10 ▪ An adjustable date program that accommodates customers who have
11 income solely from social security to request an adjustable due date to pay
12 their bill.
- 13 ▪ A self-identifying medical program for customers that are dependent on
14 electrically-operated life support equipment.
- 15 ▪ A new Critical Medical Customer program to link customers with medical
16 and cognitive issues to payment resources and limit disconnections.
- 17 ▪ A new Rehousing program to help customers with arrearages so they can
18 enter stable housing
- 19 ▪ Cold Weather Rule (“CWR”) helps protect customers from service
20 disconnection during the coldest winter months with a payment plan to be
21 designated during the CWR timeframe.
- 22 ▪ Additionally, Evergy redesigned its financial assistance component of its
23 website to help customers learn about existing and new payment assistance

1 programs. The site redesign makes it much easier for customers to navigate
2 and link to all the applications. Evergy distributed tutorial videos for
3 customers to assist them with understanding processes and trained social
4 service agencies in the programs as well. Evergy supported this site with
5 comprehensive communications to customers.

6 **Q: Does the Company work with other agencies to promote these programs?**

7 A: Yes. Evergy’s Connect and Customer Affairs outreach teams have established solid
8 partnerships with many agencies and community partners across our jurisdictions to
9 promote our income-eligible programs and assistance. These teams participate in more than
10 300 events and meetings annually with agencies and customers to help customers access
11 programs. While not an exhaustive list, some of the agencies in which Evergy partners
12 includes: United Way, Salvation Army, Community Action Partners (“CAP agencies”),
13 Bishop Sullivan, Redemptorist, Kansas City Housing Authority and many more partners.
14 Evergy’s MEEIA KC-LILAC initiative (“Kansas City Low-income Leadership Assistance
15 Collaborative”) also helps bridge together many energy services available to customers
16 including energy efficiency, weatherization and utility assistance.

17 **Q: In addition to its income-eligible programs, how does Evergy support its low-income
18 communities?**

19 A: Annually, Evergy invests nearly \$7 million in hundreds of community agencies throughout
20 its territory. Of this total, Evergy invests nearly \$3 million in vulnerable communities and
21 customers, including programs for energy burden, social service agency staffing, access to
22 payment and energy resources and environmental justice communities. Evergy also

1 donates approximately \$200,000 annually to direct assistance programs for customers,
2 such as Dollar Aide and Project Deserve.

3 **Q: What is your assessment of the Critical Needs and Rehousing Pilot Program?**

4 A: Evergy believes both programs have potential to be very beneficial to customers. Evergy
5 is partnering with the United Way of Greater Kansas City for the Critical Needs Program
6 and with the Housing Authority of Kansas City for its Rehousing Pilot Program. Evergy
7 worked during 2023 and the first part of 2024 to establish the programs, outreach strategies,
8 processes, metrics and staffing and launched both programs in the summer of 2024. Evergy
9 will continue to track the progress and will be able to report out later in 2024 to
10 stakeholders.

11 **Q: How do the Critical Needs Program and Rehousing Pilot Program compare to other
12 Evergy programs or initiatives?**

13 A: Evergy has similar initiatives across its income-eligible programs that represent
14 components of these two proposed programs and similar outreach to accomplish similar
15 results. For example, earlier in my testimony I referenced our Connect facility, which is
16 our customer-facing facility created to address the needs of vulnerable customers more
17 holistically. The intent of Connect was to assist and educate customers with the different
18 services that address their immediate need as well as offer solutions to help them avoid
19 future problems such as disconnections. This is done through providing linkages to
20 payment resources and application assistance, energy efficiency education and tools and
21 other social service resources including affordable housing, career opportunities, food
22 insecurity programs and more. At Evergy's Connect facility, the team helps vulnerable

1 customers navigate the many applications and processes needed to tap into many resources.

2 A summary of these services and demonstrations include:

- 3 ▪ Comprehensive account review and consultation
- 4 ▪ Utility Assistance Programs and application help
- 5 ▪ Linkages to other resources (other social service agencies) for other services
- 6 ▪ Medical Program enrollment
- 7 ▪ Self-serve cash/check payment kiosk
- 8 ▪ Billing inquiry escalations / metering concerns
- 9 ▪ Energy usage education and energy savings tips as well as program
- 10 enrollment
- 11 ▪ Weatherization education and program enrollment
- 12 ▪ Energy efficiency products and rebates
- 13 ▪ Solar information
- 14 ▪ Electric vehicle information and rebates
- 15 ▪ On-site workshops and mobile outreach events

16 To my knowledge, there is no other electric utility providing a facility with these types of
17 customized services. Since the opening, Kansas City Connect has served nearly 60,000
18 customers face-to-face. During the height of the recent pandemic, Connect was closed for
19 only three months in 2020. As soon as possible, Evergy reopened Connect with a safety
20 barrier in place to provide similar face-to-face service to customers.

21 Additionally, Evergy Connect launched a ‘virtual desk’ in which customers could
22 set up Zoom appointments and ‘meet’ with the Connect Specialists. Connect also hosts
23 resource events with various social service partners and LIHEAP representatives for food

1 insecurity, energy assistance, energy efficiency, housing and weatherization and workforce
2 development.

3 In addition to the Connect staff, Evergy has another team of customer affairs
4 advisors who coordinate and/or participate in more than 300 external meetings and events
5 annually to assist customers throughout the service territory. In 2023 alone, this team
6 helped nearly 40,000 customers access nearly \$42 million in payment assistance. Examples
7 of these programs include assistance events at social service agencies, back-to-school
8 events with pre-verified income eligible families, food drives, educational sessions with
9 social service staff and more. For smaller events, the Customer Affairs team is able to look
10 up accounts and offer immediate information to the customers and help them access and
11 navigate payment assistance, medical programs and energy efficiency programs. This team
12 has also conducted social media events and webinars for customers and social service
13 agencies. From 2019 – 2023, Evergy has helped customers secure more than \$180 million
14 in bill payment assistance throughout its service area.

15 Internally, the Evergy Customer Affairs team has placed ‘flag indicators’ on
16 approximately 15,000 Missouri customer accounts (through 2023) that shows the customer
17 may likely be eligible for emergency assistance because they have received LIHEAP
18 assistance in the past. This allows Customer Service Representatives to quickly see this
19 eligibility and refer customers calling in to assistance programs.

20 Evergy also offers Dollar Aide, which is funded by customer and Evergy employee
21 donations. Evergy’s community investment program matches all customer donations with
22 a 50-cent credit to every \$1 and matches employee donations \$1 to \$1. The MidAmerica

1 Assistance Coalition manages Dollar Aide funds and distributes the funds to work with
2 local agencies who in turn work with customers and place payments on customer accounts.

3 IV. CUSTOMER COMPLAINTS

4 **Q: OPC witness Kremer raises a concern that customer calls being referred to**
5 **Company's Escalation/Resolution Team should be classified as customer complaints**
6 **received directly by the utility from their customers under 20 CSR 4240-13.050(5)(B).**
7 **Do you have any comments on her concern?**

8 A: I disagree that calls that are referred to the Company's escalation or resolution team should
9 be classified as complaints. Many of these calls address minor issues and do not constitute
10 complaints against the Company or its practices. For instance, calls may involve topics
11 where a CSR seeks assistance from another Evergy employee or supervisor, or they may
12 be made at the customer's request. These calls often require clarification rather than
13 indicating a complaint. Importantly, certain processes, such as handling fraud cases, are
14 specifically encouraged or mandated to be escalated. To my knowledge, other regulated
15 public utilities in Missouri do not treat such calls as complaints under 20 CSR 4240-
16 13.05(5)(B), and I do not believe that Evergy should be treated differently. In addition, we
17 have had multiple conversations with regulated public utilities in states adjacent to
18 Missouri and have not found an instance where calls that are escalated or referred to the
19 resolution team are classified as complaints, tracked and reported to regulatory agencies.
20 Finally, there is no rule or definition we are aware of in Missouri that would define what
21 escalations or referrals to the resolution team might be categorized as a complaint. We are
22 handling these escalations consistently with how we have done so for many years and I
23 believe our approach remains appropriate.

1 **Q: In her direct testimony, OPC witness Kremer discusses operational issues and the**
2 **impact of reduced call center hours on customers and employees.**

3 A: I do not agree that there are operational issues or negative impacts to customers or
4 employees with the change to call center hours of operation. As shown in the monthly
5 MPSC reports, Evergy is having its best year since the merger as it pertains to customer
6 service metrics. The call center is still available ten hours a day during the week with
7 staffing available for emergency issues during night hours and weekends. Whenever there
8 is a significant storm or high call volume, hours are extended, extra CSRs are utilized or
9 the call center(s) remain open. Further, customers always have the ability to self-serve
10 24/7 through the IVA, web, or mobile app. Today self-service covers a significant majority
11 of customer transactions—both when the call centers are open as well as when they are
12 closed for non-emergency calls. There have been multiple positive impacts of the change
13 to reduced call center hours. First, it has allowed us to deploy more CSRs on the phones
14 during peak call days and periods, which has helped support better customer service in
15 times of greatest need. In addition, the reduced hours have improved morale and retention
16 in the call centers, reducing cost and improving the quality and timing of training. Finally,
17 Evergy employees have embraced the change. It has brought more consistency to their
18 shifts as well as creating a more balanced work-life environment. Happier employees,
19 working closer to normal business hours generally produce better customer conversations
20 and results.

1 **V. SAFETY**

2 **Q: Ms. Kremer also raises concerns that management issues and practices are causing**
3 **safety to decline. Do you have any comments?**

4 A: It cannot be stressed enough that safety is a core value at Evergy. This is evident through
5 our continuous focus on safety and its integration into our daily work practices. Every job
6 or meeting begins with a conversation about safety via a safety topic or how to safely
7 complete the task at hand. This includes office meetings of three or more people and
8 extends to safety at work and safety at home. Evergy also strives for continuous
9 improvement in safety and to continuously mature our safety culture. Evergy is continuing
10 our successful safety practices of regular safety meetings, training, joint safety leadership
11 committee meetings with union leadership/representatives, engaging bargaining union
12 safety chairs and representatives, a strong incident/safety suggestion tracking program and
13 investigation/event learning process. We also set safety targets, track them, and report to
14 the Safety and Power Delivery Committee of the Board regularly.

15 The Company does not agree with the characterization that there was a decline in
16 employee safety or performance. Evergy did see an increase in OSHA recordable rates
17 and DART (“Days away, restricted, or transferred”) rates in 2023 compared to 2022.
18 However, injury severity has trended downward since 2017. There were zero high-energy
19 serious injury or fatality events (as defined by the Edison Electric Institute’s Safety
20 Classification and Learning Model) for the first time at Evergy in 2023. High-energy
21 injuries result in the most severe outcomes, including life altering injuries or fatalities. We
22 continue to focus on all incident prevention, but are putting an emphasis on the prevention
23 of life altering and fatality incidents.

1 **Q: Ms. Kremer also discusses actions that Evergy is taking to improve its safety record.**
2 **Do you have any comments upon this initiative?**

3 A: The safety of our employees and customers is an absolute top priority of Evergy and its
4 Board of Directors. Ms. Kremer has examined the minutes of the Board of Directors and
5 has noted that this topic has been a major focus of the Board's attention. Overall, Evergy
6 has had an excellent safety record when judged by the number of major safety incidents.
7 However, in recent months, the Board has become aware of an increase in the number of
8 minor safety issues (e.g., falls, sprains, and lacerations), and has embarked on an effort to
9 reduce the number of more minor incidents as well as keeping major safety issues from
10 becoming a concern.

11 Injury data was analyzed to look for supervisory, divisional, geographic, and injury
12 trends among recordable and DART injuries. The only identified trend is described below:

13 The largest contributor to our DART rate were musculoskeletal injuries
14 (strain/sprain injuries). These accounted for 63% of all DART injuries in 2023. They were
15 driven predominantly by overexertion/body positioning and slips, trips, and falls.
16 Employee populations over the age of 40 were most likely to experience this type of injury.
17 To combat this injury trend, Evergy is launching a new musculoskeletal injury prevention
18 program called EvergyMOVES. This program partners us with a company called Vimocity
19 to bring the best in movement science and health specifically to the utility sector. This type
20 of programming is considered leading best practice in our industry today.

21 In addition to EvergyMOVES, we are also implementing an Energy Based Safety
22 program, including the use of the Energy Wheel and the Safety Classification and Learning
23 Model, which aligns with Edison Electric Institute's recommended best safety practices to

1 identify and mitigate worksite hazards. We are also developing a comprehensive driver
2 training program and completed a company-wide safety culture survey in January of 2024.
3 Human and Organizational Performance training also continues, with these concepts being
4 incorporated into daily job task planning and procedures and through other organizational
5 processes.

6 In conclusion, safety has and will continue to be Evergy's top priority. Individual
7 metrics will fluctuate to some degree year over year, but improving safety and keeping it a
8 top focus does not. It is a constant and demonstrated at every level by Evergy and its
9 management. This is a non-exhaustive list of just a few of the ways Evergy prioritizes
10 safety:

- 11 ▪ Evergy reports at every single Board meeting on safety.
- 12 ▪ Evergy management employees and leadership team have a significant
13 portion of their incentive compensation dependent upon hitting safety
14 targets—targets that increase nearly every year.
- 15 ▪ Evergy has a safety department that is embedded in every single area of the
16 Company.
- 17 ▪ Evergy has hundreds of safety topics, meetings and discussions daily at the
18 start of every meeting and operational task.
- 19 ▪ Evergy trains all employees on multiple aspects of safety on an annual basis
20 and gives job specific training to thousands of other employees and
21 contractors.
- 22 ▪ Contractors that do not meet safety standards are not allowed to work at
23 Evergy.

1 **Q: Staff witnesses Lange and Huber repeatedly characterize Evergy’s education**
2 **campaign on time-of-use (TOU) rates as “alarmist and misleading” and suggest a**
3 **sizeable disallowance of the TOU education costs. Do you agree with that conclusion?**

4 A: Emphatically, no. I disagree with the conclusion and a disallowance. Evergy’s TOU
5 educational campaign was done with significant input from both Staff and OPC. In
6 addition, it was categorically successful. While this topic is explored in greater detail by
7 Company witness Katie McDonald, there are a few points I would like to emphasize in this
8 area.

9 First, in its Order, the Commission directed Evergy to create awareness of the rate
10 change, educate customers on TOU and to engage with customers to get as many as
11 possible to proactively enroll in a TOU rate of their choice. Evergy has had TOU pilot
12 rates and education campaigns in Missouri since 2018 with our “Wait ‘til 8” campaign.
13 According to Evergy’s Quarterly TOU Awareness and Understanding Research (TOU
14 Quarterly Research), conducted by TrueNorth, in May of 2023, only 36% of Missouri
15 residential customers were aware of Evergy’s TOU rate plans. (See, Schedule CAC-3:
16 Monthly Time of Use Customer Transition Reporting, January 2024, EW-2023-0199). In
17 order to ensure those customers were not confused or caught off guard and in order to grow
18 awareness among the balance of Evergy’s Missouri residential customers, it was necessary
19 to convey that a change was coming that would impact all of Evergy’s Missouri residential
20 customers and that this was not an extension of already existing optional and opt-in
21 programs. Also, by making it clear that the change applied to all Missouri residential
22 customers, it created a sense of urgency to go to our website and pay attention to subsequent
23 education on the issue. Ensuring that the target audience understands a communication

1 applies to them is a key part of any education campaign. Creating awareness cannot be
2 achieved if the target audience is not paying attention or does not know the message applies
3 to them. By emphasizing that a change had occurred, the campaign was very successful,
4 creating nearly 80% awareness according to our TOU Quarterly Research.

5 Second, this was not in any way misleading. All of the materials were branded to
6 Evergy. From billboards to mail to website copy and bill inserts, it was all clearly done by
7 Evergy and directed to Evergy customers. However, Evergy has many residential
8 customers in the Kansas City region that live in Kansas. The TOU rate change did not
9 apply to them. Because they often work and travel in Missouri, because they live in close
10 proximity to the state line, it was necessary on some forms of advertising to designate the
11 change to Missouri. But it was always done in conjunction with Evergy branding and
12 referring to website and additional information that made the TOU change very clear.

13 Finally, the TOU education campaign was not alarmist. Evergy did not originally
14 begin its campaign using the word “mandate.” When customers began to understand that
15 everyone was going to lose their general service residential rate and there was no ability to
16 avoid a TOU rate, customers began to inquire how to remain on their current rate. Many
17 customers became frustrated at being forced to change to a TOU rate. As a result, Evergy
18 started to communicate that the Commission had eliminated both the general service
19 residential rate and the all-electric discounted rate in Evergy’s latest rate case order. This
20 was not only factually correct, but responsive to customer concerns. Evergy did not
21 propose or support the elimination of the general service residential rate. The then
22 Chairman of the Commission himself during multiple media interviews and on-the-record
23 proceedings at the Commission stated that it was the Commission’s Order and the

1 Commission's choice. Given this, we simply ensured that Missouri residential customers
2 knew that all residential customers would be enrolled in TOU rates starting in October, that
3 there was not an option to keep existing non-TOU rates.

4 To appreciate the ongoing discussions by parties during the last general rate case, I
5 would refer the Commission to Ms. McDonald's rebuttal testimony discussing the use of
6 mandate or mandatory. Her testimony demonstrates clearly that the use of mandate and
7 mandatory was prevalent in materials produced by all parties during the prior rate case as
8 well as in the Commission's order and agenda meeting discussion of their order. It was
9 not a new term suddenly originating in Evergy's communication materials.

10 **Q: Staff witness Lange contends that referencing MEEIA programs in TOU education**
11 **materials is problematic, unless those costs are allocated back to MEEIA program**
12 **budgets. Do you have a reaction to this position?**

13 A: The primary purpose of referencing MEEIA programs in TOU education materials is not
14 to enroll customers in MEEIA programs. Rather, it was to remind customers of the myriad
15 tools, technology and behavioral changes available to help them save money on TOU rates.
16 Some programmable thermostats qualify for MEEIA recovery and some do not.
17 Regardless, referencing those tools and behaviors, whether recoverable in MEEIA or not
18 is beneficial for customers and a critical part of TOU education. Further, if there are
19 programs available that could help customers reduce their bills once on a TOU rate that, it
20 would be counter intuitive, and arguably anti-consumer, not to cross-market them in the
21 TOU education campaign. Cross-marketing is a standard practice in every industry and
22 important in education campaigns like this. Having said that, the TOU communication
23 strategy was not to drive enrollment, but to educate. MEEIA marketing, specifically

1 targeted to obtain enrollment, has always and will be allocated to MEEIA programs.
2 Finally, the TOU education campaign was not necessary to meet MEEIA program goals
3 under the stipulated budget constraints.

4 **Q: Staff Witness Huber contends that Evergy's TOU education campaign was largely**
5 **ineffectual. Her testimony asserts while Evergy was successful in creating awareness,**
6 **the customer education and outreach did not fully engage and educate customers. Do**
7 **you have a reaction to that assertion?**

8 A: I disagree and the evidence submitted in this case belies this assertion as well. Evergy
9 witness Katie McDonald covers this topic extensively; however, there are a couple of
10 additional points I would like to make as well.

11 First, by the end of the TOU customer education campaign, close to 30% of Evergy
12 Missouri residential customers had proactively selected a TOU plan. This is a higher
13 proactive adoption rate over a six-month time period than any other regulated electric
14 utility in the United States has experienced. In addition, more than 55% of Evergy Missouri
15 residential customers engaged with and used our online rate comparison tool to help them
16 select the best rate option for them. This exceeds web engagement for any other area or
17 program that Evergy maintains for the last decade over a similar time period. Customers
18 were aware. Customers were engaged. Customers received and used information.

19 In making her assertion, Ms. Huber relies heavily on Evergy customer research
20 regarding TOU. However, Ms. Huber's interpretation of the research results is faulty. In
21 addition, she selectively references the research only citing parts that she believes support
22 her thesis that Evergy's TOU campaign was ineffectual without considering the entire body
23 of research or timing of that research.

1 Second, Ms. Huber conflates customer satisfaction with effective customer
2 education. She asserts that Evergy research “showed there is a solid link between
3 knowledge of the rate plans and customer satisfaction.” As a result, Staff asserts that, if
4 customer satisfaction is low, then the education campaign must have been ineffective. An
5 initial problem with this assertion is that Ms. Huber used outdated research from earlier in
6 the education campaign regarding knowledge of rate plans. According to the last wave of
7 Evergy’s TOU Quarterly Research, conducted in December of 2023:

- 8 ▪ 77% of Missouri residential customers described their knowledge of TOU
9 rate plans as “knows some” to “know a great deal or a lot.” And, 82% were
10 aware that they had choices regarding TOU rate plans.
- 11 ▪ 65% of Missouri residential customers said that they were aware of
12 Evergy’s online TOU rate compare tool and more than 55% used the tool.
- 13 ▪ 64% of Missouri residential customers had specific recollection of Evergy
14 communication on TOU rate plans and options.
- 15 ▪ And, when asked specifically about what they understood about TOU rate
16 plans, 66% understood that concept of peak pricing and could describe
17 paying more in peak times and less in off-peak times. Nearly half of
18 Evergy’s Missouri residential customers could recall that behavioral
19 changes (when you use electricity) could help save money on electric bills.

20 The fact is that Evergy’s Missouri residential customers were aware, engaged and
21 educated on TOU implementation and plans. They just didn’t like it. As awareness and
22 engagement grew, so did dissatisfaction. This was driven by two primary issues: first the
23 lack of choice. As Evergy advised in its testimony in rate cases, post 2018 TOU work and

1 voluminous customer research, customers want choice. They don't want forced into TOU
2 rates. Just because residential customers had choice between multiple TOU plans, didn't
3 mean they had choice. They were forced into a TOU rate. This is not what Evergy
4 advocated as choice and not what customers wanted. As such, it is no surprise the customer
5 satisfaction plummeted. It is also not surprising that customers forced to change rates
6 would be distrustful of the change. This is what drove the belief that TOU rates would not
7 result in savings. Despite customer education and research that showed potential savings
8 for customers. Despite online rate tools. Despite a high degree of knowledge about the
9 plans and how they worked. Customers still do not believe that TOU rates are a positive
10 change or save them money. This was further evidenced in the public hearings for this rate
11 review when the number one issue brought up was TOU rates.

12 The fact that a significant number of Evergy's Missouri residential customers do
13 not believe that TOU rates fit their lifestyle and will save them money; that they are not in
14 favor of being required to enroll in or be defaulted into a TOU rate; and, that they have
15 significantly lower customer satisfaction around rate structures and price, is not indicative
16 of a poor TOU education campaign. It is the consequence of the decision to remove the
17 residential general service rate that 90% plus of Missouri residential customers have been
18 enrolled in and satisfied with for decades.

19 **Q: Does this conclude your testimony?**

20 A: Yes.



Monthly Time of Use Customer Transition Reporting

January 2024

EW-2023-0199



TOU Marketing Campaign Dashboard

TOU Campaign Dashboard

Measured Date: June – December 2023

Customer Awareness

Awareness of New Rate Options*

95% - November



Awareness of Mandatory TOU Change*

87% - November



TOU Self-Selection

158,560

As of 11/03/23



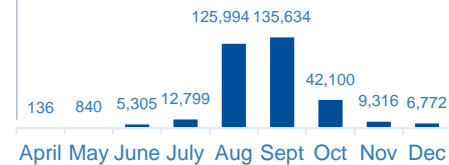
Landing Page Sessions

328,214



Compare My Rate Tool Cumulative Unique Sessions

338,896



Online Enrollments

% of all Enrollments Completed Online

81%



19% completed through the Every Contact Center or Connect

* Based on monthly TOU survey. Monthly survey ended in November.

* Based on monthly TOU survey. Monthly survey ended in November.

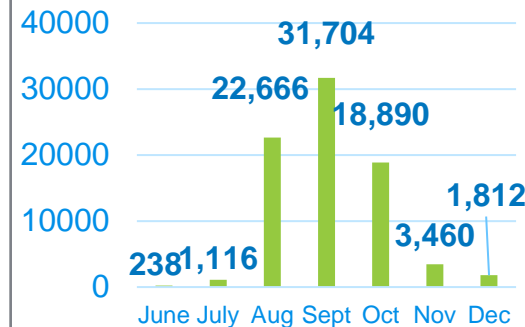
* Includes 7,620 from TOU Pilot. No additional updates.

* % Increase from Nov. to Dec.

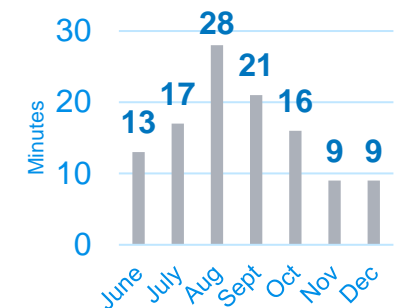
Missouri TOU Rate Enrollments Summary	
Rate Plan Name	Total Enrollments
Summer Peak Time Based Plan	53,207
Default Time Based Plan	479,958
Nights & Weekends Plan	13,351
Nights & Weekends Max Plan	23,803
Total	570,321

Contact Center Engagements

Number of TOU Calls Offered



Average Length of TOU Calls





TOU Education and Outreach Campaign Dashboard

Measured Date: June – December 2023

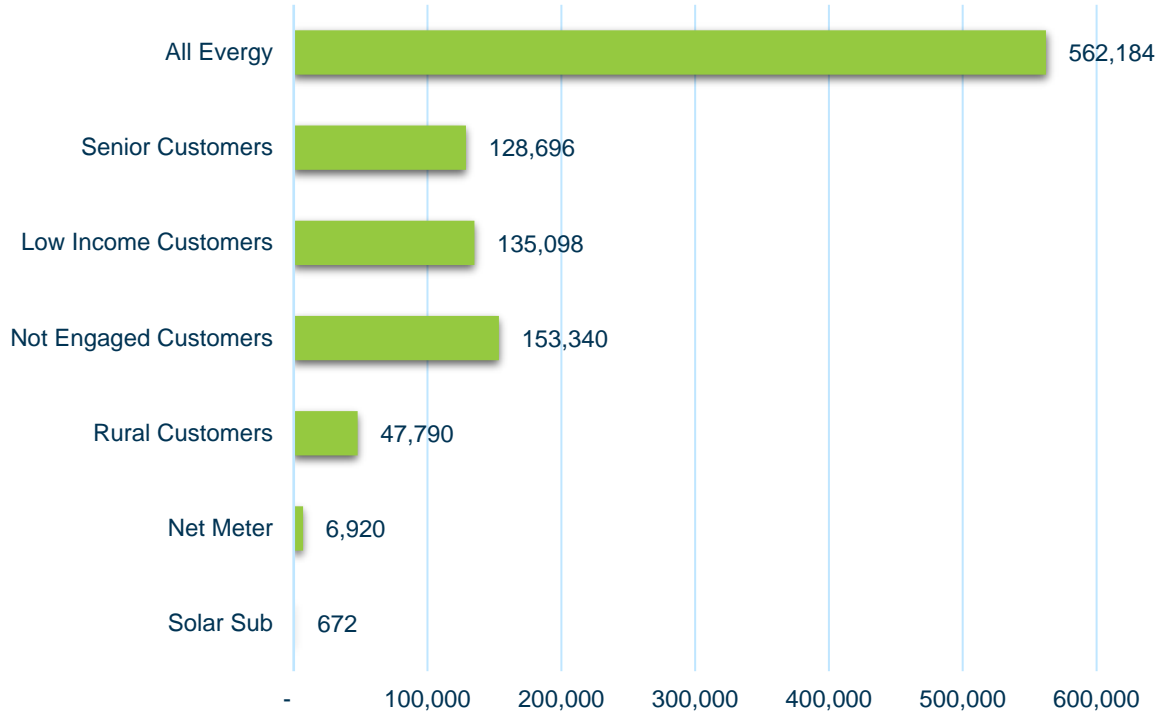
*Most outreach tactics ended in November or December and will not have additional updates moving forward.

Channel Performance							
Tactic	Impressions To Date	Goal #1	Result	Benchmark	Goal #2	Result	Benchmark
Bill Message/Insert	3,502,500	General Awareness	N/A	N/A	URL Visits	24,362	1500 site visits by 10/1
Billboards	179,670,189	General Awareness	N/A	N/A	URL Visits	2,309	1000 site visits by 10/1
Digital Display	11,635,311	Click-Through Rate	0.11%	0.09%	Cost Per Click	\$3.84	\$5.60
Direct Mail	1,960,767	General Awareness	N/A	N/A	URL Visits	46,379	12,000 by 10/1
Email	1,607,124	Open Rate	38.78%	20%	Click Through Rate	11.63%	5%
Events	N/A	# of Events	72	60 events by 12/1	# Customer Reached	8,888	5000 customer by 12/1
Media Relations	217,077,000	Story Sentiment	Neutral: 79.5% Positive: 8% Negative: 12.5%	80% Neutral or Positive	Message Pull Through	239 out of 239	At least 1 key message
Newspaper & Church Ads	501,124	General Awareness	N/A	N/A	URL Visits	1,030	800 site visits by 10/1
Paid Search	127,842	Click-Through Rate	35.14%	28.0%	Cost Per Click	\$0.63	\$1.73
Paid Social	430,638	Click-Through Rate	22.01%	2.59%	Engagement Rate	6.51%	10.3%
Radio & Streaming Audio	7,725,086	General Awareness	N/A	N/A	URL Visits	2,006	500 site visits by 10/1
Digital Video	3,645,637	Video Completion Rate	73.3%	31.0%	Click-Through Rate	0.08%	0.08%
High Impact Display	3,400,276	Click-through Rate	1.131%	1.50%	Engagement Rate	8.73%	10.0%

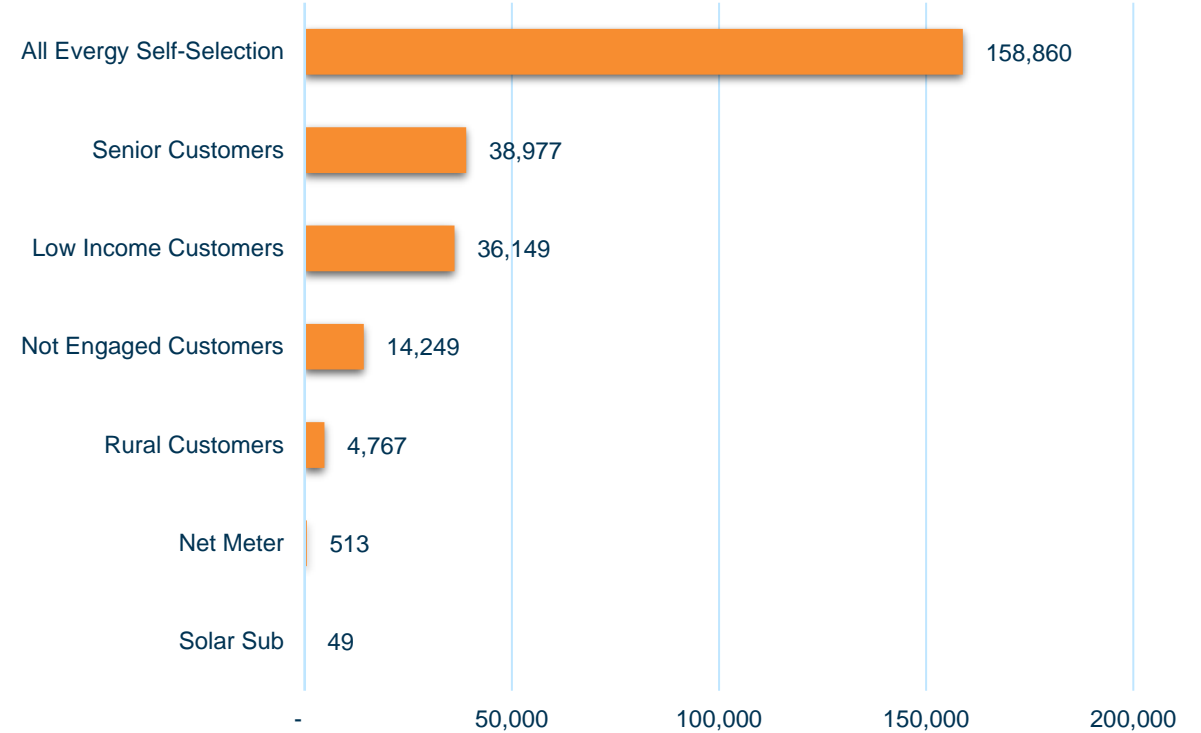


Enrollment Summary by Segments

Total Evergy Missouri Residential Customers by Segment



Missouri Customers Pre-Enrolled in TOU by Segment



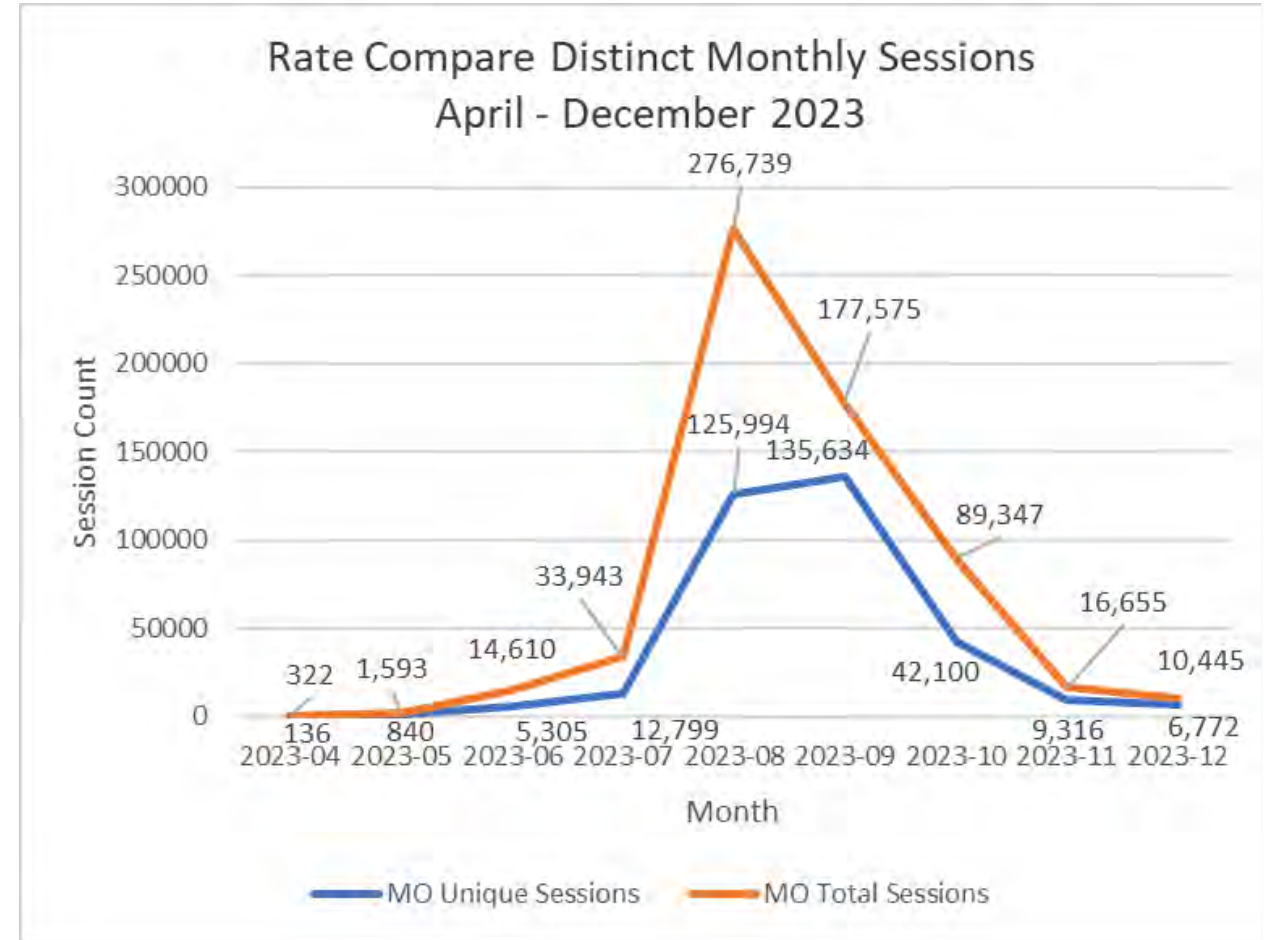
* Customers can be in more than one category.

** Evergy uses Acxiom to help determine segment and it is used as a guide and estimate.

*** Net Metering and Solar Subscription customers only have one option and are not needing to select a plan

Compare My Rate Tool & Online Engagement

- Average industry opt-in enrollment for time-based rates is 1%



As of 1/1/24



Contact Center Engagements

Customer election to utilize IVA assistance

2023	Total Calls	Agent Calls	IVA Rate
23-Jun	219,981	71,935	65.5%
23-Jul	234,103	74,716	65.8%
23-Aug	321,065	115,115	59.3%
23-Sep	311,476	115,693	59.3%
23-Oct	273,279	98,160	60.8%
23-Nov	209,908	65,582	66.8%
23-Dec	191,234	55,113	69.7%
Total	1,761,046	596,314	63.2%

Premature disconnection by customer = Abandon Call Rate (ACR)

RAYTOWN	OFFERED	ABANDONS	ACR
23-Jun	71,935	4,525	6.3%
23-Jul	74,716	6,673	8.9%
23-Aug	115,115	31,547	27.4%
23-Sep	115,693	44,689	38.6%
23-Oct	98,160	21,917	22.3%
23-Nov	65,582	2,207	3.4%
23-Dec	55,113	1,279	2.3%
Total	596,314	112,837	18.9%

Customer election to use call back feature

2023	Return Call Option	Agent Calls	% of Calls Using RCO
23-Jun	3,976	71,935	5.5%
23-Jul	7,429	74,716	9.9%
23-Aug	17,784	115,115	15.4%
23-Sep	17,315	115,693	15.0%
23-Oct	10,273	98,160	10.5%
23-Nov	2,691	65,582	4.1%
23-Dec	684	55,113	1.2%
Total	60,152	596,314	10.1%

TOU Escalations to Resolution Team Member

2023		June	July	August	September	October	November	December	Total
CASE_TYPE	CASE_SUB TYPE	COUNT	COUNT	COUNT	COUNT	COUNT	COUNT	COUNT	
Escalation	Mandatory TOU	1	2	12	20	19	8	7	69

Contact Center and Feedback

Call Center Preparation

Team of up to 30 TOU contingent CSRs

- All classes of contingent CSRs taking TOU calls
- All regular CSRs can and are taking TOU calls

IVA Call Management

- Two call paths for customer
 - Dedicated TOU Phone Number
 - Main Contact Center Phone Number
- Dedicated TOU Skill Queue
- Call Back functionality

Results

Since entering Phase 3 of the education campaign in August:

- Phase 1: saw uptick in calls, with more informational questions
- Phase 2: an average of over 250 TOU calls per day, helping customer pick a rate and educational focus
- Phase 3: call offers and average duration times are lower

Month	TOU Calls Offered	Avg TOU Duration	Avg All Calls Duration
June	238	13:01	7:01
July	1,116	16:58	6:13
August	1,835	26:54	7:55
September	31,704	21:27	9:16
October	18,890	16:10	8:34
November	3,460	8:40	7:16
December	1,812	8:53	7:19



Contact Center Engagements

- Evergy has provided details of calls in CONF_Exhibit_A TOU_Commision Order Reporting_December 2023

Campaign Strategy, Outreach Examples and Special Customer Group Approach

Communication Strategy & Special Group Customer Details



Campaign Goals

Goals

1. Prepare customers for the upcoming change in rate structures, including the new mandatory rate, and how TOU rates work.
2. Offer choice and inform customers of their rate options and the benefits depending on the customer's lifestyle.
3. Provide customers with tools, resources, and reports that serve to help them understand TOU rates and options, empower them to choose their rate, and provide guidance to modify their behaviors so that they can mitigate usage and bill impact to increase their success on a TOU rate.
4. Help all customers (and with increased emphasis on special customer groups) be successful before, during and after the mandatory TOU rate transition and/or enrollment on their selected TOU rate option.



Education and Awareness Strategy

Campaign Phase	Objective	Message Idea	Tactic Type
Phase 1 Awareness & Education June 15 th – Nov. 30 th , 2023	Inform customers that Missouri is changing rate structures soon and educate them on how TOU rates work.	Missouri will be changing electric rate structures starting this Fall. Learn how to prepare.	Mass Awareness
Phase 2 Action & Preparation Aug. 1 st – Nov. 30 th , 2023	Prepare customers for the upcoming change, inform them of their rate options & how they work, and encourage pre-selection of a rate.	As Missouri moves to TOU rates, Everygy is offering new personal power plans. Learn about your plan options and select a plan before October.	Mass Awareness and Direct
Phase 3 Transition & Coaching Oct. 1 st – Dec. 31 st , 2023	Ensure customers know they will be defaulted into a new rate and provide coaching to help them be successful on the new plan.	Your rate will change on X date. We are here to support your transition to TOU.	Direct
Phase 4 Success & Coaching Jan. 1 st – April 30 th , 2024	Help customers understand how their rate works and encourage shifting usage to off-peak times.	Your new rate allows you to save money by shifting to off-peak times. Here are tips and tricks to help you save.	Direct
Phase 5 Summer Prep & Coaching May 1 st – Sept. 30 th , 2024	Prepare customers for the change in summer pricing and provide tools, tips, and resources to avoid summer peak usage.	Prices change in the summer, start preparing your home and family to avoid high usage during the summer.	Mass Awareness and Direct



Campaign Phases

Mid-June	July	Aug.	Sept.	Oct	Nov.	Dec.
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Phase 1: Awareness & Education

June 15th – Nov. 30th

Phase Objective

Inform customers that Missouri is changing rate structures soon and educate them on how TOU rates work.

Main Message Idea

Missouri will be changing electric rate structures starting this Fall. Learn how to prepare.

Tactics

Out-of-Home, Social, Digital Display, Email, Bill Inserts/Message, Website, Media Relations, Search

Creative Approach

Text over branded background. CTA: Learn more at evergy.com

Phase 2: Action & Preparation

Aug. 1st – Nov. 30th

Phase Objective

Prepare customers for the upcoming change, inform them of their rate options & how they work, and encourage pre-selection of a rate.

Main Message Idea

As Missouri moves to TOU rates, Evergy is offering new personal power plans. Learn about your options & select a plan before Oct.

Tactics

Out-of-Home, Radio, Digital Display, Search, Social, Media Relations, Rate Education Reports, Direct Mail, Community Events & Special Group* 1:1 Support, Website

Creative Approach

Addition of lifestyle images and rate plan creative. CTA: select your rate now.

Phase 3: Transition & Coaching

Oct. 1st – Dec. 31st

Phase Objective

Ensure customers know they will be defaulted into a new rate and provide coaching to help them be successful on the new plan.

Main Message Idea

Your rate will change on X date. We are here to support your transition to TOU.

Tactics

Direct Mail, Email, Energy Coach Emails and Weekly Reports, Community Events & Special Group* 1:1 Support

Creative Approach

Energy Coach and detailed plan information.

Q1 2024

Q2 2024

Q3 2024

Q4 2024

Phase 4: Success & Coaching

Jan. 1st – April 30th, 2024

Phase Objective

Help customers understand how their rate works and encourage shifting usage to off-peak times.

Main Message Idea

Your new rate allows you to save money by shifting to off-peak times. Here are tips and tricks to help you save.

Tactics

Email, Direct Mail, Bill Inserts, Search, Digital, Energy Coach Emails, Rate Education Report, Special Group* 1:1 Support

Phase 5: Summer Prep & Coaching

May 1st – Sept. 30th, 2024

Phase Objective

Prepare customers for the change in summer pricing and provide tools, tips, and resources to avoid summer peak usage.

Main Message Idea

Prices change in the summer, start preparing your home and family to avoid high usage during the summer peak.

Tactics

Out-of-Home, Radio, Social, Email, Bill inserts, Direct Mail, Special Group* 1:1 Support



Messaging Strategy

Sub Message by Campaign Phase

Phase 1

Missouri will be changing electric rate structures starting this Fall. Learn how to prepare and review your new plan options.

Phase 2

Evergy is offering new rate plans to help you save money by using less energy during peak times, when people use it most. Learn which plan may be best for you and select an option by October 2023.

Phase 3

Your new rate plan will start in October/November. You can save money on your new rate plan by shifting usage away from peak hours of 4-8pm, learn how.

Phase 4 & 5

As the seasons change, Evergy will support you with customized rate education and usage reports to help you maximize savings with on your new time-based rate plan.



Key Messages

	Phase 1	Phase 2	Phase 3	Phase 4 & 5
Objective	Inform customers that Missouri is changing rate structures soon and educate them on how TOU rates work.	Prepare customers for the upcoming change, inform them of their rate options & how they work, and encourage pre-selection of a rate.	Ensure customers know they will be defaulted into a new rate and provide coaching to help them be successful on the new plan.	Prepare customers for behaviors needed to lessen impact of high usage season.
Primary Message	Missouri is moving to time-based rate plans this Fall.	We have 4 new time-based rate plan options. Select your plan before October.	Your energy rate plan is changing to the {Rate Plan Name}. Evergy is here to help during the transition.	We are heading into high energy use season and we want to make sure you are managing your new rate plan during seasonal changes.
Supporting Message	Timing plays a crucial role in the cost of energy. That is why Missouri is moving to time-based rate plans. As the demand for energy rises, so does the cost of producing electricity. This usually takes place during the busy peak hours of 4-8pm. Conversely, the demand for energy decreases during off-peak times, typically in the early morning and overnight, resulting in lower energy costs.	<p>Missouri is changing how electric rate plans work this Fall, so Evergy has introduced four new rate plan options to fit your household needs. To help you choose the best option for you, we have developed new tools that analyze your energy usage and determine the plan that offers the greatest savings. Every household is different, so your savings will depend on how much energy you're able to shift to times when the demand is lower and energy is cheaper.</p> <p>If you don't want to make a choice by October, you'll be moved to the Standard Peak Saver plan.</p> <p>Timing plays a crucial role in the cost of energy, which is why Missouri is moving to time-based rate plans. As the demand for energy rises, so does the cost of producing electricity. This usually takes place during the busy peak hours of 4-8pm. Conversely, during off-peak times, typically in the early morning and overnight, the demand for energy decreases, resulting in lower energy costs. According to our analysis, the time-based rate plan offers a modest cost reduction for the majority of customers, with savings varying depending on the season.</p>	<p>Since you have transitioned to a time-based energy rate plan, it is important to minimize significant energy usage between 4-8pm. During this period, we recommend reducing use of high-energy appliances or activities that consume a substantial amount of electricity. By avoiding peak hours, you can reduce your energy usage and benefit from lower costs.</p> <p>As the demand for energy rises, so does the cost of producing electricity. This usually takes place during the busy peak hours of 4-8pm. Conversely, during off-peak times, typically in the early morning and overnight, the demand for energy decreases, resulting in lower energy costs. According to our analysis, the time-based rate plan offers a modest cost reduction for the majority of customers, with savings varying depending on the season.</p>	TBD
CTA	Learn about the changes coming to your rate plan	Learn about Evergy's new Personal Power plans and choose the one that fits your household	Learn about your new Personal Power plan and how to save energy and save money	TBD

Helping Groups At-Risk with New Rates

Electric Heat Customers

Strategy: Leverage community events and trusted agency partners to offer more educational opportunities.

Strategy: Increase customer engagement with TOU plans through targeted direct mail, email, and trade ally network efforts.



Net-Meter & Solar Subscription

Strategy: Proactively inform these customer they are moving into the Default Time Based Plan and educate on how the rate works.



Income-Eligible and Seniors

Strategy: Enhance TOU engagements by leveraging community events and collaborating with trusted agency partners to offer more touchpoint and educational opportunities.

Special Support Tactics:

- Conduct training workshops for agency partners to enhance their knowledge and ability to promote our services.
- Develop a bilingual handout and video on Time-of-Use (TOU) plans in Spanish to facilitate customer understanding and engagement.
- Participate in over 60 community events from June to October to create awareness about our services and engage with potential customers.
- Organize Connect Center events to offer in-person assistance and support to customers.
- Increase the frequency of email and direct mail campaigns to better inform and engage customers about our services.
- Offer both in-person and virtual appointments to provide more convenient options for customers to learn about and sign up for our services.
- Targeted paid media tactics to provide additional touchpoints.
- Specialized TOU support number highlighted on education material.
- Food bank and Library outreach events and materials



evergy

Your current rate plan will be changing.

You may have heard that Missouri is moving to new time-based rate plans this fall. The Missouri Public Service Commission (MPSC), which regulates Evergy, has required some utilities to transition to time-based rate plans. That means what you pay for energy will be aligned with the cost to produce it. This is not a rate increase, and the new time-based rate plans provide less expensive energy most of the day.

To meet the new requirement, Evergy will move you to our new Standard Peak Saver plan in October. No action is needed on your part.

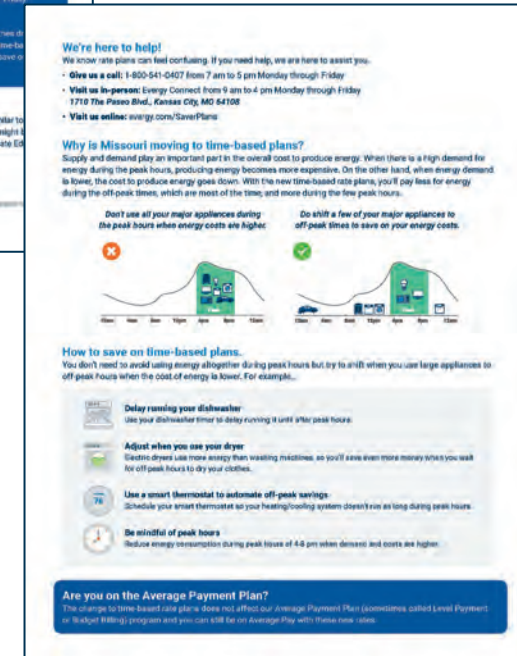
How does the Standard Peak Saver plan work?

- **October through May:** During these months, the cost for energy will be lower, all day, every day. It's especially lower during super-off peak times from midnight to 6 a.m.
- **June through September:** During these summer months, the cost for energy is highest during peak hours of 4-8 pm Monday - Friday. All other times the cost for energy is lower than you pay today.

Tip: To save on your energy bill with this new plan, try to limit the use of large appliances, like the clothes dryer or dishwasher, during the summer months from 4-8 pm Monday through Friday. With this change to tiered rates, it will be important to monitor not only how much energy you use but also when you use it to save 8 months bill.

Want a different rate plan?

Evergy has three other time-based rate plans, including our new Peak Reward Saver plan, which is similar to plan you have today. If you want to switch to one of these other rate plan options or learn which one might be for your household, we invite you to use our online personalized Rate Comparison Tool or read your Rate Up Report that arrived by mail in August to see which of the other plan options may be best.



We're here to help!

We know rate plans can feel confusing. If you need help, we are here to assist you.

- **Give us a call:** 1-800-541-0427 from 7 am to 5 pm Monday through Friday
- **Visit us in-person:** Evergy Connect from 9 am to 4 pm Monday through Friday
1710 The Plaza Blvd., Kansas City, MO 64108
- **Visit us online:** evergy.com/SavePlans

Why is Missouri moving to time-based plans?

Supply and demand play an important part in the overall cost to produce energy. When there is a high demand for energy during the peak hours, producing energy becomes more expensive. On the other hand, when energy demand is lower, the cost to produce energy goes down. With the new time-based rate plans, you'll pay less for energy during the off-peak times, which are most of the time, and more during the few peak hours.

Don't use all your major appliances during the peak hours when energy costs are higher.

Do shift a few of your major appliances to off-peak times to save on your energy costs.

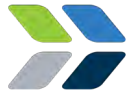
How to save on time-based plans.

You don't need to avoid using energy altogether during peak hours but try to shift when you use large appliances to off-peak hours when the cost of energy is lower. For example...

- **Delay running your dishwasher:** Use your dishwasher timer to delay running it until after peak hours.
- **Adjust when you use your dryer:** Electric dryers use more energy than washing machines, so you'll save even more money when you wait for off-peak hours to dry your clothes.
- **Use a smart thermostat to automate off-peak savings:** Schedule your smart thermostat so your heating/cooling system doesn't run as long during peak hours.
- **Be mindful of peak hours:** Reduce energy consumption during peak hours of 4-8 pm when demand and costs are higher.

Are you on the Average Payment Plan?

The average to time-based rate plan does not affect our Average Payment Plan (sometimes called Level Payment or "No-Agit Billing") program and you can still get an Average Pay with these new rates.



Income-Eligible and Senior Outreach Events

Agency Partner Webinars	
Agency Partner Webinar 7.13	7/13/2023
Agency Partner Webinar 8.15	8/15/2023
Agency Partner Webinar 9.21	9/21/2023
LIHEAP Events @ Connect	
July	7/18/2023
September	9/12/2023
Community Events	
Marlborough Community Coalition	
Heartland Renewable Energy Society	9/19/2023
Columbus Park	9/20/2023
Kansas City Neighborhood Advisory Council	8/17/2023
Urban Summit	9/22/23
Nevada Resource Fair	8/1/2023
Platte County BTS	8/3/2023
Belton HS BTS	8/8/2023
BTS Fair @ West Bluff HAKC	8/9/2023
BTS Fair @ Riverview HAKC	8/9/2023
Back to School Fair - CSL	8/10/2023
Back to School Fair - Mattie Rhodes	8/10/2023
BTS Rally - VTCLC	8/11/2023
Oak Grove Project Connect	8/14/2023
KC Connect - LIHEAP	8/15/2023
Oak Grove BTS	8/16/2023
Community LINC BTS Fair	8/17/2023
BTS Fair @ KC Public Library NE Branch	8/19/2023
Ruskin High School BTS	8/20/2023
KC Connect - LIHEAP	8/22/2023
NKC YMCA Head Start BTS	8/23/2023
Community Resource Day w/Front Porch Alliance	8/25/2023
Tremont Place Senior Apts	9/5/2023

Greg Klice Community Center	9/6/2023
Liberty at Shoal Creek-Senior Living	9/7/2023
Palestine Gardens North	9/8/2023
Prairie Estates Senior Living	9/11/2023
LIHEAP Event at Connect	9/12/2023
LIHEAP Event at Connect-overflow	9/13/2023
Key Coalition Neighborhood Assoc	9/16/2023
Hillside Christian Church	9/19/2023
Columbus Park Neighborhood Assoc	9/20/2023
Phoenix Family	9/20/2023
Oak Grove Manor Apts	9/21/2023
Lions Club-Belton	9/21/2023
Warrensburg Trails Regional Library	9/22/2023
Northland Shepherd's Center	9/25/2023
Tri-Blenheim Neighborhood Assoc	9/25/2023
KC Landlords	9/26/2023
Summit Grove Senior Center	9/27/2023
KC Public Library – SE Branch	9/9/2023
5th District Community Meeting	10/2/2023
Foxwood Springs Senior Living	10/3/2023
Possibly Cass County Public Library- Belton	10/3/2023
Palenstine Gardens North	10/4/2023
MCPL Antioch Branch	10/4/2023
Tarkio Senior Center	10/10/2023
Guadalupe Center (Spanish)	10/11/2023
Kansas City Federation of Teachers	10/12/2023
Posada del Sol (Spanish)	10/12/2023
Redemptorist (Spanish)	10/12/2023
3 rd District Community Meeting	10/17/2023
KC Public Library - Plaza Branch	10/17/2023
Liberty Community Center/Senior	10/18/2023
Southern communities Coalition	10/18/2023
Don Bosco Senior Center	10/19/2023
(seniors) - Vine Street Manor	10/23/2023
(seniors) - The Woodlands at Citadel	10/24/2023
(seniors) - Destiny Towers	10/25/2023
(seniors) - Prairie Estates	10/26/2023

NLBM Trunk or Treat	10/27/2023
Energy Supplier Diversity Summit	11/1/2023
Calvary Chapel	11/03/2023
16th Annual Urban Summit Conference	11/04/2023
Central Presbyterian Church	11/6/2023
Villas Of Autumn Bend Low Income Housing	11/7/2023
KC Public Library - SE Branch	11/8/2023
Richardson Elementary	11/9/2023
Impact MO- KCPS	11/14/2023
MEEAC Low Income Working Group	11/14/2023
Raytown Christian Church (Shephard Center of Raytown)	11/15/2023
Dept of Social Services – Raytown	11/16/2023
6th District Council Community Meeting	11/28/2023
Trails Regional Library – Concordia	11/30/2023
Coats & Cocoa Event w/KCPD South Patrol	12/7/2023
HCC Network Social Services Meeting	12/12/2023
Dept of Social Services – Downtown	12/13/2023




Food Pantries & Library - TOU Handout Distribution

Food Pantry Locations
Catholic Charities (7 locations)
Metro Lutheran Ministries
Jewish Family Services
Community Services League (3 locations)
Bishop Sullivan Center
Pleasant Hill Lay Clergy
West Central Community Action Agency
Central Presbyterian Church
Calvary Chapel Church of God In Christ
Open Door Services Center
Redemptorist Center
Second Harvest Community Food Bank
Pleasant Hill Lay Clergy
Central Presbyterian Church
Calvary Chapel Church of God in Christ
First Baptist Church Blue Springs
Coldwater of Lees Summit
Second Harvest Community Food Bank

Library Locations
Mid-Continent Public Library - Antioch Branch
Mid-Continent Public Library - Blue Ridge Branch
Mid-Continent Public Library - Blue Springs North Branch
Mid-Continent Public Library - Blue Springs South Branch
Mid-Continent Public Library - Buckner Branch
Mid-Continent Public Library - Camden Point Branch
Mid-Continent Public Library - ClayComo Branch
Mid-Continent Public Library - Colbern Road Branch
Mid-Continent Public Library - Dearborn Branch
Mid-Continent Public Library - East Lee's Summit Branch
Mid-Continent Public Library - Edgerton Branch
Mid-Continent Public Library - Excelsiors Spring Branch
Mid-Continent Public Library - Fairview Neighborhood Library Branch
Mid-Continent Public Library - Grandview Branch
Mid-Continent Public Library - Greenhills Library Center
Mid-Continent Public Library - Lee's Summit Branch
Mid-Continent Public Library - Lone Jack Branch
Mid-Continent Public Library - North Oak Branch
Mid-Continent Public Library - Parkville Branch

Library Locations
Mid-Continent Public Library - Platte City Branch
Mid-Continent Public Library - Raytown Branch
Mid-Continent Public Library - Red Bridge Branch
Mid-Continent Public Library - Riverside Branch
Mid-Continent Public Library - Smithville Branch
Mid-Continent Public Library - Weston Branch
Mid-Continent Public Library - Withers Branch
Mid-Continent Public Library - Woodneath Library Center
KC Public Library - Central Library Branch
St. Joseph Downtown Library
Rock Port Library
Mound City Library
Oregon Public Library
Cass County Public Library
Cass County Public Library Northern Resource Center
Cass County Public Library Pleasant Hill Branch
The Henry County Library
Trails Regional Library Hold
Butler Public Library

Electric Heat Customers



It's time to select your new time-based rate plan.

You may have heard that Missouri is moving to new time-based rate plans this fall. The Missouri Public Service Commission (MPSC), which regulates Evergy, has required some utilities to transition to time-based rate plans. That means what you pay for energy will be aligned with the cost to produce it. This is not a rate increase, and the new time-based rate plans provide less expensive energy most of the day.

With time-based rate plans, you'll pay less for energy than you do today during 20 off-peak hours a day, but when energy demand is high during the peak hours of 4-8 pm, the cost for energy will be higher. With this change to time-based rates, it will be important to monitor not only how much energy you use but also when you use it, to save on your monthly bill.

In order to assist customers with this change, Evergy has developed four new time-based rate plans for you to choose from. It's important to select your new plan by October. If you decide not to choose a new plan, you'll be moved to the new default plan, the Standard Peak Saver starting in October.

Visit evergy.com/SaverPlans or call 1-800-541-0407 to learn more about the plan options and to select your new plan.

We invite you to use our online personalized Rate Comparison Tool or read your Rate Education Report* that arrived by mail in August to see which plan best fits your household based on your past energy usage.

An important note about your old rate plan

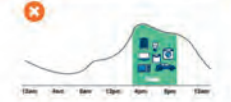
As part of the new mandate from the MPSC, your current All-Electric rate plan (or electric space heating rate) is being discontinued. Your old plan offered a discounted rate in the winter for electric space heating customers, which is no longer offered. Due to this change, customers with electric heat may experience more impact moving to time-based rate plans, making it especially important to understand your home energy usage, and shift large appliance usage, like doing laundry and running the dishwasher, to off-peak times.

*Note: If you have elected our payment plan (see page 21), the Rate Comparison Tool and Rate Education Report is not available for your household. Please email customerservice@evergy.com or call our 1-800-541-0407 for assistance.

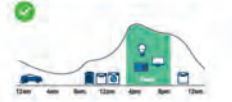
Why is Missouri moving to time-based plans?

Supply and demand play an important part in the overall cost to produce energy. When there is a high demand for energy during the peak hours, producing energy becomes more expensive. On the other hand, when energy demand is lower, the cost to produce energy goes down. With the new time-based rate plans, you'll pay less for energy during the off-peak times, which are most of the time, and more during the few peak hours.

Don't use all your major appliances during the peak hours when energy costs are higher.







Do shift a few of your major appliances to off-peak times to save on your energy costs.



How to save on time-based plans.


You don't need to avoid using energy altogether during peak hours but try to shift when you use large appliances to off-peak hours when the cost of energy is lower. For example...

-  **Delay running your dishwasher**
Use your dishwasher timer to delay running it until after peak hours.
-  **Adjust when you use your dryer**
Electric dryers use more energy than washing machines, so you'll save even more money when you wait for off-peak hours to dry your clothes.
-  **Use a smart thermostat to automate off-peak savings**
Schedule your smart thermostat so your heating/cooling system doesn't run as long during peak hours.
-  **Be mindful of peak hours**
Reduce energy consumption during peak hours of 4-8 pm when demand and costs are higher.

Are you on the Average Payment Plan?

The change to time-based rate plans does not affect our Average Payment Plan (sometimes called Level Payment or Budget Billing) program and you can still be on Average Pay with these new rates.

Net-Meter & Solar Subscription Customers




Your new time-based rate plan is coming soon.

You may have heard that Missouri is moving to new time-based rate plans this fall. The Missouri Public Service Commission (MPSC), which regulates Evergy, has required some utilities to transition to time-based rate plans. That means what you pay for energy will be aligned with the cost to produce it. This is not a rate increase, and the new time-based rate plans provide less expensive energy most of the day.

As a participant in our Net Metering program, your rate plan with Evergy will change to the Peak Reward Saver plan in October.

The **Peak Reward Saver** plan is similar to your current plan in that it is a tiered plan, with rates that change based on the amount of energy used, and with variation in the summer and winter. Additionally, on the Peak Reward Saver plan, the time of day you use energy can also make a difference, with a small surcharge (one-cent or less per kWh) during peak hours of 4-8 pm, and a corresponding one-cent bill reward credit during off-peak hours of midnight to 5 am every day.

The Peak Reward Saver plan is the only plan currently available for Net Metering customers.



Peak Reward Saver
Closest to Our Current Standard Residential Rate

What's next?
This letter is to inform you of the upcoming change, but no additional action is needed from you. Beginning with your October bill cycle, your energy will be billed on the Peak Reward Saver Plan. If you have questions, contact our Time-Based Rate Plan Hotline at 1-800-541-0407 or visit evergy.com/SaverPlans.

Why is Missouri moving to time-based plans?
Supply and demand play an important part in the overall cost to produce energy. When there is a high demand for energy during the peak hours, producing energy becomes more expensive. On the other hand, when energy demand is lower, the cost to produce energy goes down. With the new time-based rate plans, you'll pay less for energy during the off-peak times, which are most of the time, and more during the few peak hours.

Why can't I pick one of the other time-based rate plans?
The MPSC has ordered that Net Metering customers move to the Peak Reward Saver plan. This is partly due to Missouri state statute that specifies how net metering is to be calculated and when it is to be available. The Peak Reward Saver plan is currently the only rate plan that meets the Missouri statute criteria.

Are there changes to my net metering agreement?
Although your rate plan is changing, your net metering agreement is not. Just as now, Evergy will purchase energy from you at the Cost to Fuel rate.

How to save on the Peak Reward Saver plan.
This plan is very similar to your current rate, but you can save money by shifting some energy to overnight times. You don't need to avoid using energy altogether during peak hours but try to shift when you use large appliances to off-peak hours when the cost of energy is lower. For example...

- Delay running your dishwasher**
Use your dishwasher timer to delay running it until after peak hours.
- Adjust when you use your dryer**
Electric dryers use more energy than washing machines, so you'll save even more money when you wait for off-peak hours to dry your clothes.
- Use a smart thermostat to automate off-peak savings**
Schedule your smart thermostat so your heating/cooling system doesn't run as long during peak hours.
- Be mindful of peak hours**
Reduce energy consumption during peak hours of 4-8 pm when demand and costs are higher.

Are you on the Average Payment Plan?
The change to time-based rate plans does not affect our Average Payment Plan (sometimes called Level Payment or Budget Billing) program and you can still be on Average Pay with these new rates.



Example of Special Group Customer Outreach Journey

Missouri is moving to time-based electric rate plans this fall.

Choose your new plan by October or you'll be placed into the Standard Peak Saver Plan.

It's time to choose your new time-based rate plan.

We're here to help. To help you choose the best plan for your household, we have developed online tools and reports that analyze your energy usage and determine the plan that best fits your lifestyle.

Check out our new **Rate Education Report** arriving soon or visit our online **Choice Tool** right here.

Learn more at evergy.com/SavePlans

Why is Missouri changing to time-based rates?

The Missouri Public Service Commission has ordered Eversource Energy to transition to mandatory time-based rate plans in order to assist customers with their energy needs. This report uses your historical data to help you understand the flexibility to select the plan that best fits your household's needs.

With time-based rates, you'll pay less for energy used during off-peak hours and more for energy used during on-peak hours. This means you'll be able to save money by shifting energy usage to off-peak times.

Four new time-based rate plans - Choose by October.

All time-based rate plans offer you an advantage of increased control over your energy usage by shifting your larger appliance usage, like dishwashers and clothes dryers, to off-peak hours.

- Standard Peak Saver** (Standard Peak Saver Plan)
- Peak Reward Star** (Peak Reward Star Plan)
- Nights & Weekends Saver** (Nights & Weekends Saver Plan)
- Nights & Weekends Max Saver** (Nights & Weekends Max Saver Plan)

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Peak Reward Star (Peak Reward Star Plan)

Nights & Weekends Saver (Nights & Weekends Saver Plan)

Nights & Weekends Max Saver (Nights & Weekends Max Saver Plan)

Introducing Your New Rate Plans

You may have heard: Missouri is moving to time-based rate plans this fall.

The Missouri Public Service Commission has required utilities, including Eversource Energy, to transition to mandatory time-based rate plans in order to assist customers with their energy needs. This report uses your historical data to help you understand the flexibility to select the plan that best fits your household's needs.

With time-based rates, you'll pay less for energy used during off-peak hours and more for energy used during on-peak hours. This means you'll be able to save money by shifting energy usage to off-peak times.

Why is Missouri changing?

Timing plays a crucial role in the cost of energy, which is why Missouri is changing to time-based rate plans. The cost of producing electricity, resulting in 'peak' and 'off-peak' times. During off-peak times, the demand for energy decreases, resulting in lower energy costs. By shifting your large appliance use to off-peak times, you'll be able to save money by shifting energy usage to off-peak times.

A note about electric heating

Since you have electric heat, it's especially important to understand how time-based rates affect your heating costs. Smart thermostats can be a huge benefit, allowing you to create a home heating schedule that reduces usage during time-based rate periods. If you don't have a smart thermostat, energy offers free and low-cost smart thermostats.

You can start by using our **Home Profile Tool**, which can show you where your home uses energy along with suggestions on how to save.

We're here to help

Eversource Energy has created a new Rate Education Report to help you understand the flexibility to select the plan that best fits your household's needs. This report uses your historical data to help you understand the flexibility to select the plan that best fits your household's needs.

Download the Eversource app

The YOUtility Company

Welcome to your Rate Education Report

Missouri is moving to time-based rate plans this fall, and Eversource is here to support you through this change. That's why we've created this Rate Education Report. This report uses your historical energy usage data to estimate the costs of each new time-based rate plan. This report will help you understand the possible costs of each of the new rate options and how you might be able to save money by shifting energy usage to off-peak times.

Select your plan by October!

Select your plan before October 31st to avoid being placed into the Standard Peak Saver Plan.

Why is Missouri changing to time-based rates?

Timing plays a crucial role in the cost of energy, which is why Missouri is changing to time-based rate plans. The cost of producing electricity, resulting in 'peak' and 'off-peak' times. During off-peak times, the demand for energy decreases, resulting in lower energy costs. By shifting your large appliance use to off-peak times, you'll be able to save money by shifting energy usage to off-peak times.

How to read your Rate Education Report

The report uses your historical energy usage data to estimate the costs of each new time-based rate plan. This report will help you understand the possible costs of each of the new rate options and how you might be able to save money by shifting energy usage to off-peak times.

Questions about the plan or your estimated costs?

For more information, visit evergy.com/SavePlans or call 1-800-841-4827.

Choose a rate plan that works for your household

Make your selection today

Find the best rate plan for you and the easiest to understand. **Click here to select your plan.**

Standard Peak Saver (Standard Peak Saver Plan)

Peak Reward Star (Peak Reward Star Plan)

Nights & Weekends Saver (Nights & Weekends Saver Plan)

Nights & Weekends Max Saver (Nights & Weekends Max Saver Plan)

How do rate plans compare?

Estimated average monthly cost per plan based on your historical usage.

Standard Peak Saver: \$10.00

Peak Reward Star: \$10.00

Nights & Weekends Saver: \$10.00

Nights & Weekends Max Saver: \$10.00

Turn over to learn more

Introducing Your New Rate Plans

New plans are here

The Missouri Public Service Commission (MSPSC) has ordered Missouri utilities, including Eversource Energy, to transition to mandatory time-based rate plans in order to assist customers with their energy needs. This report uses your historical data to help you understand the flexibility to select the plan that best fits your household's needs.

With time-based rates, you'll pay less for energy used during off-peak hours and more for energy used during on-peak hours. This means you'll be able to save money by shifting energy usage to off-peak times.

What does this mean for me?

The Missouri Public Service Commission (MSPSC) has ordered Missouri utilities, including Eversource Energy, to transition to mandatory time-based rate plans in order to assist customers with their energy needs. This report uses your historical data to help you understand the flexibility to select the plan that best fits your household's needs.

With time-based rates, you'll pay less for energy used during off-peak hours and more for energy used during on-peak hours. This means you'll be able to save money by shifting energy usage to off-peak times.

How do I change my plan?

If you need help, we are here to assist you.

Change your plan online before October 31st.

Call 1-800-841-4827 from 7am to 5pm Monday through Friday.

In Kansas City, stop by our **Customer Center** for in-person assistance.

We understand that time-based rates are a big change. Eversource is committed to providing the information and tools you need to manage your usage and to be successful on your new plan.

See evergy.com/SavePlans for more information, and what they mean for you.

Download the Eversource app

Early August – General Email

Mid-August – Personalized Rate Education Report Letter and Email

Mid-August – Special Group Customized Email

It's time to pick your new time-based rate plan.

Four new plan options. Which plan is right for your household? We have a tool for that!

Visit our online Rate Comparison Tool to see which plan will be best for your home based on your usage history.

Visit evergy.com/TimePlans

Your current rate plan will be changing in October.

You have heard that Missouri is moving to time-based rate plans this fall. The Missouri Public Service Commission, which regulates Eversource Energy, has required utilities to transition to mandatory time-based rate plans in order to assist customers with their energy needs. This report uses your historical data to help you understand the flexibility to select the plan that best fits your household's needs.

With time-based rates, you'll pay less for energy used during off-peak hours and more for energy used during on-peak hours. This means you'll be able to save money by shifting energy usage to off-peak times.

How to save on time-based plans.

You don't have to use your energy differently during peak hours to save. You can save by shifting your larger appliance usage, like dishwashers and clothes dryers, to off-peak hours.

Adjust what you use when you sleep

Use smart thermostats to reduce heating and cooling during off-peak hours.

Use a smart thermostat to automate off-peak usage

Smart thermostats can be a huge benefit, allowing you to create a home heating schedule that reduces usage during time-based rate periods.

Be careful of peak hours

Peak hours are the most expensive time to use energy. Avoid using large appliances during peak hours.

Are you on the Average Payment Plan?

Visit evergy.com/TimePlans to see if you are on the Average Payment Plan.

Choose your plan by October

How does the Rate Comparison Tool work?

The Rate Comparison Tool uses 12 months of your historical usage data, adding the information in the area of the Rate Comparison Tool.

Pick a plan that fits your home

Each of the four plans has various peak and off-peak pricing periods. On a plan, you can add the higher energy costs during peak hours by shifting your large appliance use to off-peak times.

Standard Peak Saver (Standard Peak Saver Plan)

Peak Reward Star (Peak Reward Star Plan)

Nights & Weekends Saver (Nights & Weekends Saver Plan)

Nights & Weekends Max Saver (Nights & Weekends Max Saver Plan)

Your current rate plan will be changing

Missouri is moving to time-based rate plans this fall, and Eversource is here to support you through this change. That's why we've created this Rate Education Report. This report uses your historical energy usage data to estimate the costs of each new time-based rate plan. This report will help you understand the possible costs of each of the new rate options and how you might be able to save money by shifting energy usage to off-peak times.

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Update Your Rate Plan

It's time to choose your new rate plan

The Missouri Public Service Commission (MSPSC) has required utilities, including Eversource Energy, to transition to mandatory time-based rate plans in order to assist customers with their energy needs. This report uses your historical data to help you understand the flexibility to select the plan that best fits your household's needs.

With time-based rates, you'll pay less for energy used during off-peak hours and more for energy used during on-peak hours. This means you'll be able to save money by shifting energy usage to off-peak times.

Plan Options

How do I change my plan?

If you need help, we are here to assist you.

Change your plan online before October 31st.

Call 1-800-841-4827 from 7am to 5pm Monday through Friday.

In Kansas City, stop by our **Customer Center** for in-person assistance.

We understand that time-based rates are a big change. Eversource is committed to providing the information and tools you need to manage your usage and to be successful on your new plan.

See evergy.com/SavePlans for more information, and what they mean for you.

Update Your Rate Plan

Do I have to pick one?

If you decide not to pick one of the four new plans, you will automatically be assigned to the Standard Peak Saver plan, which is the new default plan for residential customers.

Rate Comparison Tool

A note about electric heating

Since you have electric heat, it's especially important to understand how time-based rates affect your heating costs. Smart thermostats can be a huge benefit, allowing you to create a home heating schedule that reduces usage during time-based rate periods. If you don't have a smart thermostat, energy offers free and low-cost smart thermostats.

You can start by using our **Home Profile Tool**, which can show you where your home uses energy along with suggestions on how to save.

How do I change my plan?

If you need help, we are here to assist you.

Change your plan online before October 31st.

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In Kansas City, stop by our **Customer Center** for in-person assistance.

We understand that time-based rates are a big change. Eversource is committed to providing the information and tools you need to manage your usage and to be successful on your new plan.

See evergy.com/SavePlans for more information, and what they mean for you.

Early September - Postcard

Early September – General Email

Mid-September – Special Group Customized Letter

Mid-September – Special Group Customized Email

Welcome to your new time-based rate plan

Missouri is moving to time-based rate plans this fall, and Eversource is here to support you through this change. That's why we've created this Rate Education Report. This report uses your historical energy usage data to estimate the costs of each new time-based rate plan. This report will help you understand the possible costs of each of the new rate options and how you might be able to save money by shifting energy usage to off-peak times.

Why is Missouri changing to time-based rates?

Timing plays a crucial role in the cost of energy, which is why Missouri is changing to time-based rate plans. The cost of producing electricity, resulting in 'peak' and 'off-peak' times. During off-peak times, the demand for energy decreases, resulting in lower energy costs. By shifting your large appliance use to off-peak times, you'll be able to save money by shifting energy usage to off-peak times.

How to save on time-based plans.

You don't have to use your energy differently during peak hours to save. You can save by shifting your larger appliance usage, like dishwashers and clothes dryers, to off-peak hours.

Adjust what you use when you sleep

Use smart thermostats to reduce heating and cooling during off-peak hours.

Use a smart thermostat to automate off-peak usage

Smart thermostats can be a huge benefit, allowing you to create a home heating schedule that reduces usage during time-based rate periods.

Be careful of peak hours

Peak hours are the most expensive time to use energy. Avoid using large appliances during peak hours.

Are you on the Average Payment Plan?

Visit evergy.com/TimePlans to see if you are on the Average Payment Plan.

Welcome to your new time-based rate plan

Missouri is moving to time-based rate plans this fall, and Eversource is here to support you through this change. That's why we've created this Rate Education Report. This report uses your historical energy usage data to estimate the costs of each new time-based rate plan. This report will help you understand the possible costs of each of the new rate options and how you might be able to save money by shifting energy usage to off-peak times.

Why is Missouri changing to time-based rates?

Timing plays a crucial role in the cost of energy, which is why Missouri is changing to time-based rate plans. The cost of producing electricity, resulting in 'peak' and 'off-peak' times. During off-peak times, the demand for energy decreases, resulting in lower energy costs. By shifting your large appliance use to off-peak times, you'll be able to save money by shifting energy usage to off-peak times.

How to save on time-based plans.

You don't have to use your energy differently during peak hours to save. You can save by shifting your larger appliance usage, like dishwashers and clothes dryers, to off-peak hours.

Adjust what you use when you sleep

Use smart thermostats to reduce heating and cooling during off-peak hours.

Use a smart thermostat to automate off-peak usage

Smart thermostats can be a huge benefit, allowing you to create a home heating schedule that reduces usage during time-based rate periods.

Be careful of peak hours

Peak hours are the most expensive time to use energy. Avoid using large appliances during peak hours.

Are you on the Average Payment Plan?

Visit evergy.com/TimePlans to see if you are on the Average Payment Plan.

- Other Items:**
- Monthly Bill Inserts
 - Community Events
 - Connect Visits and Events
 - Agency Webinars
 - Videos
 - Continue outreach in Winter 2023 and 2024



2023 Tactics and Audience Summary

Channel	General Audience	Low Income	Seniors	Hard-to-Reach			Electric Heat Customers	Net-Meter Customers
				Rural	Non-Digital	Less Energy Engaged		
Paid								
Out-of-Home								
Traditional Billboards	X							
Posters	X	X		X	X	X		
Print								
Newspapers	X			X	X			
Church Bulletins	X		X	X	X			
Audio								
Non-Metro Radio	X		X	X	X			
Streaming Audio	X	X				X		
Digital & Social								
Programmatic Display	X	X				X		
High Impact Display	X	X				X		
Digital Video	X	X				X		
Social Video	X			X		X		
Social Image	X			X		X		
Paid Search	X	X		X		X		
Earned								
Media Outreach	x		x	x	x	x		
Community Events	x	x	x	x	x	x		
Connect Center	x	x	x		x			
Shared								
Video	x	x						
Organic Social	x			x				
Owned								
Email	x	x		x			x	x
Website	x	x						x
Rate Education Reports	x			x	x	x	x	
Direct Mail	x	x	x	x	x		x	
Bill Message and Inserts	x	x		x	x			x

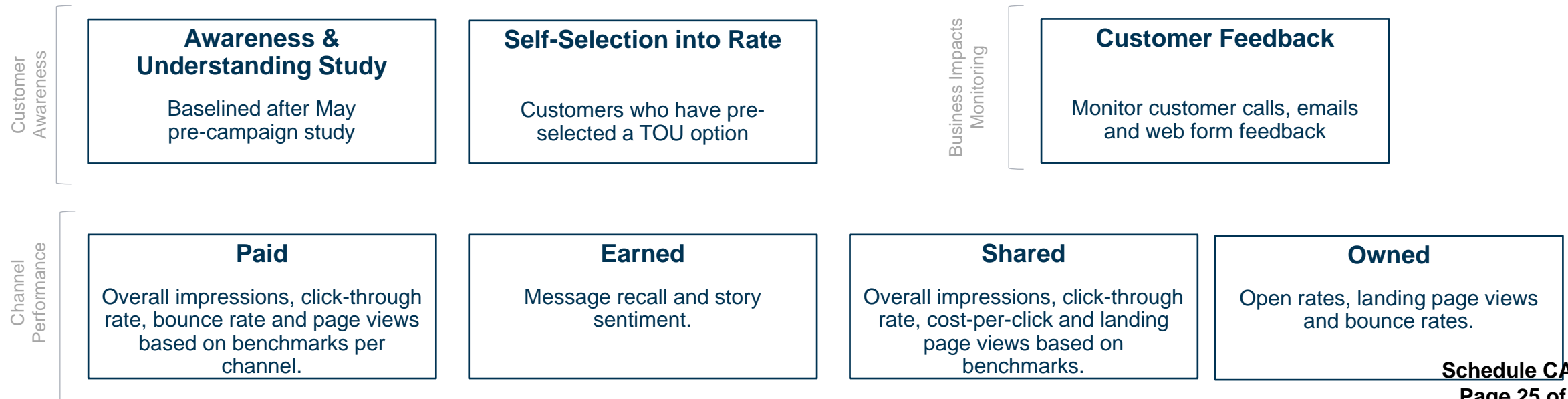


Campaign Goals and Measurement Plan

Goals

1. Prepare customers for the upcoming change in rate structures, including the new mandatory rate, and how TOU rates work.
2. Offer choice and inform customers of their rate options and the benefits depending on the customer's lifestyle.
3. Provide customers with tools, resources, and reports that serve to help them understand TOU rates and options, empower them to choose their rate, and provide guidance to modify their behaviors so that they can mitigate usage and bill impact to increase their success on a TOU rate.
4. Help all customers (and with increased emphasis on special customer groups) be successful before, during and after the mandatory TOU rate transition and/or enrollment on their selected TOU rate option.

Measurement



Customers enrolled in Average Payment Plan

- Evergy has worked to add information about the Average Payment Plan onto outbound communications, like letters, postcards and emails and on Evergy.com TOU landing page.

By submitting, you authorize Evergy to change your rate plan. Your new rate plan will become effective on the next business day. Depending on where you are at in your billing cycle when your rate change becomes effective, you will either receive a final, separate bill for charges on your current rate plan or you will receive a bill with both your final charges on your current rate plan and a prorated amount due for the charges incurred up to the point of billing on your new rate plan. If you are enrolled in the Average Payment Plan, changing your rate will unenroll you from that plan. If you have an Average Payment Plan balance, that amount will be added to the final balance due for your current rate plan. Once your rate is changed, you will have the option to re-enroll in Average Payment Plan. All subsequent bills will include charges on your new rate plan. There will be no interruption in your electric service during this transition.

You may change your rate to another available rate option at any time, but we recommend staying on a plan for 3 months to understand usage patterns and determine impact. Changing your rate plan does not guarantee savings.

What to Expect Next
Depending on where you are at in your billing cycle when your rate change becomes effective, you will either receive a final, separate bill for charges on your current rate plan or you will receive a bill with both your final charges on your current rate plan and a prorated amount due for the charges incurred up to the point of billing on your new rate plan. All subsequent bills will include charges on your new rate plan. Your electric service will remain on during this transition.

Budget Billing
All rate plans start with the Budget Billing feature turned off. You can turn on Budget Billing in your preferences after your new rate plan becomes effective.
You have a Budget Billing account balance of \$210.05. This amount will be added to the final bill for your current rate plan. This balance is an estimate and may vary slightly at the time of billing.

Your current rate plan will be changing in October.

You may have heard that Missouri is moving to new time-based rate plans this fall. The Missouri Public Service Commission, which regulates Evergy, has required some utilities to transition to time-based rate plans. That means what you pay for energy will be aligned with the cost to produce it. This is not a rate increase, and the new time-based rate plans provide less expensive energy most of the day.

How to save on time-based plans.

You don't need to avoid using energy altogether during peak hours but try to shift when you use large appliances to off-peak hours when the cost of energy is lower. For example...

- Delay running your dishwasher**
Use your dishwasher timer to delay running it until after peak hours.
- Adjust when you use your dryer**
Electric dryers use more energy than washing machines, so you'll save even more money when you wait for off-peak hours to dry your clothes.
- Use a smart thermostat to automate off-peak savings**
Schedule your smart thermostat so your heating/cooling system doesn't run as long during peak hours.
- Be mindful of peak hours**
Reduce energy consumption during peak hours of 4-8 pm when demand and costs are higher.

Why is Missouri moving to time-based plans?

When there is a high demand for energy during peak hours, producing energy becomes more expensive. On the other hand, when energy demand is lower, the cost to produce energy goes down. With the new time-based rate plans, you'll pay less for energy during the off-peak times, which are most of the time, and more during the few peak hours.

Shift a few of your major appliances, like the dishwasher or dryer, to off-peak times to save on your energy costs. It's ok to use appliances that use less energy, like lights and computers.

Are you on the Average Payment Plan?

The change to time-based rate plans does not affect our Average Payment Plan program (sometimes called Level Payment or Budget Billing) and you can still be on Average Pay with these new rates.

We're here to help!

We know rate plans can feel confusing. If you need help, we are here to assist you.

- Give us a call: 1-800-541-0407 from 7 am to 6 pm Monday through Friday
- Visit us in-person: Evergy Connect from 9 am to 4 pm Monday through Friday, 1710 The Paseo Blvd., Kansas City, MO 64108
- Visit us online: evergy.com/SaverPlans

Why is Missouri moving to time-based plans?

Supply and demand play an important part in the overall cost to produce energy. When there is a high demand for energy during the peak hours, producing energy becomes more expensive. On the other hand, when energy demand is lower, the cost to produce energy goes down. With the new time-based rate plans, you'll pay less for energy during the off-peak times, which are most of the time, and more during the few peak hours.

Don't use all your major appliances during the peak hours when energy costs are higher.

Do shift a few of your major appliances to off-peak times to save on your energy costs.

How to save on time-based plans.

You don't need to avoid using energy altogether during peak hours but try to shift when you use large appliances to off-peak hours when the cost of energy is lower. For example...

- Delay running your dishwasher**
Use your dishwasher timer to delay running it until after peak hours.
- Adjust when you use your dryer**
Electric dryers use more energy than washing machines, so you'll save even more money when you wait for off-peak hours to dry your clothes.
- Use a smart thermostat to automate off-peak savings**
Schedule your smart thermostat so your heating/cooling system doesn't run as long during peak hours.
- Be mindful of peak hours**
Reduce energy consumption during peak hours of 4-8 pm when demand and costs are higher.

Are you on the Average Payment Plan?

The change to time-based rate plans does not affect our Average Payment Plan (sometimes called Level Payment or Budget Billing) program and you can still be on Average Pay with these new rates.

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 plans' 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**
Through your online Energy MyAccount portal, you can see your usage patterns broken down by hour, helping identify when you're using the most energy.
- Energy Engagement Portal**
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.
- 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.

Be mindful of peak and off-peak hours

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.

Optimize when you use your large appliances

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
- Set your EV or other appliances to charge overnight

Here to help you with time-based rate plans.

Evergy has personalized tools to help you find ways to shift some of your energy usage, manage costs, or choose another rate plan option that best fits your household.

- Our **Average Payment Plan** program (sometimes called budget billing) averages your bills each month to help keep payments level and consistent throughout the year.
- 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. Not receiving these emails? Sign up online or give us a call.
- Use our online **Rate Compare Tool** to see which time-based rate plan is best for you. Check back to see if a different rate may be best for you as your energy usage changes.



Modifications Based on Customer Feedback

- **Average Payment Plan (APP) Information:** Evergy added information about APP on most TOU materials to help clarify that customers could still stay on their APP.
- **Finding Monthly Breakdown Estimates:** Updated Compare My Rate tool to make it easier to find estimated cost breakdown by month.
- **Additional Graphics:** Evergy worked to add more charts and graphics to help explain both the rate plans and how TOU works.
- **Rate Descriptions:** Added subheads under each plan name to give more details about the plan.
- **Additional Rate Plan Differences:** Due to the similar nature of many of the plans, Evergy provided additional descriptions of differences between plans to help customers make a selection.
- **Additional Spanish Resources:** Added a Spanish contractor to help with outreach events and translations to Spanish speaking groups and communities. Created Spanish video.

Copies of Customer Communications



Phase 1 – Awareness Tactics

Examples filed in June 2023

Campaign Website Landing Page

Audience: Mo Residential customers
 Launched Date: June 2023

The screenshot shows the top portion of the website. The navigation bar includes 'Missouri West', 'Residential', and 'Business' tabs, along with search, contact, and moving options. The main header features the Evergy logo and navigation links for 'Manage Account', 'Outages', 'Ways to Save', and 'Smart Energy'. A large hero image of a woman in a yellow sweater is on the right. The main heading reads 'Changes are coming in Missouri' with a sub-heading 'Time-based plans are here'. Below this, there are sections for 'Why is Missouri changing?', 'Making the switch', and 'New Missouri time-based plans are here'. A 'Check out your new time-based plans...' section is partially visible at the bottom.

This screenshot shows the middle section of the landing page. It features a large hero image of the same woman in a yellow sweater. The heading 'Changes are coming in Missouri' is prominent, with the sub-heading 'Time-based plans are here'. Below the image, the text explains the transition to time-based rate plans starting in October. A 'Check out your new time-based plans...' section is visible at the bottom of this view.

This screenshot shows the 'Standard Peak Saver' details section. It includes a bar chart titled 'Summer Weekdays (Mon-Fri)' showing electricity rates for different times of day: 12 AM - 4 PM at \$0.08, 4-8 PM at \$0.18, 8 PM - 12 AM at \$0.08, and 12 AM - 4 PM at \$0.08. The 'Standard Peak Saver' icon is shown. Key points include: 'Who's it for: Everyday users', 'Savings level: Some energy shifting effort and flexibility needed during the summer (June-Sept)', and a 'Tip: Set your thermostat to avoid cooling during summer peak hours of 4-8 pm'. A 'Get More Details' button is present. A light blue box notes that Kansas customers do not need to choose a new plan. A 'Frequently asked questions' section is at the bottom with expandable questions.

Plan Webpages

Standard Peak Saver

Avoid peak hours on summer weekdays and pay about 25 less

We're here to help

Time-based rate plans

Peak Reward Saver

All day, every day prices (with small differences between peak and off peak times)

We're here to help

Adjust your thermostat

Nights & Weekends Saver

Lower prices most of the day with the highest peak price and overnight discount

We're here to help

Adjust your thermostat

Nights & Weekends Max Saver

Lower prices most of the day with the highest peak price and overnight discount

We're here to help

Adjust your thermostat

Out of Home - Billboard

Audience: Mo Residential customers

Date: June-October 2023

A billboard advertisement with a dark blue background and a light blue border. The text is white and centered. The main headline reads "Missouri is moving to time-based rate plans this fall." Below it, a smaller line of text says "Learn more at evergy.com/NewPlans". At the bottom center is the Evergy logo, which consists of a stylized white arrow pointing right followed by the word "evergy" in a lowercase sans-serif font.

**Missouri is moving to
time-based rate plans this fall.**

Learn more at evergy.com/NewPlans



Digital Banner Ads

Awareness Ad

Missouri is moving to time-based rate plans this fall.

[Learn Why](#)

evergy

Missouri is moving to time-based rate plans this fall.

[Learn Why](#)

evergy

Missouri is moving to time-based rate plans this fall.

[Learn Why](#)

evergy

Missouri is moving to time-based rate plans this fall. [Learn Why](#)

evergy

Missouri is moving to time-based rate plans this fall. [Learn Why](#)

evergy

Missouri is moving to time-based rate plans this fall. [Learn Why](#)

evergy

Missouri is moving to time-based rate plans this fall.

[Learn Why](#)

evergy

Missouri is moving to time-based rate plans this fall.

[Learn Why](#)

evergy

Missouri is moving to time-based rate plans this fall.

[Learn Why](#)

evergy

Audience: Missouri Residential customers
Send Date: June-October 2023

Print Advertising

Missouri Newspapers and Select Church bulletins
Send Date: July 2023

Newspaper Print Ad

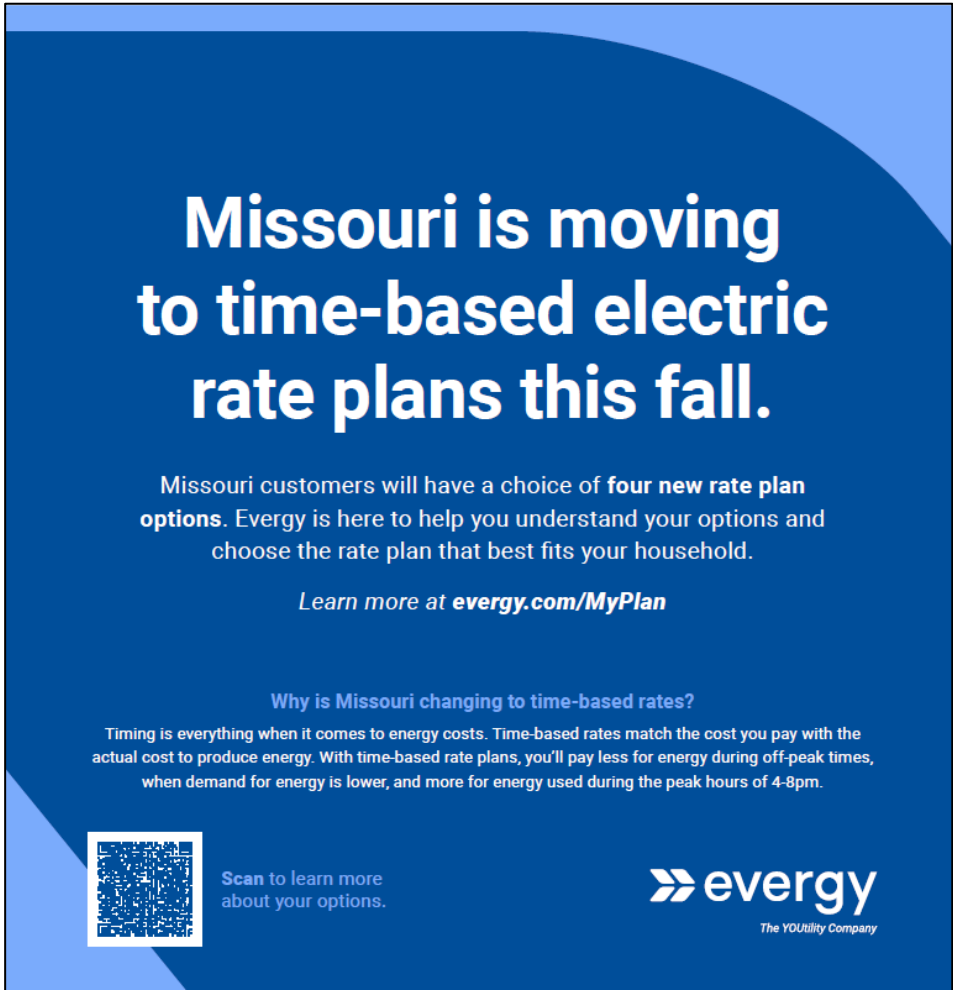
Church Bulletin Ads



evergy

**Missouri is moving to
time-based rate plans this fall.**

Pick your new plan by October at
evergy.com/PickPlan




**Missouri is moving
to time-based electric
rate plans this fall.**

Missouri customers will have a choice of **four new rate plan options**. Evergy is here to help you understand your options and choose the rate plan that best fits your household.

Learn more at evergy.com/MyPlan

Why is Missouri changing to time-based rates?

Timing is everything when it comes to energy costs. Time-based rates match the cost you pay with the actual cost to produce energy. With time-based rate plans, you'll pay less for energy during off-peak times, when demand for energy is lower, and more for energy used during the peak hours of 4-8pm.

 Scan to learn more about your options.

evergy
The YDUtility Company

Place-Based Out of Home

(Located in places like grocery stores, laundromats, hair solans)

Audience: Mo Residential Customers

Send Date: July - September 2023

Take-One Brochure

In-Store Banner/Sign



Missouri is moving to time-based electric rate plans this fall.

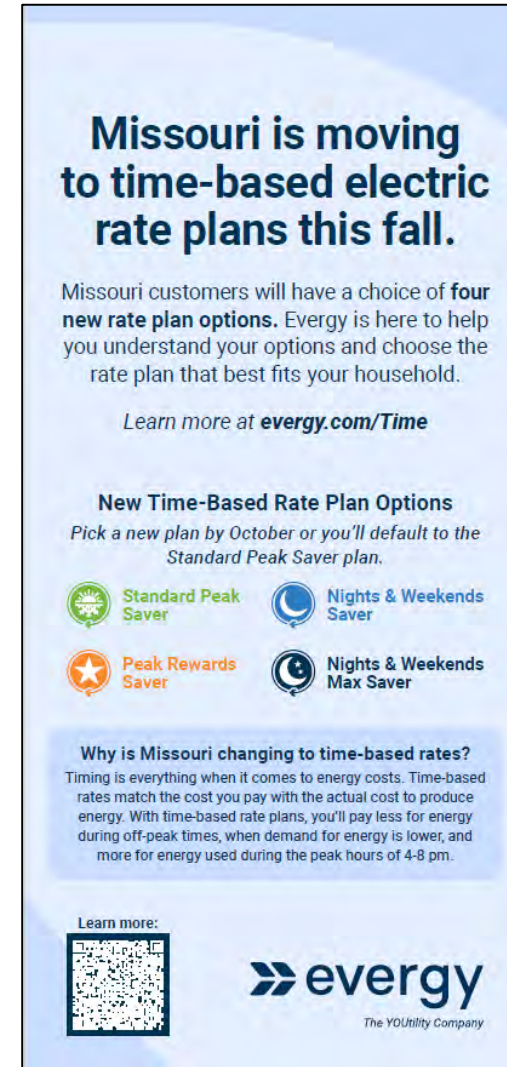
Missouri customers will have a choice of **four new rate plan options**. Evergy is here to help you understand your options and choose the rate plan that best fits your household.

Pick your new plan by October and learn more at evergy.com/Time

Why is Missouri changing to time-based rates?
Timing is everything when it comes to energy costs. Time-based rates match the cost you pay with the actual cost to produce energy. With time-based rate plans, you'll pay less for energy during off-peak times, when demand for energy is lower, and more for energy used during the peak hours of 4-8 pm.

Scan to learn more about your options. 

evergy
The YOUtility Company







Missouri is moving to time-based electric rate plans this fall.


Missouri customers will have a choice of **four new rate plan options**. Evergy is here to help you understand your options and choose the rate plan that best fits your household.

Learn more at evergy.com/Time

New Time-Based Rate Plan Options
Pick a new plan by October or you'll default to the Standard Peak Saver plan.

-  **Standard Peak Saver**
-  **Nights & Weekends Saver**
-  **Peak Rewards Saver**
-  **Nights & Weekends Max Saver**

Why is Missouri changing to time-based rates?
Timing is everything when it comes to energy costs. Time-based rates match the cost you pay with the actual cost to produce energy. With time-based rate plans, you'll pay less for energy during off-peak times, when demand for energy is lower, and more for energy used during the peak hours of 4-8 pm.

Learn more: 

evergy
The YOUtility Company



Missouri está adoptando planes de tarifas eléctricas en función del tiempo este otoño.

Los clientes de Missouri tendrán la opción de elegir entre **cuatro nuevas opciones de planes de tarifas**. Evergy está aquí para ayudarle a comprender sus opciones y a elegir el plan de tarifas que mejor se adapte a su hogar.

Obtenga más información en evergy.com/Time

Nuevas opciones de planes de tarifas en función del tiempo
Elije tu nuevo plan antes de octubre o se le asignará de manera automática el plan Estándar de Ahorro de mas demanda.

-  **Estandar de Ahorro de mas demanda**
-  **Ahorro en Noches y Fines de Semana**
-  **Plan de Ahorro con Recompensas en tiempo de mas demanda**
-  **Ahorro Maximo en Noches y Fines de semana**

¿Por qué Missouri está adoptando tarifas en función del tiempo?
El tiempo lo es todo cuando se trata de costos energéticos. Las tarifas basadas en el tiempo se ajustan a lo que paga con el costo real de producir energía. Con los planes de tarifas en función del tiempo, se pagará menos por la energía durante los períodos de menor demanda, cuando el consumo de energía es mas bajo, y más por la energía utilizada durante las de mas demanda de 4-8 pm.

Más información: 

evergy
The YOUtility Company

Paid Social Posts

Evergy Published by Lily Lungren · June 27 at 11:25 AM ·

By switching to time-based rates, Missouri is working to match the cost you pay with the actual costs to produce energy.

Missouri is moving to time-based electric rate plans this fall.

evergy

EVERGY.COM
Which plan is best for you?
We have a tool for that!

Learn more

Audience: Mo Residential customers
Send Date: June-July 2023


Billing Communication

July Bill Insert

Missouri is moving to time-based rate plans this fall.

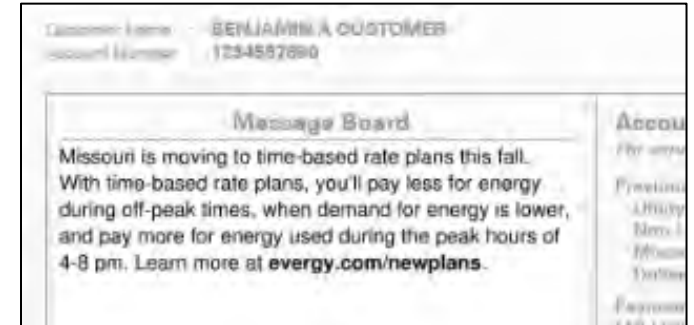
This summer we will provide you with additional details about the change and how to pick an Evergy time-based rate plan that best fits your household. Watch for more information by mail and email soon.

Learn more at evergy.com/TimePlans



Audience: Mo Res with paper billing
Send Date: July 2023

July Bill Message




Why is Missouri changing to time-based rates?

Timing is everything when it comes to energy costs. By switching to time-based rates, Missouri is working to match the cost you pay with the actual cost to produce energy. With time-based rate plans, you'll pay less for energy during off-peak times, when demand for energy is lower, and more for energy used during the peak hours of 4-8pm.

Watch for more information by mail and email soon.

Learn more and review your new plan options at evergy.com/TimePlans





Phase 2 – Preparation and Action Tactics

August

Billing Communication

August Bill Insert

It's time to choose your new time-based rate plan.

Missouri is changing how electric rate plans work this Fall, so Evergy has introduced four new rate plan options to fit your household needs.

If you have not selected a new plan by October, you will be moved to the Standard Peak Saver plan.

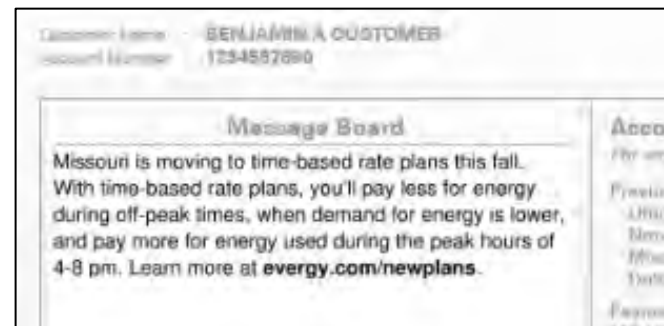
Choose your new plan now!

Select your time-based plan before October by going to evergy.com/TimePlans



Audience: Mo Res with paper billing
Send Date: August 2023

August Bill Message



Why is Missouri changing to time-based rates?


The Missouri Public Service Commission has ordered Missouri utilities, including Evergy, to transition to mandatory time-based rate plans. The goal of time-based rates is to match the costs you pay with the actual cost to produce energy. With time-based rate plans, you'll pay less for energy used during off-peak times, when demand for energy is lower, and more for energy used during the peak hours of 4-8 pm.

With time-based rate 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.



August Customer Postcard

Audience: All Missouri Residential Customers
Send Date: August 7-15, 2023



Missouri is moving to time-based electric rate plans this fall.

Choose your new plan by October or you'll be placed into the **Standard Peak Saver Plan.**

It's time to choose your new time-based rate plan.


We're here to help:
To help you choose the best plan for your household, we have developed online tools and reports that analyze your energy usage and determine the plan that best fits your lifestyle.

Coming Soon: Watch for your **Rate Education Report** arriving soon or visit our online **Compare My Rate** tool.

Learn more at evergy.com/SaverPlans





Why is Missouri changing to time-based rates?

The Missouri Public Service Commission has ordered Missouri utilities, including Evergy, to transition to mandatory time-based rate plans. The goal of time-based rates is to match the costs you pay with the actual cost to produce energy. With time-based rate plans, you'll pay less for energy used during off-peak times, when demand for energy is lower, and more for energy used during peak hours.




Four new time-based rate plans – Choose by October

With time-based rate 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.


-  **Standard Peak Saver**
New Default Residential Rate
-  **Peak Reward Saver**
Closest to the Current Standard Residential Rate
-  **Nights & Weekends Saver**
Three Time Periods, Overnight and Weekend Discount
-  **Nights & Weekends Max Saver**
Three Time Periods, Largest Difference in Price

August Newspaper Ad



It's time to choose your new time-based rate plan.

Eversource's Missouri customers will be automatically enrolled in the **Standard Peak Saver plan** if you don't choose one of the other three additional rate plan options before October.

Learn more: 

Choose your plan now at [eversource.com/TimePlans](https://www.eversource.com/TimePlans)

Why is Missouri changing to time-based rates?

The Missouri Public Service Commission has ordered Missouri utilities, including Eversource, to transition to mandatory time-based rate plans. The goal of time-based rates is to match the costs you pay with the actual cost to produce energy. With time-based rate plans, you'll pay less for energy used during off-peak times, when demand for energy is lower, and more for energy used during peak hours.

How time-based rate plans work:





With time-based rates, you'll pay less for any energy used during the 20 off-peak hours. But when energy demand is high during peak hours, the cost for energy will be higher. It is important to shift your large appliance usage, like dishwashers, dryers, and HVAC, to off-peak times, like overnight and early morning, to avoid paying a higher price for energy during the peak times.

We're here to help:

To help you choose the best plan for your household, we have developed online tools and reports that analyze your actual energy usage and determine the plan that best fits your lifestyle.

Four new time-based rate plans – Choose by October

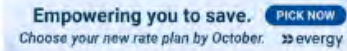
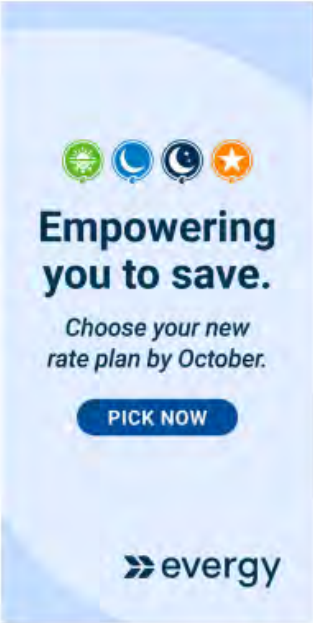
With time-based rate plans, you can take advantage of lower off-peak pricing by shifting your larger appliance usage, like dishwashers and clothes drying, to off-peak hours.

-  **Standard Peak Saver**
New Default Residential Rate
-  **Peak Reward Saver**
Closest to the Current Standard Residential Rate
-  **Nights & Weekends Saver**
Three Time Periods, Overnight and Weekend Discount
-  **Nights & Weekends Max Saver**
Three Time Periods, Largest Difference in Price

Missouri Newspapers
Send Date: August 2023

Retargeting Digital Banner Ads

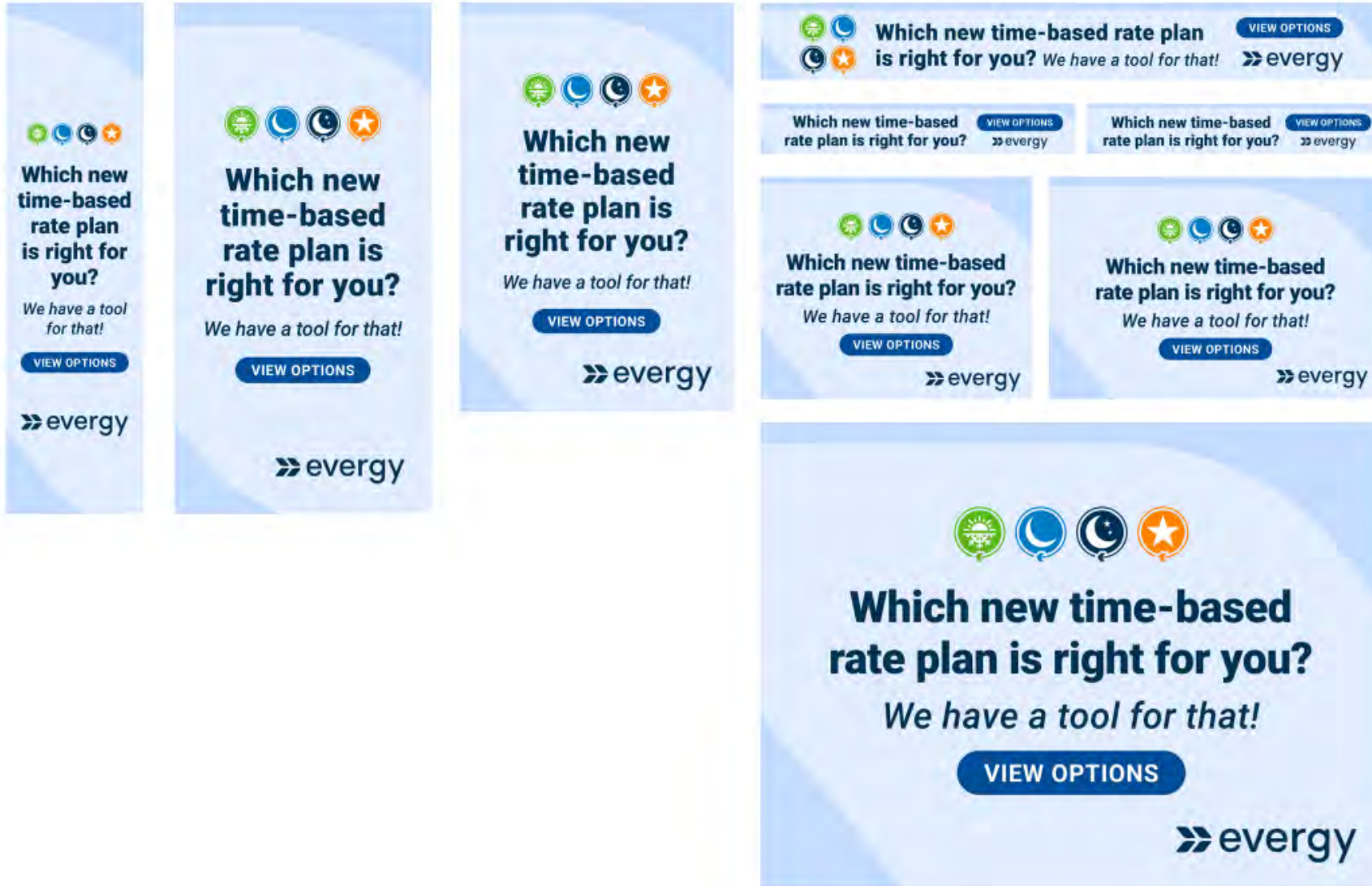
Retargeting Ads - Message 1



Digital banners
Audience: anyone who went to
evergy.com TOU pages
Send Date: July – October 2023

Retargeting Digital Banner Ads

Retargeting Ads - Message 2



Digital banners
Audience: anyone who went to evergy.com
TOU pages
Send Date: July – October 2023

Cover Letter Insert in the Rate Education Reports



Welcome to your Rate Education Report

Missouri is moving to time-based rate plans this fall, and Evergy is here to support you through this change. That's why we're sending you the attached Rate Education Report. This report uses your home's past energy usage data to estimate the costs of each new time-based rate plan. This report will help you understand the possible costs of each of the new plan options and how you might be able to save money by shifting energy usage to off-peak times.

Select your plan by October!

Select your new plan before October by going to [evergy.com/PickMyRate](https://www.evergy.com/PickMyRate). If you have not selected a new plan by October, you will be moved to the Standard Peak Saver plan.

Why is Missouri changing to time-based rates?

Timing is everything when it comes to energy costs. By switching to time-based rates, Missouri is working to match the cost you pay with the actual cost to produce energy. With time-based rate plans, you'll pay less for energy used during off-peak times, when demand for energy is lower, and more for energy used during the peak hours of 4-8 pm.

With time-based rate 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.

How to read your Rate Education Report

The attached report estimates what your average monthly Evergy bill might be on each of the new time-based plan options, based on your home's last year of energy usage. Please note that this is only an estimate, and any changes in your home or household members could affect the estimated cost of each plan. Additionally, this estimate does not consider any shifting of your energy use to off-peak times, which could help lower your monthly energy costs.

Questions about the plans or your estimated costs?

- Visit [evergy.com/My-Plans](https://www.evergy.com/My-Plans) for plan details and your personalized Rate Comparison.
- Talk with a rate plan specialist: 800-541-0407.
- Keep a look out for our weekly Rate Plan Coach emails, which provide a weekly breakdown of your energy usage and costs by time of day.

Time-based Plans - Savings Tips



Delay running your dishwasher

Use your dishwasher timer to delay running it until after peak hours.



Adjust when you use your dryer

Electric dryers use more energy than washing machines, so you'll save even more money when you wait for off-peak hours to dry your clothes.



Use a smart thermostat to automate off-peak savings

Schedule your smart thermostat so your heating/cooling system doesn't run as long during peak hours.



Be mindful of peak hours

Reduce energy consumption during peak hours of 4-8 pm when demand and costs are higher.

Letter with the Rate Education Paper Report
Audience: All Missouri customers
Send Date: August 15-31, 2023

Rate Education Reports Paper Version

Audience: All Missouri customers

Send Date: August 15-31, 2023



P.O. Box 416879, Kansas City, MO 64141

Rate Education Report

March 21, 2023
Account number XXXXXXXX



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

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 **Month 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](https://www.evergy.com/PlanDetails).

! Make your selection today

If you don't select a new plan, you'll be enrolled in Standard Peak Saver starting **Month 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 set your 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)



Turn over to learn more →

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://www.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.

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Rate Education Reports Email

evergy Account #11111111111111111111
4505 WASHINGTON ST

Choose your new rate plan

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). Find a plan that's the best fit for your household!

[Explore My Options](#)

	<p>Combinable evening & daytime rates</p> <p>Standard peak</p> <p>No peak pricing 8 months of the year</p>	<p>\$95 /month</p> <p>LEARN MORE</p>
	<p>Peak Reward</p> <p>Earn discount credits</p>	<p>\$104 /month</p> <p>LEARN MORE</p>
	<p>Nights & Weekends</p> <p>Lower overnight prices</p>	<p>\$103 /month</p> <p>LEARN MORE</p>
	<p>Nights & Weekends Max</p> <p>Lowest overnight prices</p>	<p>\$93 /month</p> <p>LEARN MORE</p>
	<p>Your current plan</p> <p>Discontinued starting October 2023</p>	<p>\$106 /month</p>

[Want to learn more? Compare your plan options now.](#)

Make your selection today

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

[Select My Plan](#)

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

- Peak hours (\$\$\$)
- Saver hours (\$\$)
- Super Saver hours (\$)

Audience: All Missouri customers with emails
Send Date: August 16-31st, 2023

Why does it matter when I use electricity?

Electricity costs more to produce during Peak hours (4 to 8 pm). To spend less on electricity, shift usage away from these hours.


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.

[Learn More](#)

Customer Event Handout




Missouri's Time-Based Rate Transition

In October, customers will be moved to time-based rate plans


Evergy's Missouri customers will be automatically enrolled in the **Standard Peak Saver plan** if you don't choose one of the other three additional rate plan options before October.

Why is Missouri changing to time-based rates?
The Missouri Public Service Commission has ordered Missouri utilities, including Evergy, to transition to mandatory time-based rate plans. The goal of time-based rates is to match the costs you pay with the actual cost to produce energy. With time-based rate plans, you'll pay less for energy used during off-peak times, when demand for energy is lower, and more for energy used during peak hours.


How time-based rate plans work:
With time-based rates, you'll pay less for any energy used during the 20 off-peak hours. But when energy demand is high during peak hours, the cost for energy will be higher. It is important to shift your large appliance usage, like dishwashers, dryers, and HVAC, to off-peak times, like overnight and early morning, to avoid paying a higher price for energy during the peak times. With time-based plans, it's important to avoid using large amounts of energy during peak hours.




Standard Peak Saver
New Default Residential Rate



Peak Reward Saver
Closest to the Current Standard Residential Rate








Nights & Weekends Saver
Three Time Periods, Overnight and Weekend Discount



Nights & Weekends Max Saver
Three Time Periods, Largest Difference in Price

Time-Based Plans - Savings Tips

-  **Delay running your dishwasher:** Use your dishwasher timer to delay running it until after peak hours.
-  **Adjust when you use your dryer:** Electric dryers use more energy than washing machines, so you'll save even more money when you wait for off-peak hours to dry your clothes.
-  **Adjust your thermostat to automate off-peak savings:** Adjust your thermostat so your heating/cooling system doesn't run as long during peak hours.
-  **Be mindful of peak hours:** Reduce large appliance energy consumption during peak hours of 4-8 pm when demand and costs are higher.





Transición a tarifa basada en la hora de uso de Missouri

En octubre, los clientes pasarán a planes de tarifas basadas en la hora de uso

Los clientes de Evergy en Missouri quedarán inscritos automáticamente en el plan **Standard Peak Saver** si no se elige una de las otras tres opciones de planes de tarifas adicionales antes de octubre.

¿Por qué se realiza el cambio a tarifas basadas en la hora de uso en Missouri?
La Comisión de Servicios Públicos de Missouri ha ordenado a los proveedores de servicios públicos de Missouri, incluido Evergy, que realicen la transición a planes obligatorios de tarifas basadas en la hora de uso. El objetivo de las tarifas basadas en la hora de uso es equilibrar los costos que se pagan con el costo real de producir energía. Con los planes de tarifas basadas en la hora de uso, pagará menos por la energía utilizada durante las horas de menor actividad, cuando la demanda de energía es menor, y más por la energía utilizada durante las horas de mas demanda.

¿Cómo funcionan los planes de tarifas basadas en la hora de uso?
Con las tarifas basadas en la hora de uso, pagará menos por la energía utilizada durante las 20 horas de menor actividad. Pero cuando la demanda de energía es alta durante las horas de mas demanda, el costo de la energía será mayor. Es importante cambiar el uso de grandes electrodomésticos, como lavavajillas, secadoras y sistemas de calefacción y aire acondicionado, a horas de menor actividad, como durante la noche y a primera hora de la mañana, para evitar pagar un precio más alto por la energía durante las horas de mas demanda. Con los planes basados en la hora de uso, es importante evitar el uso de grandes cantidades de energía durante las horas de mas demanda.



Standard Peak Saver
Nueva tarifa residencial predeterminada



Peak Reward Saver
El plan más cercano a la tarifa residencial estándar actual



Nights & Weekends Saver
Tres períodos de tiempo; descuentos nocturnos y de fin de semana



Nights & Weekends Max Saver
Tres períodos de tiempo; la mayor diferencia de precio

Planes basados en la hora de uso - Consejos para ahorrar

-  **Retrase el uso del lavavajillas:** utilice el temporizador del lavavajillas para retrasar su uso hasta después de las horas pico.
-  **Ajuste la hora de uso de la secadora:** las secadoras eléctricas consumen más energía que las lavadoras, por lo que ahorrará aún más dinero si deja el secado de la ropa para las horas de menor actividad.
-  **Ajuste su termostato para automatizar los ahorros en las horas de menor actividad:** ajuste su termostato para que su sistema de calefacción/aire acondicionado no opere durante tanto tiempo durante las horas pico.
-  **Tenga en cuenta las horas pico:** reduzca el consumo de energía de los electrodomésticos grandes durante las horas pico, de 4:00 a 8:00 p. m., cuando la demanda y los costos son mayores.



Weekly Energy Analysis Emails – Promotion Pod


Promotional pod in the weekly energy analysis emails

Audience: ~300,000

Send Date: August – October, 2023

Non-TOU customer

It's time to pick your new time-based rate plan!




Missouri is moving to time-based rate plans in October. With time-based rate plans, you'll pay less for energy during off-peak times and more for energy used during peak hours.

Select your new plan by October: customers without a preference will be moved to our default Standard Peak Saver Plan.

[LEARN MORE AND PICK YOUR PLAN](#)

Customers on TOU Pilot

We have new time-based rate plan options!




Your Time of Use Plan has been renamed to the Nights and Weekends Saver plan, and we are introducing three additional time-based rate plans. Your existing plan will remain the same, but we recommend exploring the new alternatives to see if any are more suitable for your household.

Visit our online Rate Comparison Tool to see which plan might be best for you.

[COMPARE PLANS](#)

All Mo Customers: August Email



Introducing: Your New Rate Plans

You may have heard: Missouri is moving to time-based rate plans this fall

The Missouri Public Service Commission has required utilities, including Evergy, to transition to mandatory time-based rate plans. In order to assist customers with this change, Evergy has four new time-based rate plans for you to choose from. These plans offer you the flexibility to select the plan that best fits your household's needs.

With time-based rates, you'll pay less for energy used during 20 off-peak hours a day, and more for energy used during a four-hour peak period.

It's important to pick your new plan by October. **If you decide not to choose one, you will be moved to the new default plan, the Standard Peak Saver.**

[Compare Plans](#)

We're here to help

Evergy has introduced new four rate plan options, along with our [Rate Comparison Tool](#)*, which shows your expected annual cost on each of the new plans, based on your past energy usage. In addition, we will send you weekly usage reports, to show which time of day you're using the most energy.

All Missouri customers are encouraged to compare the new plans and make a choice by October. If you decide not to choose one, then you will automatically change to the [Standard Peak Saver](#) plan.

Note that you don't have to keep the Standard Peak Saver plan after October. You can change to one of the four new plans anytime.

See [more details on the Missouri changes](#), and what they mean for you.

Why is Missouri changing?

Timing plays a crucial role in the cost of energy, which is why [Missouri is changing](#). As the demand for energy rises, so does the cost of producing electricity, resulting in "peak" and "off-peak" times.

During off-peak times, the demand for energy decreases, resulting in lower energy costs. By shifting your large-appliance use—like running the dishwasher and doing laundry—to off-peak times, you'll potentially save both energy and money on these new plans. With time-based rates, you'll pay less for energy most of the time.

According to our analysis, time-based rate plans may result in a small annual savings for most customers, depending on the season and household.


A note about electric heating

Since your home uses electric heat, it's especially important to understand how your home uses energy, and to shift large-appliance usage like laundry and dishwasher use to off-peak times.

Smart thermostats can be a huge benefit, allowing you to create a home heating schedule that optimizes usage around time-based rate plans. If you don't have a smart thermostat, Evergy offers [free and discounted models](#).

You can start by using our [Home Profile tool](#), which can show you where your home uses energy, along with suggestions on how to save.

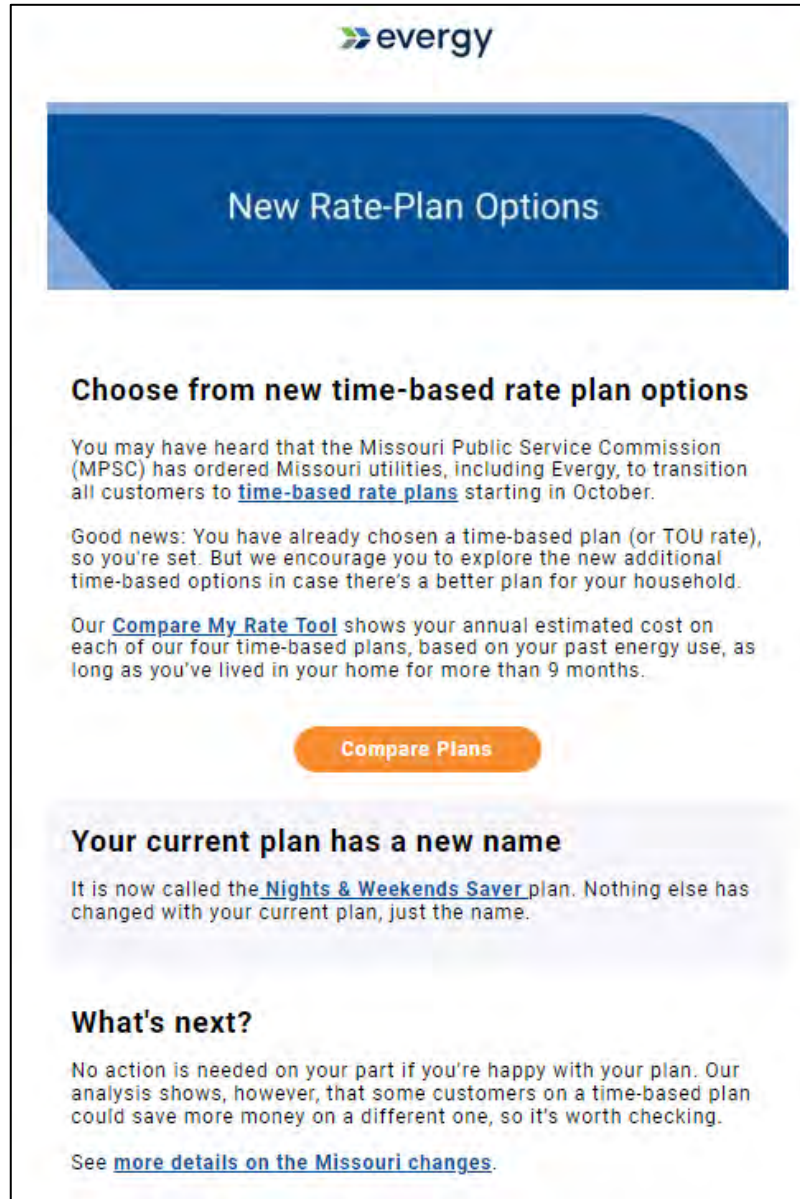
*Note: If you have lived in your current home less than 9 months, the Rate Comparison Tool will not yet have enough data to provide cost estimates. Please view each rate description to choose a plan, or call our Time-Based Plan Hotline for assistance: 1-800-541-0407

 **Download the Evergy app**

The YOUtility Company

Subject: Missouri, it's time to pick your new rate plan
Audience: Mo Residential (excluding already on TOU, net metering, solar sub, non-AMI), ~400,000
Note: electric heat pod only shows for space heating customers
Send Date: August 2, 2023

Pilot TOU Customers: August Email



The screenshot shows an email from Evergy with the subject 'New Rate-Plan Options'. The email content includes:

- Choose from new time-based rate plan options**

You may have heard that the Missouri Public Service Commission (MPSC) has ordered Missouri utilities, including Evergy, to transition all customers to [time-based rate plans](#) starting in October.

Good news: You have already chosen a time-based plan (or TOU rate), so you're set. But we encourage you to explore the new additional time-based options in case there's a better plan for your household.

Our [Compare My Rate Tool](#) shows your annual estimated cost on each of our four time-based plans, based on your past energy use, as long as you've lived in your home for more than 9 months.

[Compare Plans](#)
- Your current plan has a new name**

It is now called the [Nights & Weekends Saver](#) plan. Nothing else has changed with your current plan, just the name.
- What's next?**

No action is needed on your part if you're happy with your plan. Our analysis shows, however, that some customers on a time-based plan could save more money on a different one, so it's worth checking.

See [more details on the Missouri changes](#).

Subject: Are you on the best plan for your home

Audience: Mo Residential that are already on a TOU plan prior to Jan 1, 2023, ~8,000

Note: electric heat pod only shows for space heating customers

Send Date: August 2, 2023

What's next?

No action is needed on your part if you're happy with your plan. Our analysis shows, however, that some customers on a time-based plan could save more money on a different one, so it's worth checking.

See [more details on the Missouri changes](#).

A note about electric heating

Since your home uses electric heat, it's especially important to understand how your home uses energy, and to shift large-appliance usage like laundry and dishwasher use to off-peak times.

Smart thermostats can be a huge benefit, allowing you to create a home heating schedule that optimizes usage around time-based rate plans. If you don't have a smart thermostat, Evergy offers [free and discounted models](#).

You can start by using our [Home Profile tool](#), which can show you where your home uses energy, along with suggestions on how to save.



Download the Evergy app

Introducing: Your New Rate Plans

New plans are here

You may have heard that the Missouri Public Service Commission (MPSC) has ordered Missouri utilities, including Evergy, to transition all customers to [time-based rate plans](#) starting in October.

To support customers in this change, four new rate plans have been created to reflect the actual cost of energy, which varies throughout the day depending on demand.

Please look for your Rate Education Report, coming to you by postal mail in August, which will contain more information on your home's energy use, along with which new rate plan will be best for your home.

What does this mean for me?

This means that all customers now have the opportunity to select from four new plans, designed to provide lower prices for the majority of the day. However, it's important to choose a plan by October. If no selection is made by that time, you will be moved to the [Standard Peak Saver plan](#).

Keep in mind that this may not be the most cost-effective option for your specific needs. We recommend you explore your rate-plan options with our [Rate Comparison Tool](#) and make an informed choice before the October deadline.

[Compare Plans](#)

How do I change my plan?

If you need help, we are here to assist you.

- [Change your plan online](#) before October
- Call our special hotline at **1-800-541-0407** from 7 am to 5 pm Monday through Friday
- In Kansas City, stop by our [Connect Center](#) for in-person assistance

We understand that time-based plans are a big change. Evergy is committed to providing the information and tools you need to save the most on these new plans.

See [more details on the Missouri changes](#), and what they mean for you.

Seniors & Low Income: August Email

A note about electric heating

Since your home uses electric heat, it's especially important to understand how your home uses energy, and to shift large-appliance usage like laundry and dishwasher use to off-peak times.

Smart thermostats can be a huge benefit, allowing you to create a home heating schedule that optimizes usage around time-based rate plans. If you don't have a smart thermostat, Evergy offers [free and discounted models](#).

You can start by using our [Home Profile tool](#), which can show you where your home uses energy, along with suggestions on how to save.

Suggestions to save on time-based plans

By shifting some of your energy use to off-peak times, you can pay lower rates of 75% or more compared to peak times. The more you shift, the more you save.

Laundry

- Wash clothes on cold. They get just as clean and save energy
- Run your dryer after 8 pm on weekdays, or on weekends

Dishwashing

- Run full loads and wait until after 8pm on summer weekdays

Heating and cooling

- Adjust your thermostat to cool your home a few degrees lower before peak hours begin to delay using the AC when energy is more expensive.
- In winter, warm your home a few extra degrees before peak hours begin.

You can also check out this chart to understand which appliances tend to use the most electricity in your home.

[Energy Use Chart](#)

*Note: If you have lived in your current home less than 9 months, the Rate Comparison Tool will not yet have enough data to provide cost estimates. Please view each rate description to choose a plan, or call our Time-Based Plan Hotline for assistance: 1-800-541-0407



Download the Evergy app

Subject: This Fall: New rate plan options



Audience: Mo Residential seniors and low income, ~70,000

Note: electric heat pod only shows for space heating customers

Send Date: August 10, 2023

Non Saver: August Email

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



Missouri Rate Update

Missouri makes changes to rate plans for Energy customers

You may have heard that the Missouri Public Service Commission (MPSC) has ordered Missouri utilities, including Evergy, to transition all customers to [time-based rate plans](#) starting in October.

While many customers, based on their current usage, are expected see a modest reduction on their energy bill, others will not. Those customers will need to offset the increased costs by shifting the use of large appliances away from the peak hours (just four hours per day and never on weekends), when energy costs will be highest.

Impact to your home

Based on your past usage history, time-based plans may increase your overall energy bill if you don't make some effort to shift energy usage to the 20 hours of the day when energy will cost less.

What you can do

By October, choose one of the four time-based plans that will be least expensive for you, based on how you currently use energy. Our [Rate Comparison Tool](#) shows you what you would pay on each of the four new plans, based on 9 months of your prior usage.

[Choose Now](#)

We're here to help

If you need help choosing a plan, we have a special hotline to help from 7am to 5pm Monday through Friday: **1-800-541-0407**. Or you can visit us in person at our [Evergy Connect location](#).

Lastly, once you sign up for your new plan, you'll receive tips and strategies to avoid higher costs.

We understand that time-based plans are a big change. Evergy is committed to providing the information and tools you need to save the most on these new plans.

See [more details on the Missouri changes](#), and what they mean for you.

A note about electric heating

Since your home uses electric heat, it's especially important to understand how your home uses energy, and to shift large-appliance usage like laundry and dishwasher use to off-peak times.

Smart thermostats can be a huge benefit, allowing you to create a home heating schedule that optimizes usage around time-based rate plans. If you don't have a smart thermostat, Evergy offers [free and discounted models](#).

You can start by using our [Home Profile tool](#), which can show you where your home uses energy, along with suggestions on how to save.

Suggestions to save on time-based plans

By shifting some of your energy use to off-peak times, you can pay lower rates of 75% or more compared to peak times. The more you shift, the more you save.

Laundry

- Wash clothes on cold. They get just as clean and save energy
- Run your dryer after 8 pm on weekdays, or on weekends

Dishwashing

- Run full loads and wait until after 8pm on summer weekdays


Heating and cooling

- Adjust your thermostat to cool your home a few degrees lower before peak hours begin to delay using the AC when energy is more expensive.
- In winter, warm your home a few extra degrees before peak hours begin.

You can also check out this chart to understand which appliances tend to use the most electricity in your home.

[Energy Use Chart](#)


*Note: If you have lived in your current home less than 9 months, the Rate Comparison Tool will not yet have enough data to provide cost estimates. Please view each rate description to choose a plan, or call our Time-Based Plan Hotline for assistance: 1-800-541-0407



[Download the Evergy app](#)

Subject: Important updates regarding your Evergy rate plan
Audience: Mo Residential who are not expected to save on a new TOU plan,
Note: electric heat pod only shows for space heating customers
Send Date: August 14, 2023

Net Metering: August Email



Your New Rate Plan

Get to know your new plan

You may have heard that the Missouri Public Service Commission (MPSC) has ordered Missouri utilities, including Evergy, to transition all customers to [time-based rate plans](#) starting in October.

As a participant in our Net Metering program, your rate plan will change to the new Peak Reward Saver plan this fall.

Peak Reward Saver

No changes to your net-metering agreement

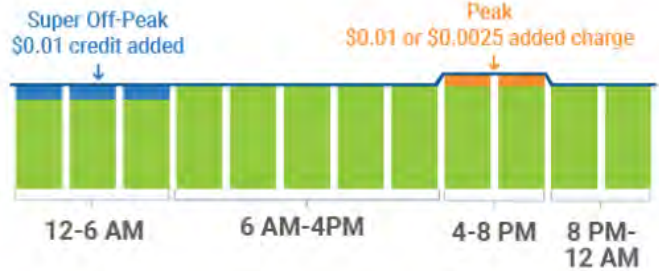
Although your plan is changing, your net-metering agreement is not. Just as now, the energy you generate will continue to offset your bill.

Also unchanged from your current agreement is the purchase of excess energy over and above what you use per billing cycle. This energy will continue to be purchased at the Cost of Fuel rate.

The [Peak Reward Saver plan](#) is similar to your current plan in that it is a tiered plan, with prices that change based on the amount of energy used, and with variation in summer and winter.

Additionally, on the Peak Reward Saver plan, there is a small surcharge (one-cent or less per kWh) during peak hours of 4-8 pm. This means that any energy received from your system during those peak times could provide even greater savings.

Subject: Your new rate plan is coming soon
Audience: Net-metering ~6,000
Note: electric heat pod only shows for space heating customers
Send Date: August 25th




Super Off-Peak
\$0.01 credit added





Peak
\$0.01 or \$0.0025 added charge

12-6 AM 6 AM-4PM 4-8 PM 8 PM-12 AM



What's next?

No action is needed on your part. Beginning with your October bill cycle, your new plan will be in effect.

 **Download the Evergy app**

Solar Subscription: August Email



Plan changes in Missouri

You may have heard that the Missouri Public Service Commission (MPSC) has ordered Missouri utilities, including Evergy, to transition all customers to [time-based rate plans](#) starting in October.

As a participant in our Solar Subscription program, your rate plan will change to the new Peak Reward Saver plan this fall.

Peak Reward Saver

The [Peak Reward Saver plan](#) is similar to your current plan in that it is a tiered plan, with rates that change based on the amount of energy used, and with variation in summer and winter.

Additionally, on the Peak Reward Saver plan, there is a small surcharge (one-cent or less per kWh) during peak hours of 4-8 pm. There is also a one-cent discount on energy used between midnight and 6 am.

Subject: Your new rate plan is coming soon
Audience: Solar Subscription Customers ~900
Note: electric heat pod only shows for space heating customers
Send Date: August 23rd

What's next?

No action is needed on your part. Beginning with your October bill cycle, your new plan will be in effect.

Can I pick one of the other time-based plans?

You may have heard that additional time-based plans are available to Missouri customers.

Currently, the Peak Reward Saver plan is the only plan compatible with Solar Subscription. However, we will reach out as other plan choices become available.



Phase 2 – Preparation and Action Tactics

September and October

Customer Postcard - September

Audience: Mo Residential (excluding already on TOU, net metering, solar sub)
~450,000
Send Date: September 15-20, 2023

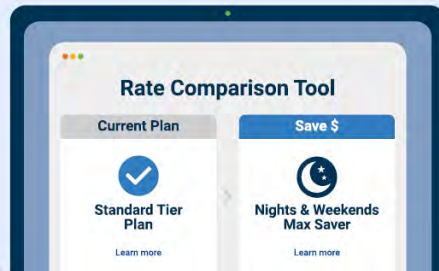


It's time to pick your new time-based rate plan.

Four new plan options. Which plan is right for your household? **We have a tool for that!**

Visit our online Rate Comparison Tool to see which plan may be best for your home based on your past usage history.

Visit [evergy.com/TimePlans](https://www.evergy.com/TimePlans)



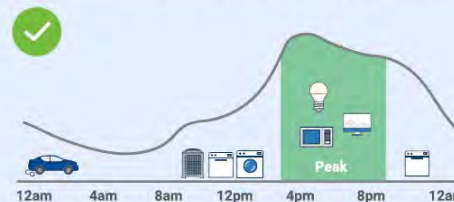
Your current rate plan will be changing in October.

You may have heard that Missouri is moving to new time-based rate plans this fall. The Missouri Public Service Commission, which regulates Evergy, has required some utilities to transition to time-based rate plans. That means what you pay for energy will be aligned with the cost to produce it. This is not a rate increase, and the new time-based rate plans provide less expensive energy most of the day.

Why is Missouri moving to time-based plans?

When there is a high demand for energy during peak hours, producing energy becomes more expensive. On the other hand, when energy demand is lower, the cost to produce energy goes down. With the new time-based rate plans, you'll pay less for energy during the off-peak times, which are most of the time, and more during the few peak hours.

Shift a few of your major appliances, like the dishwasher or dryer, to off-peak times to save on your energy costs. It's ok to use appliances that use less energy, like lights and computers.



How to save on time-based plans.

You don't need to avoid using energy altogether during peak hours but try to shift when you use large appliances to off-peak hours when the cost of energy is lower. For example...



Delay running your dishwasher

Use your dishwasher timer to delay running it until after peak hours.



Adjust when you use your dryer

Electric dryers use more energy than washing machines, so you'll save even more money when you wait for off-peak hours to dry your clothes.



Use a smart thermostat to automate off-peak savings

Schedule your smart thermostat so your heating/cooling system doesn't run as long during peak hours.



Be mindful of peak hours

Reduce energy consumption during peak hours of 4-8 pm when demand and costs are higher.

Are you on the Average Payment Plan?

The change to time-based rate plans does not affect our Average Payment Plan program (sometimes called Level Payment or Budget Billing) and you can still be on Average Pay with these new rates.

Billing Communication

September Bill Insert

Missouri's Time-Based Rate Transition

In October, customers will move to time-based rate plans

Evergy's Missouri customers will be automatically enrolled in the **Standard Peak Saver plan** if you don't choose one of the other three additional rate plan options.

Choose your new plan now!

Select your time-based plan **before October** by going to evergy.com/TimePlans



Audience: Mo Res with paper billing

Send Date: September 2023

Bill Message

It's time to choose your new rate plan. Evergy's Missouri customers will be switching to time-based rate plans starting in October. With time-based rate plans, you'll pay less for energy during off-peak times and more for energy used during the peak hours. **Select your new plan at evergy.com/NewPlans.**

Why is Missouri changing to time-based rates?

The Missouri Public Service Commission has ordered Missouri utilities, including Evergy, to transition to mandatory time-based rate plans. The goal of time-based rates is to match the costs you pay with the actual cost to produce energy. With time-based rate plans, you'll pay less for energy used during off-peak times, when demand for energy is lower, and more for energy used during peak hours.

How time-based rate plans work:

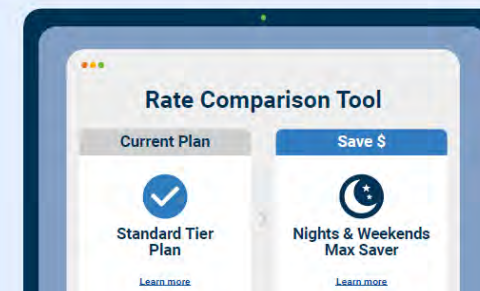
With time-based rates, you'll pay less for any energy used during the 20 off-peak hours. But when energy demand is high during peak hours, the cost for energy will be higher. It is important to shift your large appliance usage, like dishwashers, dryers, and HVAC, to off-peak times, like overnight and early morning, to avoid paying a higher price for energy during the peak times.

Which plan is right for your household? We have a tool for that!


Visit our online Rate Comparison Tool* to see which plan may be best for your home based on your past usage history.

Visit evergy.com/TimePlans

*At least 9 months of usage history at your current home is needed to use the Rate Comparison Tool.




All MO: September Email



Choose your plan by October


You have probably heard that the Missouri Public Service Commission (MPSC) is requiring Missouri utilities, including Evergy, to change to [time-based rate plans](#).

While changing to a time-based plan is required, you do have the opportunity to choose from one of four new plans.



To help you choose, our personalized [Rate Comparison Tool](#) can recommend the best plan for your home, based on your past usage.

We ran the numbers...
The **BEST PLAN** for your home is:
Nights & Weekends Max Saver Plan



[Change My Plan](#)

How does the Rate Comparison Tool work?

This personalized [Rate Comparison Tool](#) takes 9-12 months of your historical usage data, applying that information to the rates of the four new time-based plans.

You'll see an estimate of what your Energy bill would be on each of the four plans, based on your home's last year of energy usage. This estimate does not consider any shifting of your energy use to off-peak times, which could help lower your energy costs.





To use this customized rate tool, you'll first log into your [online Evergy account](#). If you don't yet have an account, you can easily create one with the Evergy account number shown on your bill.

Pick a plan that fits your home

Each of the four plans has various peak and off-peak pricing periods. On all plans, you can avoid the higher energy costs during peak hours by shifting large appliance use to off-peak periods.

If you are willing to make a bigger effort to shift usage, plans with the largest price difference can potentially save you more.


Here are the four plans in order of the lowest difference in cost between peak and off-peak hours, and the largest difference.

-  [Peak Reward Saver](#)
Closest to the current standard residential rate, with the lowest price difference between time periods
-  [Standard Peak Saver](#)
This is our default residential rate plan if you don't choose a plan by October
-  [Nights & Weekends Saver](#)
Three time periods with different prices, with an overnight and weekend discount
-  [Nights & Weekends Max Saver](#)
Three time periods with different prices, with the highest difference in prices between time periods

What happens if I don't choose?

If you don't decide to switch to one of the new plans, you'll be automatically enrolled in the default rate plan, the [Standard Peak Saver](#).

We encourage you to [check out all the plans](#) in case there's a better one for your household.



How well do you know your home?

You can avoid higher peak-hour prices by spreading your energy use throughout the day, especially when it comes to larger appliances.

Using your laundry machines during off-peak hours, for example, can cost less. But smaller items, like hair dryers or cell-phone charging, won't make much difference.

[Appliance Chart](#)

You can get personalized information about your home's energy use with our [Energy Analyzer tools](#).


A note about electric heating

As part of the new mandate from the MPSC, your promotional All-Electric rate plan is being discontinued, and these new time-based plans may impact your home this winter (depending on the weather). There are steps you can take to reduce that possibility.

- Plan to shift some of your large-appliance usage, like laundry and dishwashing, to off-peak times.
- Take time now to seal window leaks, install draft stoppers, and replace any dirty furnace filters.
- Pre-heat your home during the day, taking advantage of lower daytime rates.

The most important tip? Choose the right rate plan. Use our tool to compare last year's usage to what you would have spent on each of the four new plans. Then simply choose the most cost-effective plan.

[Compare Plans](#)



Subject: Action Needed: It's time to choose your new plan
Audience: Mo Residential (excluding already on TOU, net metering, solar sub, non-AMI), ~320,000
Note: electric heat pod only shows for space heating customers.
Send Date: September 2023

Organic Social Post

Send Date: September 2023

evergy

Missouri's Time-Based Rate Transition

In October, Evergy Missouri customers will be moved to time-based rate plans.

Four new time-based rate plan options now available.

- Standard Peak Saver**
New Default Residential Rate
- Peak Reward Saver**
Closest to the Current Standard Residential Rate
- Nights & Weekends Saver**
Three Time Periods, Overnight and Weekend Discount
- Nights & Weekends Max Saver**
Three Time Periods, Largest Difference in Price

Boost this post to reach up to 4736 more people if you spend \$50. **Boost post**

You, Maria Lopez, Kimberly Cook Davis and 224 others 391 comments 122 shares

Like Comment Share

Evergy August 29

We have followed the conversation on Facebook and elsewhere about Missouri's shift to time-based rate plans. We want to take the time to walk through the changes for Missouri residential customers. Let's talk time-based rate plans and your plan options.

Your lives are full and busy, especially when you get home at night. From cooking dinner to washing laundry to watching your favorite shows in the comfort of your homes from 4-8 p.m. It's also the period when energy demand is highest.

The Missouri Public Service Commission (MPSC) mandated Evergy Metro and Evergy West implement time-based rates starting October 1. The intent is for customers to shift your usage to off-peak hours to help reduce grid strain for the benefit of all in our communities.

The good news for you is that you still have a choice here.

- There are four plan options, including the Peak Reward Saver, which looks similar to the plan most customers in Missouri are on now.
- The new default plan, the Standard Peak Saver, offers customers a discounted price on their usage for 20 hours a day (For example: Instead of about \$0.14 kWh, Evergy Metro customers will pay \$0.0958 kWh during summer months). That discounted rate will offset the prices customers pay during the peak hours of 4-8 p.m. during summer months. <https://www.evergy.com/landing/missouri-rate-plans>
- Over 70% of Evergy customers are predicted to see their costs stay the same or save money annually on the new Standard Peak Saver without changing usage habits. If customers on this plan choose to shift their usage away from the peak hours, there's potential to save even more on your bills, especially with the discounts during non-peak hours. We encourage you to use our rate comparison tool to see a month-to-month rate comparison based on your last 12 months of usage to help you find the best plan for your needs: <https://www.evergy.com/ma/rate-comparison>

Evergy's mission is to provide reliable, affordable and sustainable energy for you. A resilient energy grid now and in the future is important to us and state regulators. It's what empowers the communities we live in and serve. We hope this offers some understanding about the changes to come, how they may benefit you and why the MPSC has implemented time-based rates in Missouri.

In the comments, we're going to offer answers to some frequently asked questions about time-based rates and your options. Remember to choose from one of the four time-based rate plans by October 1. Don't worry, if you don't choose a plan, you'll be placed on the default Standard Peak Saver plan.

Electric Heat Customers: September Letter

Audience: Customers on the Space Heating Rate ~103,749

Send Date: September 5-15, 2023



It's time to select your new time-based rate plan.

You may have heard that Missouri is moving to new time-based rate plans this fall. The Missouri Public Service Commission (MPSC), which regulates Evergy, has required some utilities to transition to time-based rate plans. That means what you pay for energy will be aligned with the cost to produce it. This is not a rate increase, and the new time-based rate plans provide less expensive energy most of the day.

With time-based rate plans, you'll pay less for energy than you do today during 20 off-peak hours a day, but when energy demand is high during the peak hours of 4-8 pm, the cost for energy will be higher. With this change to time-based rates, it will be important to monitor not only how much energy you use but also when you use it, to save on your monthly bill.

In order to assist customers with this change, Evergy has developed four new time-based rate plans for you to choose from. It's important to select your new plan by October. If you decide not to choose a new plan, you'll be moved to the new default plan, the Standard Peak Saver starting in October.

Visit [evergy.com/SaverPlans](https://www.evergy.com/SaverPlans) or call 1-800-541-0407 to learn more about the plan options and to select your new plan.

We invite you to use our online personalized Rate Comparison Tool or read your Rate Education Report* that arrived by mail in August to see which plan best fits your household based on your past energy usage.

An important note about your old rate plan

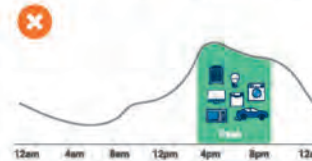
As part of the new mandate from the MPSC, your current All-Electric rate plan (or electric space heating rate) is being discontinued. Your old plan offered a discounted rate in the winter for electric space heating customers, which is no longer offered. Due to this change, customers with electric heat may experience more impact moving to time-based rate plans, making it especially important to understand your home energy usage, and shift large appliance usage, like doing laundry and running the dishwasher, to off-peak times.

*Note: If you have lived in your current home less than 9 months, the Rate Comparison Tool and Rate Education Report is not yet available for your location. Please view the rate descriptions to choose a plan, or call our Time-Based Plan Hotline for assistance: 1-800-541-0407.

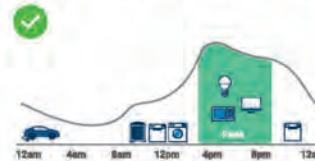
Why is Missouri moving to time-based plans?

Supply and demand play an important part in the overall cost to produce energy. When there is a high demand for energy during the peak hours, producing energy becomes more expensive. On the other hand, when energy demand is lower, the cost to produce energy goes down. With the new time-based rate plans, you'll pay less for energy during the off-peak times, which are most of the time, and more during the few peak hours.

Don't use all your major appliances during the peak hours when energy costs are higher.



Do shift a few of your major appliances to off-peak times to save on your energy costs.



How to save on time-based plans.

You don't need to avoid using energy altogether during peak hours but try to shift when you use large appliances to off-peak hours when the cost of energy is lower. For example...



Delay running your dishwasher

Use your dishwasher timer to delay running it until after peak hours.



Adjust when you use your dryer

Electric dryers use more energy than washing machines, so you'll save even more money when you wait for off-peak hours to dry your clothes.



Use a smart thermostat to automate off-peak savings

Schedule your smart thermostat so your heating/cooling system doesn't run as long during peak hours.



Be mindful of peak hours

Reduce energy consumption during peak hours of 4-8 pm when demand and costs are higher.

Are you on the Average Payment Plan?

The change to time-based rate plans does not affect our Average Payment Plan (sometimes called Level Payment or Budget Billing) program and you can still be on Average Pay with these new rates.

Net Metering Customers: September Letter

Audience: Customers on the Net Metering Rate ~6,766

Send Date: September 5-15, 2023



Your new time-based rate plan is coming soon.

You may have heard that Missouri is moving to new time-based rate plans this fall. The Missouri Public Service Commission (MPSC), which regulates Evergy, has required some utilities to transition to time-based rate plans. That means what you pay for energy will be aligned with the cost to produce it. This is not a rate increase, and the new time-based rate plans provide less expensive energy most of the day.

As a participant in our Net Metering program, your rate plan with Evergy will change to the Peak Reward Saver plan in October.

The **Peak Reward Saver** plan is similar to your current plan in that it is a tiered plan, with rates that change based on the amount of energy used, and with variation in the summer and winter. Additionally, on the Peak Reward Saver plan, the time of day you use energy can also make a difference, with a small surcharge (one-cent or less per kWh) during peak hours of 4-8 pm, and a corresponding one-cent bill reward credit during off-peak hours of midnight to 6 am every day.

The Peak Reward Saver plan is the only plan currently available for Net Metering customers.



What's next?

This letter is to inform you of the upcoming change, but no additional action is needed from you. Beginning with your October bill cycle, your energy will be billed on the Peak Reward Saver Plan. If you have question, contact our Time-Based Rate Plan Hotline at 1-800-541-0407 or visit evergy.com/SaverPlans.

Why is Missouri moving to time-based plans?

Supply and demand play an important part in the overall cost to produce energy. When there is a high demand for energy during the peak hours, producing energy becomes more expensive. On the other hand, when energy demand is lower, the cost to produce energy goes down. With the new time-based rate plans, you'll pay less for energy during the off-peak times, which are most of the time, and more during the few peak hours.

Why can't I pick one of the other time-based rate plans?

The MPSC has ordered that Net Metering customers move to the Peak Reward Saver plan. This is partly due to Missouri state statute that specifies how net metering is to be calculated and when it is to be available. The Peak Reward Saver plan is currently the only rate plan that meets the Missouri statute criteria.

Are there changes to my net metering agreement?

Although your rate plan is changing, your net metering agreement is not. Just as now, Evergy will purchase energy from you at the Cost to Fuel rate.

How to save on the Peak Reward Saver plan.

This plan is very similar to your current rate, but you can save money by shifting some energy to overnight times. You don't need to avoid using energy altogether during peak hours but try to shift when you use large appliances to off-peak hours when the cost of energy is lower. For example...



Delay running your dishwasher

Use your dishwasher timer to delay running it until after peak hours.



Adjust when you use your dryer

Electric dryers use more energy than washing machines, so you'll save even more money when you wait for off-peak hours to dry your clothes.



Use a smart thermostat to automate off-peak savings

Schedule your smart thermostat so your heating/cooling system doesn't run as long during peak hours.




Be mindful of peak hours

Reduce energy consumption during peak hours of 4-8 pm when demand and costs are higher.

Are you on the Average Payment Plan?

The change to time-based rate plans does not affect our Average Payment Plan (sometimes called Level Payment or Budget Billing) program and you can still be on Average Pay with these new rates.

Net-Metering: September Email



Get to know your new plan

You may have heard that the Missouri Public Service Commission (MPSC) has ordered Missouri utilities, including Evergy, to transition all customers to [time-based rate plans](#) starting in October.

As a participant in our Net Metering program, your rate plan will change to the new Peak Reward Saver plan this fall.

Peak Reward Saver

No changes to your net-metering agreement

Although your plan is changing, your net-metering agreement is not. Just as now, the energy you generate will continue to offset your bill.

Also unchanged from your current agreement is the purchase of excess energy over and above what you use per billing cycle. This energy will continue to be purchased at the Cost of Fuel rate.

The [Peak Reward Saver plan](#) is similar to your current plan in that it is a tiered plan, with prices that change based on the amount of energy used, and with variation in summer and winter.

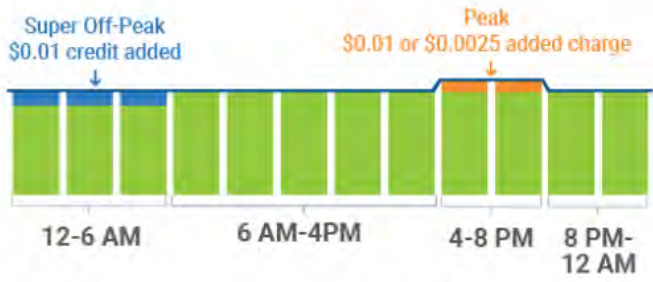
Additionally, on the Peak Reward Saver plan, there is a small surcharge (one-cent or less per kWh) during peak hours of 4-8 pm. This means that any energy received from your system during those peak times could provide even greater savings.

Subject: Your new rate plan is coming soon

Audience: Resend to non-opens from August: Net-metering, ~3,000

Note: electric heat pod only shows for space heating customers


Send Date: September 2023



What's next?

No action is needed on your part. Beginning with your October bill cycle, your new plan will be in effect.

Download the Evergy app



Low Income and Seniors: September Letter



Your current rate plan will be changing.

You may have heard that Missouri is moving to new time-based rate plans this fall. The Missouri Public Service Commission (MPSC), which regulates Evergy, has required some utilities to transition to time-based rate plans. That means what you pay for energy will be aligned with the cost to produce it. This is not a rate increase, and the new time-based rate plans provide less expensive energy most of the day.

To meet the new requirement, Evergy will move you to our new **Standard Peak Saver plan in October**. No action is needed on your part.

How does the Standard Peak Saver plan work?

• October through May:

During these months, the cost for energy will be lower all day, every day. It's especially lower during super off-peak times from midnight to 6 am.

• June through September:

During these summer months, the cost for energy is highest during peak hours of 4-8 pm Monday - Friday. All other times the cost for energy is lower than you pay today.

Tip: To save on your energy bill with this new plan, try to limit the use of large appliances, like the clothes dryer or dishwasher, during the summer months from 4-8 pm Monday through Friday. With this change to time-based rates, it will be important to monitor not only how much energy you use but also when you use it, to save on your monthly bill.

Want a different rate plan?

Evergy has three other time-based rate plans, including our new Peak Reward Saver plan, which is similar to the plan you have today. If you want to switch to one of these other rate plan options or learn which one might be best for your household, we invite you to use our online personalized Rate Comparison Tool or read your Rate Education Report* that arrived by mail in August to see which of the other plan options may be best.

*Note: If you have lived in your current home less than 9 months, the Rate Comparison Tool and Rate Education Report is not yet available for your location. Please view the rate descriptions to choose a plan, or call our Time-Based Plan Hotline for assistance: 1-800-541-0407

We're here to help!

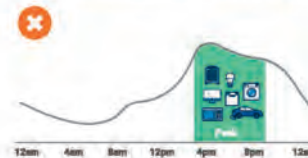
We know rate plans can feel confusing. If you need help, we are here to assist you.

- **Give us a call:** 1-800-541-0407 from 7 am to 5 pm Monday through Friday
- **Visit us in-person:** Evergy Connect from 9 am to 4 pm Monday through Friday
1710 The Paseo Blvd., Kansas City, MO 64108
- **Visit us online:** [evergy.com/SaverPlans](https://www.evergy.com/SaverPlans)

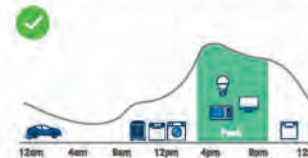
Why is Missouri moving to time-based plans?

Supply and demand play an important part in the overall cost to produce energy. When there is a high demand for energy during the peak hours, producing energy becomes more expensive. On the other hand, when energy demand is lower, the cost to produce energy goes down. With the new time-based rate plans, you'll pay less for energy during the off-peak times, which are most of the time, and more during the few peak hours.

Don't use all your major appliances during the peak hours when energy costs are higher.



Do shift a few of your major appliances to off-peak times to save on your energy costs.



How to save on time-based plans.

You don't need to avoid using energy altogether during peak hours but try to shift when you use large appliances to off-peak hours when the cost of energy is lower. For example...



Delay running your dishwasher

Use your dishwasher timer to delay running it until after peak hours.



Adjust when you use your dryer

Electric dryers use more energy than washing machines, so you'll save even more money when you wait for off-peak hours to dry your clothes.



Use a smart thermostat to automate off-peak savings

Schedule your smart thermostat so your heating/cooling system doesn't run as long during peak hours.



Be mindful of peak hours


Reduce energy consumption during peak hours of 4-8 pm when demand and costs are higher.

Are you on the Average Payment Plan?

The change to time-based rate plans does not affect our Average Payment Plan (sometimes called Level Payment or Budget Billing) program and you can still be on Average Pay with these new rates.

Audience: Customers identified as lower income or a senior ~187,293
Send Date: September 5-15, 2023

Seniors & Low Income: September Email



Update Your Rate Plan

It's time to choose your new rate plan

The Missouri Public Service Commission (MPSC) has required utilities, including Evergy, to change to [time-based rate plans](#) by October. We've made it quick and easy to make your choice right now.

We understand that time-based plans are a big change. Evergy is committed to providing the information and tools you need to manage your usage and be successful on your new plan.

[Plan Options](#)

How do I change my plan?

If you need help, we are here to assist you.

- [Change your plan online](#) before October.
- Call our rate plan hotline at [1-800-541-0407](tel:1-800-541-0407) from 7 am to 5 pm Monday through Friday.
- In Kansas City, stop by our [Connect Center](#) for in-person assistance.

Evergy is committed to providing the information and tools you need to save the most on these new plans.

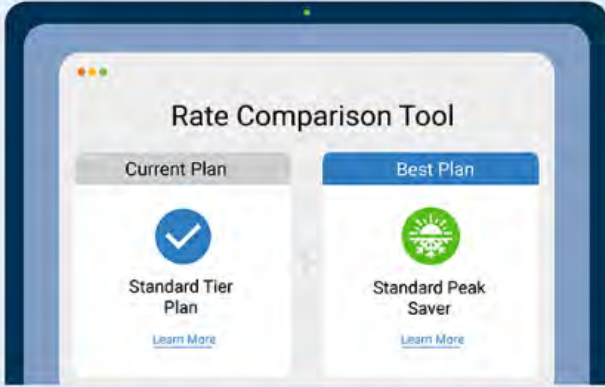
See [more details on the Missouri changes](#), and what they mean for you.

Do I have to pick one?

If you decide not to pick one of the four new plans, you will automatically be assigned to the Standard Peak Saver plan, which is the new default plan for residential customers.

However, that plan might not be the best choice for your household. It's a good idea to look at [all four plan choices](#) and make an informed decision.

We have a personalized [Rate Comparison Tool](#)* that shows what you would pay per year on each plan.



A note about electric heating

As part of the new mandate from the MPSC, your promotional All-Electric rate plan is being discontinued, and these new time-based plans may impact your home this winter (depending on the weather). There are steps you can take to reduce that possibility.

1. Plan to shift some of your large-appliance usage, like laundry and dishwashing, to off-peak times.
2. Take time now to seal window leaks, install draft stoppers, and replace any dirty furnace filters.
3. Pre-heat your home during the day, taking advantage of lower daytime rates.

The most important tip? Choose the right rate plan. Use our tool to compare last year's usage to what you would have spent on each of the four new plans. Then simply choose the most cost-effective plan.

[Compare Plans](#)

Subject: Action needed: Update your rate plan
Audience: Mo Residential seniors and low income, ~70,000
Note: electric heat pod only shows for space heating customers
Send Date: September 2023

Non-Digital Customers: September Letter

Audience: Customers identified at non-digital ~32,708

Send Date: September 5-15, 2023



It's time to select your new time-based rate plan.

You may have heard that Missouri is moving to new time-based rate plans this fall. The Missouri Public Service Commission, which regulates Evergy, has required some utilities to transition to time-based rate plans. That means what you pay for energy will be aligned with the cost to produce it. This is not a rate increase, and the new time-based rate plans provide less expensive energy most of the day.

With time-based rate plans, you'll pay less for energy during 20 off-peak hours a day, but when energy demand is high during the peak hours of 4-8 pm, the cost for energy will be higher. With this change to time-based rates, it will be important to monitor not only how much energy you use but also when you use it, to save on your monthly bill.

In order to assist customers with this change, Evergy has four new time-based rate plans for you to choose from. It's important to **select your new plan by October**. If you don't select a new plan, you'll be moved to the new default Standard Peak-Saver plan starting in October.

Visit [evergy.com/SaverPlans](https://www.evergy.com/SaverPlans) or call **1-800-541-0407** to learn more about the plan options and to select your new plan.

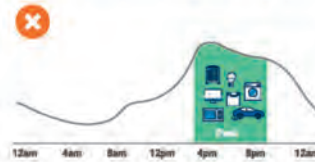
We invite you to use our online personalized Rate Comparison Tool or read your Rate Education Report* that arrived by mail in August to see which plan best fits your household based on your past energy usage.

Why is Missouri moving to time-based plans?

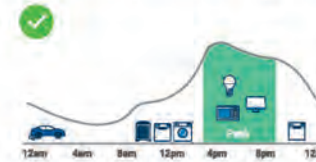
Supply and demand play an important part in the overall cost to produce energy. When there is a high demand for energy during the peak hours, producing energy becomes more expensive. On the other hand, when energy demand is lower, the cost to produce energy goes down. With the new time-based rate plans, you'll pay less for energy during the off-peak times, which are most of the time, and more during the few peak hours.

*Note: If you have lived in your current home less than 9 months, the Rate Comparison Tool and Rate Education Report is not yet available for your location. Please view the rate descriptions to choose a plan, or call our Time-Based Plan Hotline for assistance: 1-800-541-0407.

Don't use all your major appliances during the peak hours when energy costs are higher.



Do shift a few of your major appliances to off-peak times to save on your energy costs.



How to save on time-based plans.

You don't need to avoid using energy altogether during peak hours but try to shift when you use large appliances to off-peak hours when the cost of energy is lower. For example...



Delay running your dishwasher

Use your dishwasher timer to delay running it until after peak hours.



Adjust when you use your dryer

Electric dryers use more energy than washing machines, so you'll save even more money when you wait for off-peak hours to dry your clothes.



Use a smart thermostat to automate off-peak savings

Schedule your smart thermostat so your heating/cooling system doesn't run as long during peak hours.




Be mindful of peak hours

Reduce energy consumption during peak hours of 4-8 pm when demand and costs are higher.

Are you on the Average Payment Plan?

The change to time-based rate plans does not affect our Average Payment Plan (sometimes called Level Payment or Budget Billing) program and you can still be on Average Pay with these new rates.

Non-Saver: September Email



Update Your Rate Plan

It's time to choose your new rate plan

The Missouri Public Service Commission (MPSC) has required utilities, including Evergy, to change to [time-based rate plans](#) by October. We've made it quick and easy to make your choice right now.

We understand that time-based plans are a big change. Evergy is committed to providing the information and tools you need to manage your usage and be successful on your new plan.

[Plan Options](#)

How do I change my plan?

If you need help, we are here to assist you.

- [Change your plan online](#) before October.
- Call our rate plan hotline at [1-800-541-0407](tel:1-800-541-0407) from 7 am to 5 pm Monday through Friday.
- In Kansas City, stop by our [Connect Center](#) for in-person assistance.

Evergy is committed to providing the information and tools you need to save the most on these new plans.

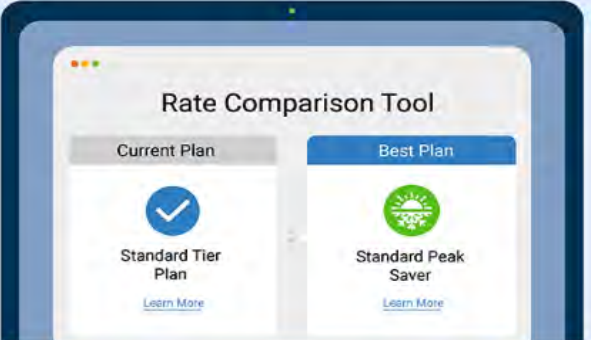
See [more details on the Missouri changes](#), and what they mean for you.

Do I have to pick one?

If you decide not to pick one of the four new plans, you will automatically be assigned to the Standard Peak Saver plan, which is the new default plan for residential customers.

However, that plan might not be the best choice for your household. It's a good idea to look at [all four plan choices](#) and make an informed decision.

We have a personalized [Rate Comparison Tool](#)* that shows what you would pay per year on each plan.



A note about electric heating

As part of the new mandate from the MPSC, your promotional All-Electric rate plan is being discontinued, and these new time-based plans may impact your home this winter (depending on the weather). There are steps you can take to reduce that possibility.

1. Plan to shift some of your large-appliance usage, like laundry and dishwashing, to off-peak times.
2. Take time now to seal window leaks, install draft stoppers, and replace any dirty furnace filters.
3. Pre-heat your home during the day, taking advantage of lower daytime rates.

The most important tip? Choose the right rate plan. Use our tool to compare last year's usage to what you would have spent on each of the four new plans. Then simply choose the most cost-effective plan.

[Compare Plans](#)

Subject: Action Needed: Update your rate plan
Audience: Mo Residential who are not expected to save on a new TOU plan, ~70,000
Note: electric heat pod only shows for space heating customers
Send Date: September 2023

Solar Subscription Customers: September Letter



Your new time-based rate plan is coming soon.

You may have heard that Missouri is moving to new time-based rate plans this fall. The Missouri Public Service Commission (MPSC), which regulates Evergy, has required some utilities to transition to time-based rate plans. That means what you pay for energy will be aligned with the cost to produce it. This is not a rate increase, and the new time-based rate plans provide less expensive energy most of the day.

As a participant in our Solar Subscription program, the portion of your energy bill from the solar program will not change, but any non-solar energy will be billed on the new **Peak Reward Saver plan**.

The Peak Reward Saver plan is similar to your current plan in that it is a tiered plan, with rates that change based on the amount of energy used, and with variation in the summer and winter. Additionally, on the Peak Reward Saver plan, the time of day you use energy can also make a difference, with a small surcharge (one-cent or less per kWh) during peak hours of 4-8 pm, and a corresponding one-cent bill reward credit during off-peak hours of midnight to 6 am every day.

The Peak Reward Saver plan is the only plan currently available for Solar Subscription program customers.



What's next?

This letter is to inform you of the upcoming change, but no additional action is needed from you. Beginning with your October bill cycle, your non-solar energy will be billed on the Peak Reward Saver Plan. If you have questions, contact our Time-Based Rate Plan Hotline at 1-800-541-0407 or visit [evergy.com/SaverPlans](https://www.evergy.com/SaverPlans).

Why is Missouri moving to time-based plans?

Supply and demand play an important part in the overall cost to produce energy. When there is a high demand for energy during the peak hours, producing energy becomes more expensive. On the other hand, when energy demand is lower, the cost to produce energy goes down. With the new time-based rate plans, you'll pay less for energy during the off-peak times, which are most of the time, and more during the few peak hours.

How to save on the Peak Reward Saver plan.

This plan is very similar to your current rate, but you can save money by shifting some energy usage to overnight times. You don't need to avoid using energy altogether during peak hours but try to shift when you use large appliances to off-peak hours when the cost of energy is lower. For example...



Delay running your dishwasher

Use your dishwasher timer to delay running it until after peak hours.



Adjust when you use your dryer

Electric dryers use more energy than washing machines, so you'll save even more money when you wait for off-peak hours to dry your clothes.



Use a smart thermostat to automate off-peak savings

Schedule your smart thermostat so your heating/cooling system doesn't run as long during peak hours.



Be mindful of peak hours


Reduce energy consumption during peak hours of 4-8 pm when demand and costs are higher.

Are you on the Average Payment Plan?

The change to time-based rate plans does not affect our Average Payment Plan (sometimes called Level Payment or Budget Billing) program and you can still be on Average Pay with these new rates.

Audience: Customers on Solar Subscription Program ~700
Send Date: September 5-15, 2023

Solar Subscription: Email



evergy

Your New Rate Plan

Plan changes in Missouri

You may have heard that the Missouri Public Service Commission (MPSC) has ordered Missouri utilities, including Evergy, to transition all customers to [time-based rate plans](#) starting in October.

As a participant in our Solar Subscription program, your rate plan will change to the new Peak Reward Saver plan this fall.

Peak Reward Saver

The [Peak Reward Saver plan](#) is similar to your current plan in that it is a tiered plan, with rates that change based on the amount of energy used, and with variation in summer and winter.

Additionally, on the Peak Reward Saver plan, there is a small surcharge (one-cent or less per kWh) during peak hours of 4-8 pm. There is also a one-cent discount on energy used between midnight and 6 am.

Subject: Your new rate plan is coming soon

Audience: Solar Subscription Customers ~600. Resend to customers who did not open in August

Send Date: September 2023

What's next?

No action is needed on your part. Beginning with your October bill cycle, your new plan will be in effect.

Can I pick one of the other time-based plans?

You may have heard that additional time-based plans are available to Missouri customers.

Currently, the Peak Reward Saver plan is the only plan compatible with Solar Subscription. However, we will reach out as other plan choices become available.

TOU Pilot Customers: September Letter

Audience: Customers who participated in the TOU Pilot Program ~7,000

Send Date: September 5-15, 2023



Evergy now has more time-based rate plan options.

You may have heard that Missouri is moving to new time-based rate plans this fall. The Missouri Public Service Commission (MPSC), which regulates Evergy, has required some utilities to transition to time-based rate plans starting in October.

Good news! You're already on a time-based rate plan (or TOU plan), so you're set. But we encourage you to explore the new additional time-based options in case there's a better plan for your household.

Our online Rate Comparison Tool shows your annual estimated cost on each of the four time-based plan options, based on your past energy usage, as long as you've lived in your home for more than 9 months. We invite you to use the personalized online tool or read your Rate Education Report* that arrived by mail in August to see which plan may best fit your household.

Your current plan has a new name

You were an early adopter of time-based plans, nice work! We have updated the name of your current plan and it is now called the **Nights & Weekends Saver plan**. Nothing else has changed with your current plan, just the name.

What's next?

No action is needed on your part if you're happy with your current plan. Our analysis shows, however, that some customers on a time-based plan could save more money on a different one, so it's worth checking out.

Visit [evergy.com/SaverPlans](https://www.evergy.com/SaverPlans) or call **1-800-541-0407** to learn more about the plan options and to select your new plan.

*Note: If you have lived in your current home less than 9 months, the Rate Comparison Tool and Rate Education Report is not yet available for your location. Please view the rate descriptions to choose a plan, or call our Time-Based Plan Hotline for assistance: 1-800-541-0407.

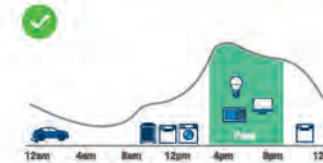
Why is Missouri moving to time-based plans?

Supply and demand play an important part in the overall cost to produce energy. When there is a high demand for energy during the peak hours, producing energy becomes more expensive. On the other hand, when energy demand is lower, the cost to produce energy goes down. With the new time-based rate plans, you'll pay less for energy during the off-peak times, which are most of the time, and more during the few peak hours.

Don't use all your major appliances during the peak hours when energy costs are higher.



Do shift a few of your major appliances to off-peak times to save on your energy costs.



How to save on time-based plans.

You don't need to avoid using energy altogether during peak hours but try to shift when you use large appliances to off-peak hours when the cost of energy is lower. For example...



Delay running your dishwasher

Use your dishwasher timer to delay running it until after peak hours.



Adjust when you use your dryer

Electric dryers use more energy than washing machines, so you'll save even more money when you wait for off-peak hours to dry your clothes.



Use a smart thermostat to automate off-peak savings

Schedule your smart thermostat so your heating/cooling system doesn't run as long during peak hours.




Be mindful of peak hours

Reduce energy consumption during peak hours of 4-8 pm when demand and costs are higher.

Are you on the Average Payment Plan?

The change to time-based rate plans does not affect our Average Payment Plan (sometimes called Level Payment or Budget Billing) program and you can still be on Average Pay with these new rates.

Pilot TOU Customers: September Email



Choose from new time-based rate plan options

You may have heard that the Missouri Public Service Commission (MPSC) has ordered Missouri utilities, including Evergy, to transition all customers to [time-based rate plans](#) starting in October.

Good news: You have already chosen a time-based plan (or TOU rate), so you're set. But we encourage you to explore the new additional time-based options in case there's a better plan for your household.

Our [Compare My Rate Tool](#) shows your annual estimated cost on each of our four time-based plans, based on your past energy use, as long as you've lived in your home for more than 9 months.

[Compare Plans](#)

Your current plan has a new name

It is now called the [Nights & Weekends Saver](#) plan. Nothing else has changed with your current plan, just the name.

What's next?

No action is needed on your part if you're happy with your plan. Our analysis shows, however, that some customers on a time-based plan could save more money on a different one, so it's worth checking.

See [more details on the Missouri changes](#).

Subject: Are you on the best plan for your home
Audience: Mo Residential that are already on a TOU plan prior to Jan 1, 2023, ~3,000
Note: electric heat pod only shows for space heating customers
Resend to non-opens from August
Send Date: September 2023

What's next?

No action is needed on your part if you're happy with your plan. Our analysis shows, however, that some customers on a time-based plan could save more money on a different one, so it's worth checking.


See [more details on the Missouri changes](#).

A note about electric heating

Since your home uses electric heat, it's especially important to understand how your home uses energy, and to shift large-appliance usage like laundry and dishwasher use to off-peak times.


Smart thermostats can be a huge benefit, allowing you to create a home heating schedule that optimizes usage around time-based rate plans. If you don't have a smart thermostat, Evergy offers [free and discounted models](#).

You can start by using our [Home Profile tool](#), which can show you where your home uses energy, along with suggestions on how to save.

 **Download the Evergy app**

Request for Information: Packet Mailed by Request

Audience: Customers who requested to be sent additional information
 Send Date: August - Present



Your current rate plan will be changing.

You may have heard that Missouri is moving to new time-based rate plans this fall. The Missouri Public Service Commission (MPSC), which regulates Evergy, has required some utilities to transition to time-based rate plans. That means what you pay for energy will be aligned with the cost to produce it. This is not a rate increase, and the new time-based rate plans provide less expensive energy most of the day.

To meet the new requirement, Evergy will move you in the **Default Time Based Plan** (formerly called Peak Reward Saver).

How does the new default plan work?

The **Default Time Based Plan** is very similar to the rate plan you use today. It also has the lowest price difference between peak and off-peak times. This means that energy used during peak times won't have a major impact on your bill.

The Default Time Based Plan has a set rate for energy most of the day, with only a small increase during the 4-8 pm peak period.

Month	Off-Peak	Peak
Monday	\$0.01	\$0.01
Tuesday	\$0.01	\$0.01
Wednesday	\$0.01	\$0.01
Thursday	\$0.01	\$0.01
Friday	\$0.01	\$0.01
Saturday	\$0.01	\$0.01
Sunday	\$0.01	\$0.01

Want a different rate plan?

Evergy has three other time-based rate plans. If you want to switch to one of these other rate plan options or learn which one might be best for your household, we invite you to use our online personalized Rate Comparison Tool or read your Rate Education Report that arrived by mail in August to see which of the other plan options may be best.

*Note: If you have been 30 days or longer from the last 6 months, the Rate Comparison Tool and Rate Education Report is not yet available for your location. Please view the rate descriptions to choose a plan or call our Time-Based Plan hotline for assistance: 1-800-541-0427

We're here to help!

We know rate plans can feel confusing. If you need help, we are here to assist you.

- Give us a call: 1-800-541-0427 from 7 am to 5 pm Monday through Friday
- Visit us in-person: Evergy Connect from 9 am to 4 pm Monday through Friday
1710 The Paseo Blvd., Kansas City, MO 64108
- Visit us online: evergy.com/SavePlans

Why is Missouri moving to time-based plans?

Supply and demand play an important part in the overall cost to produce energy. When there is a high demand for energy during the peak hours, producing energy becomes more expensive. On the other hand, when energy demand is lower, the cost to produce energy goes down. With the new time-based rate plans, you'll pay less for energy during the off-peak times, which are most of the time, and more during the few peak hours.

Don't use all your major appliances during the peak hours when energy costs are higher.

Do shift a few of your major appliances to off-peak times to save on your energy costs.

How to save on time-based plans.

You don't need to avoid using energy altogether during peak hours but try to shift when you use large appliances to off-peak hours when the cost of energy is lower. For example...

- Delay running your dishwasher: Use your dishwasher timer to delay running it until after peak hours.
- Adjust when you use your dryer: Electric dryers use more energy than washing machines, so you'll save even more money when you wait for off-peak hours to dry your clothes.
- Use a smart thermostat to automate off-peak savings: Schedule your smart thermostat so your heating/cooling system doesn't run as long during peak hours.
- Be mindful of peak hours: Reduce energy consumption during peak hours of 4-8 pm when demand and costs are higher.

Are you on the Average Payment Plan?

The change to time-based rate plans does not affect our Average Payment Plan (sometimes called Level Payment or Budget Billing) program and you can still be on Average Pay with these new rates.



Missouri's Time-Based Rate Transition
 Beginning in October, customers will be moved to time-based rate plans.

Questions?

We're here to help you work your transition to time-based rate plans. Visit evergy.com/timebased or call 800.541.0427. Analyze: Use our online Compare My Rate tool to see which plan might be best for you.

Why is Missouri changing to time-based rates?

The Missouri Public Service Commission has ordered Missouri utilities, including Evergy, to transition to mandatory time-based rate plans. The goal of time-based rates is to match the costs you pay with the actual cost to produce energy. With time-based rate plans, you'll pay less for energy used during off-peak times, when demand for energy is lower, and more for energy used during peak hours.

How time-based rate plans work:

With time-based rates, you'll pay less for any energy used during the 20 off-peak hours. But when energy demand is high during peak hours, the cost for energy will be higher. It is important to shift your large appliance usage, like dishwashers, dryers, and HVAC, to off-peak times, like overnight and early morning, to avoid paying a higher price for energy during the peak times. With time-based plans, it's important to avoid using large amounts of energy during peak hours.

Default Time Based Plan
 Default residential rate plan with the lowest difference between peak and off-peak times.

Nights & Weekends Plan
 Three time periods with different rates, with the lowest difference between peak and off-peak times.

Nights & Weekends Max Plan
 Three time periods with different rates, with the highest difference between peak and off-peak times.

Summer Peak Time Based Plan
 Default residential rate plan with the lowest difference between peak and off-peak times.

Time-Based Plans - Savings Tips

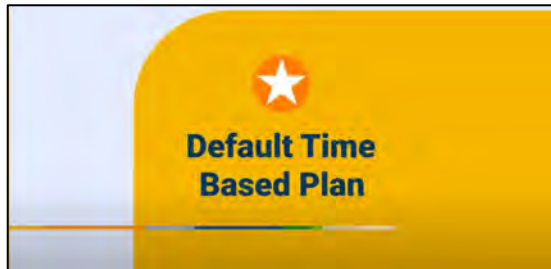
- Delay running your dishwasher: Use your dishwasher timer to delay running it until after peak hours.
- Adjust when you use your dryer: Electric dryers use more energy than washing machines, so you'll save even more money when you wait for off-peak hours to dry your clothes.
- Adjust your thermostat to automate off-peak savings: Adjust your thermostat so your heating/cooling system doesn't run as long during peak hours.
- Be mindful of peak hours: Reduce large appliance energy consumption during peak hours of 4-8 pm when demand and costs are higher.

Evergy Missouri Metro

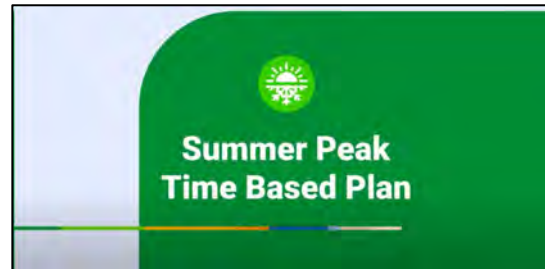
Period	Time Period	Summer Peak Time Based Plan (Default Residential Rate Plan)	Nights & Weekends Plan	Nights & Weekends Max Plan	Default Time Based Plan (Default Residential Rate Plan)
Peak	4pm-8pm	\$0.0223	\$0.0265	\$0.0274	\$0.0219
Off-Peak	All other hours	\$0.0113	\$0.0127	\$0.0134	\$0.0116
Super Off-Peak	12:00 AM - 5:00 AM	\$0.0066	\$0.0069	\$0.0068	\$0.0069

TOU Overview & Plan Videos

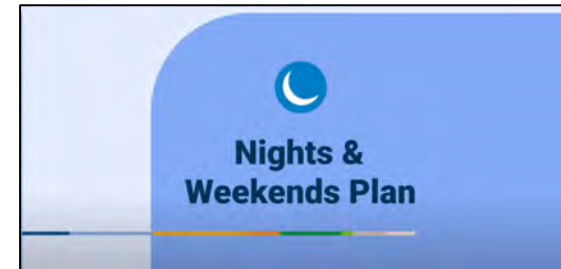
Uses: used on website and paid media advertising
Live: September 2023
<https://youtu.be/gOhjT35-lw>



<https://www.evergy.com/manage-account/rate-information-link/plan-options/default-time-based-plan>



<https://www.evergy.com/manage-account/rate-information-link/plan-options/summer-peak-time-based-plan>



<https://www.evergy.com/manage-account/rate-information-link/plan-options/nights-and-weekends-plan>



<https://www.evergy.com/manage-account/rate-information-link/plan-options/nights-and-weekends-max-plan>

TOU Informational and Training Videos

Uses: shared with community/agency partners to help inform their customers.

Live: October 2023

English Version

https://youtu.be/navtQ4H5X_8



Spanish Version

https://youtu.be/AouKjYcv_eY



Radio and Streaming Audio

Audience: Missouri Radio Stations, Missouri streaming audio customers
Live: September 2023

Announcer-read spot

VO: Hey, [Radio Talent Name], here. If you're a Missouri resident like me, things are changing with your energy bill. That's because in October, Missouri is being mandated to move to time-based rate plans.

So what's that mean for us? Well, due to demand, we'll pay more for energy during peak hours. BUT, during the other 20 off-peak hours, we'll actually pay less.

Evergy has four time-based rates to help make the switch. They'll even recommend the best plan for you based on your usage history.

Learn more at evergy.com/myrate.

Produced spot

VO: Hey Missouri, have you heard? Missouri electric utilities, including Evergy, are being mandated to move to time-based rates beginning this October.

So what's that mean for you? Well, to help reduce the strain on the power grid you'll pay more for energy during peak hours. BUT, during the other 20 off-peak hours, you'll actually pay less.

Evergy has four time-based rates to help Missouri residents make the switch. To find the plan that best fits your lifestyle, check out our personalized "Rate Comparison" tool at evergy.com/myrate.



Digital Ad TOU Overview Videos

Audience: Mo Residential customers

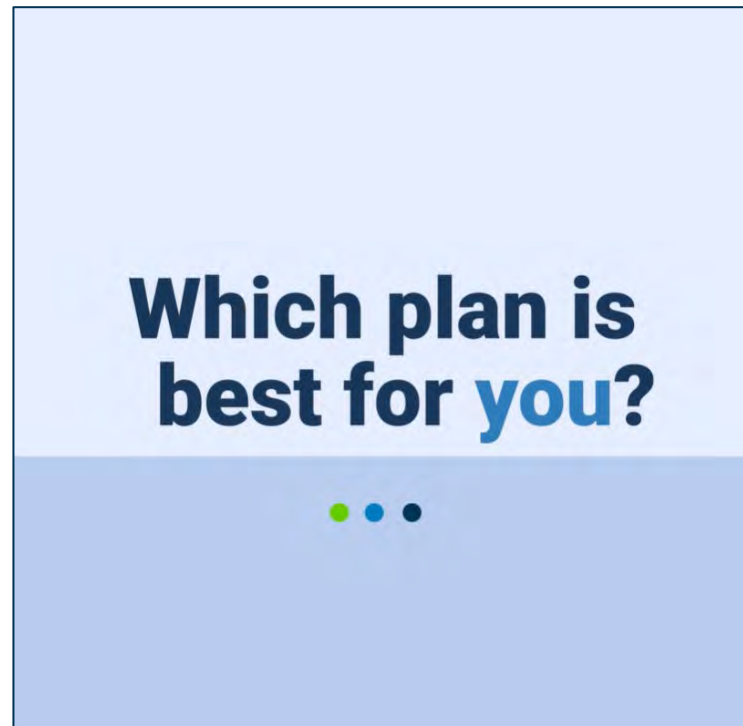
Uses: Short informational digital ad videos, with option to click to learn more

Send Date: October 2023

How do time-based rates work



Picking a plan digital video

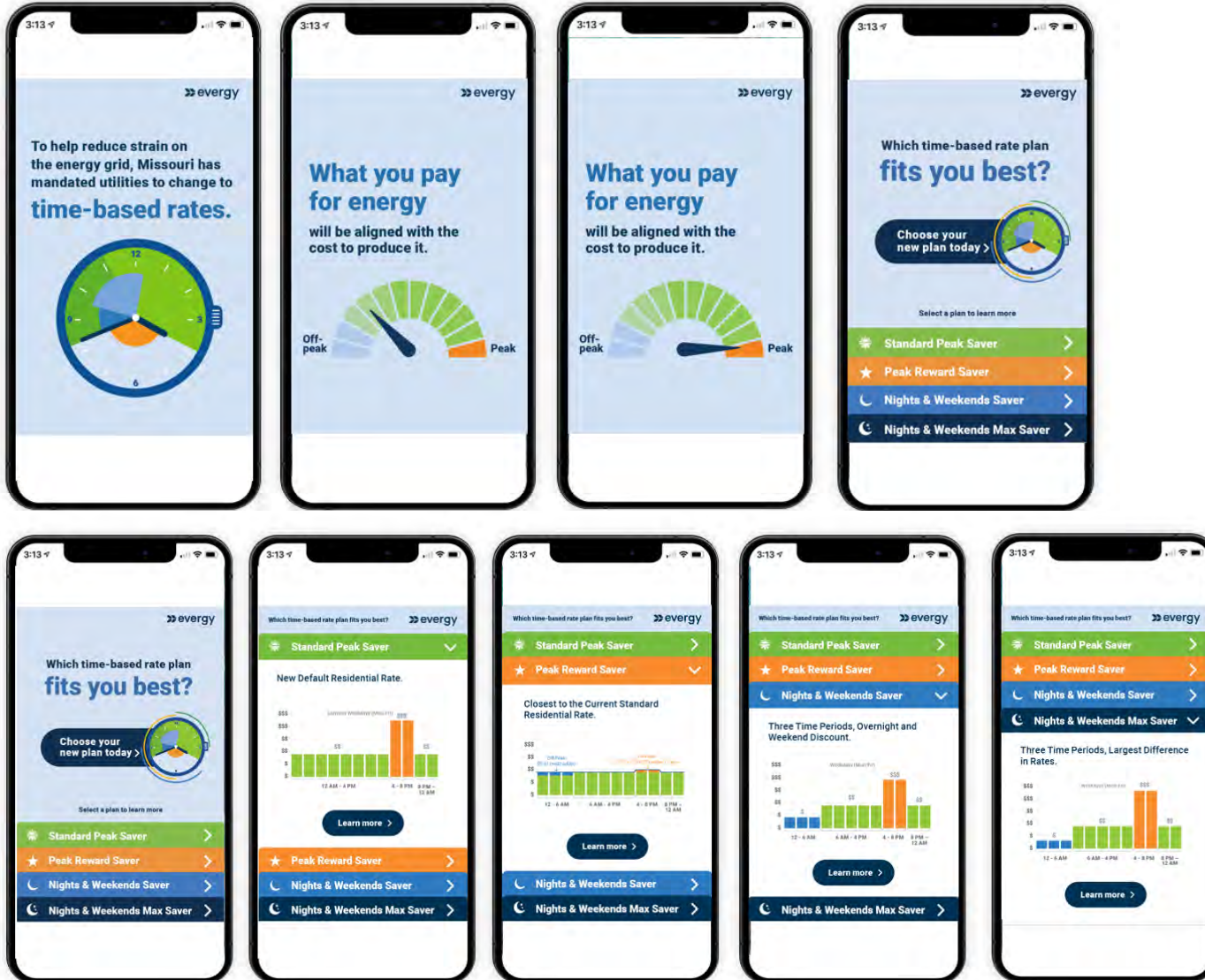


How to save on time-based rates digital video



Digital Ad - Undertones

Audience: Missouri Residential Customers
Live: October



Animation: A quick, visual intro will engage viewers with our ad. We begin on a clock with rotating hands. The clock then transitions to a meter visual, illustrating low and then high energy usage. Our prompt animates in as each plan name enters on its unique color bar from the right. Once all plans have appeared, the bars stack on top of each other and become accordion tabs. The CTA message/button appears with a subtle rotation of the color wheel to encourage the viewer to tap.



Default Plan Change letter

Audience: Customers who have not yet selected a rate. ~380,000

Send Date: October 9-14, 2023



Dear [Name],

Important update to Evergy's Time-based rate plans.

Please note: The default time-based rate plan has changed from past Evergy communications.

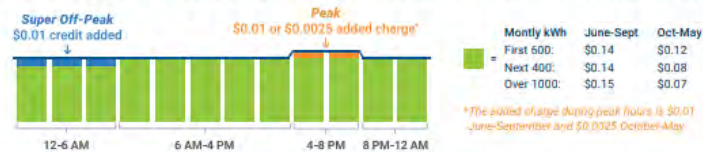
During the last few months, Evergy has been working to inform you about our new time-based rate plans. Recently, the Missouri Public Service Commission (MPSC), which regulates Evergy, has updated which of the four rate plan options will be the default rate plan. For customers who do not select a time-based plan on their own, **the new default plan will be the Default Time Based Plan (formerly called Peak Reward Saver).**

We've noticed that you have not selected a new plan yet. There is still time to pick your plan but **if you don't select soon, you will be placed into the Default Time Based Plan before the end of the year.** We encourage all customers to select a plan that works best for their household.

How does the new default plan work?

The **Default Time Based Plan** is very similar to the rate plan you have today. It also has the lowest price difference between peak and off-peak times. This means that energy used during peak times won't have a major impact on your bill.

The Default Time Based Plan has a set rate for energy most of the day, with only a small increase during the 4-8 pm peak period.



TIP: On the **Default Time Based Plan** it will be important to monitor not only how much energy you use but also when you use it, to save on your monthly bill.

Want a different rate plan? We're here to help!

Evergy has three other time-based rate plans. If you want to switch to one of these other rate plan options or learn which one might be best for your household, we invite you to use our online personalized Rate Comparison Tool. You can change your rate plan at any time.

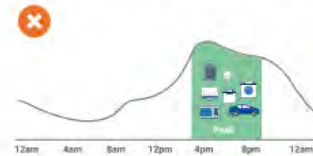
We know selecting the right rate plan can feel confusing. If you need help, we are here to assist you.

- **Give us a call:** 1-800-541-0407 from 7 am to 5 pm Monday through Friday
- **Visit us in-person:** Evergy Connect from 9 am to 4 pm Monday through Friday
1710 The Paseo Blvd., Kansas City, MO 64108
- **Visit us online:** evergy.com/TimePlans

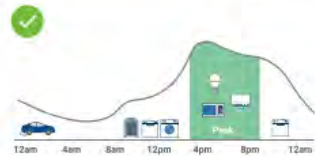
Why is Missouri moving to time-based plans?

Supply and demand play an important part in the overall cost to produce energy. When there is a high demand for energy during the peak hours, producing energy becomes more expensive. On the other hand, when energy demand is lower, the cost to produce energy goes down. With the new time-based rate plans, you'll pay less for energy during the off-peak times, which are most of the time, and more during the few peak hours.

Don't use all your major appliances during the peak hours when energy costs are higher.



Do shift a few of your major appliances to off-peak times to save on your energy costs.



How to save on time-based plans.

You don't need to avoid using energy altogether during peak hours but try to shift when you use large appliances to off-peak hours when the cost of energy is lower. For example...



Delay running your dishwasher

Use your dishwasher timer to delay running it until after peak hours.



Adjust when you use your dryer

Electric dryers use more energy than washing machines, so you'll save even more money when you wait for off-peak hours to dry your clothes.



Use a smart thermostat to automate off-peak savings

Schedule your smart thermostat so your heating/cooling system doesn't run as long during peak hours.



Be mindful of peak hours

Reduce energy consumption during peak hours of 4-8 pm when demand and costs are higher.

Are you on the Average Payment Plan?


The change to time-based rate plans does not affect our Average Payment Plan (sometimes called Level Payment or Budget Billing) program and you can still be on Average Pay with these new rates.



Default Plan Change Email

Audience: Customers who have not yet selected a rate.


Send Date: October 9-18, 2023



Changes to the default time-based plan

By now, you know that [Missouri is changing](#) to time-based rate plans this fall. You can choose from one of four new plans, or if you do not select one on your own, you will automatically be moved to the default plan.

Recently, the Public Service Commission (MPSC), which regulates Energy, has updated which of the four rate plans will be the "default" plan. The new default plan will be the [Default Time Based Plan](#) (formerly called the Peak Reward Saver plan).



We requested this change based on feedback from customers. Among the four plans, the Default Time Based Plan is the most like Energy's previous standard plan. It has the lowest price difference between peak and off-peak times.

This means that energy used during peak times won't have a major impact on your bill.

The Default Time Based Plan has a set rate for energy most of the day, with only a small increase during the 4-8 pm peak period.

Want a different plan?

It's not too late to choose one of the other time-based plans.

We have a personalized [Rate Comparison Tool](#) to help you choose the plan that's best for your home, based on your prior year's energy usage.

[Compare Plans](#)

How do I change my plan?

If you need help, we are here to assist you.


- [Change your plan online](#).
- Call our special hotline at [1-800-541-0407](tel:1-800-541-0407) from 7 am to 5 pm Monday through Friday.
- In Kansas City, stop by our [Connect Center](#) for in-person assistance.

We understand that time-based plans are a big change. Evergy is committed to providing the information and tools you need to save the most on these new plans.

See [more details on the Missouri changes](#), and what they mean for you.

Are you on the Average Payment Plan?

The change to time-based rate plans does not affect our [Average Payment Plan](#) (sometimes called level pay or budget billing). You can still be on the Average Payment Plan with these time-based rate plans.

 [Download the Evergy app](#)



Phase 3 – Success and Transition

October, November and December –
Still In-Process



Welcome Kit Postcard with Magnet

Audience: All Eligible Missouri TOU residential customers
Send Date: November (Mo Metro) & December (Mo West) 2023

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.

Don't use all your major appliances during the peak hours when energy costs are higher.

Do shift a few of your major appliances to off-peak times to save on your energy costs.

evergy
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.

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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

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

evergy



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 Super Saver & Weekend Max Saver plan which offers a very low energy price overnight. To help avoid heavy electricity use during the weekday peak hours of 4 to 8 p.m. (and shift your electricity usage to overnight).

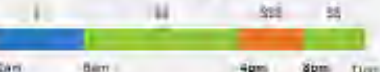
Here's how you used electricity during the weekdays

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



17% less expensive to purchase energy during off-peak times (12am-3am)

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



How can you save big during peak hours?

Appliances that use a lot of energy. By using them at lower-priced, Super Saver hours, you'll save more money.



These high-energy appliances can be used at lower-priced, off-peak times to save money.



Time to prepare for lower seasonal price changes!

Starting October 1, Energy's summer pricing will end for the year. While fall and winter rates are lower than summer pricing, you'll save even more if you still have appliances and heavy loads that peak loads of 4-8 p.m. on weekdays, especially if you have electric heating. Take a moment to make adjustments to your routine to save the fall and winter. Here's what to do now:

	Summer	Non-Summer
Electricity	10¢/kWh (4-8 p.m.)	10¢/kWh (4-8 p.m.)
Peak pricing (4-8 p.m. weekdays through 10pm, excluding holidays)	20¢/kWh (4-8 p.m.)	10¢/kWh (4-8 p.m.)
Off-peak pricing (4-8 p.m. weekdays 9am-4pm)	10¢/kWh (4-8 p.m.)	10¢/kWh (4-8 p.m.)
Super Off-peak pricing (12am-4am)	5¢/kWh (12am-4am)	5¢/kWh (12am-4am)

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?



17% less expensive to purchase energy during off-peak times (12am-3am)

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



Ways to Save

- Shift non-essential loads away from peak hours
- Consider using electric water heaters, clothes dryers, and other appliances during off-peak hours. This can help you save money on electricity and reduce your carbon footprint.

[See more ways to save](#)

Weekly Rate Coach Emails

Audience: All Eligible Missouri TOU residential customers with emails
Send Date: About a week after signing up for TOU



Billing Communication

Audience: Mo Residential with paper billing
Send Date: November 2023



November Bill Insert

evergy



Your new time-based rate plan is now starting.
We're here to help!

Learn more about your rate plan at evergy.com/TimePlans



Note: Recently, the Missouri Public Service Commission (MPSC), which regulates Evergy, has updated which of the four rate plan options will be the default rate plan. If you did not select a time-based plan, your plan will be the Default Time Based Plan (formerly called Peak Reward Saver). You can change your rate plan at any time.



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

Summer Peak Time Based Plan
Only has peak pricing during the summer months

Nights & Weekends Saver
Three Time Periods, Overnight and Weekend Discount





Nights & Weekends Max Saver
Three Time Periods, Largest Difference in Price


Bill Message

Your time-based rate plan is now starting. To save money on your new plan, shift when you use some of your major appliances, like the dishwasher, to off-peak times. **Learn more at evergy.com/NewPlans.**


Be mindful of peak and off-peak hours
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.




Optimize when you use your large appliances
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



Set your EV or other appliances to **charge overnight**

Here to help you with time-based rate plans.
Evergy has personalized tools to help you find ways to shift some of your energy usage, manage costs, or choose another rate plan option that best fits your household.

- Our **Average Payment Plan** program (sometimes called budget billing) averages your bills each month to help keep payments level and consistent throughout the year.
- 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. *Not receiving these emails?* Sign up online or give us a call.
- Use our online **Rate Compare Tool** to see which time-based rate plan is best for you. Check back to see if a different rate may be best for you as your energy usage changes.



Welcome To Your New Rate Email

Audience: Mo Residential
Send Date: November 2023



DEFAULT TIME BASED PLAN

Your Rate Plan
We're here to help!



Making the Most of Your Plan

The Default Time Based Plan has very small differences in price between peak and off-peak hours, so you don't have to worry much about when you use energy during the day.

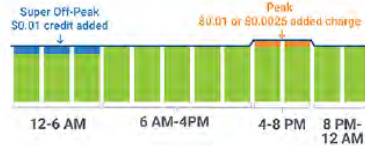
This is a tiered plan, meaning that prices go up or down by tiers as you use more energy throughout the month, depending on the season.

Default Time Based Plan All Year (Mon-Sun)



Monthly kWh	June - Sept	Oct-May
First 600:	\$0.11829	\$0.09784
Next 400:	\$0.11829	\$0.07718
Over 1000:	\$0.12829	\$0.07718

Default Time Based Plan All Year (Mon-Sun)



Monthly kWh	June - Sept	Oct-May
First 600:	\$0.11829	\$0.09784
Next 400:	\$0.11829	\$0.07718
Over 1000:	\$0.12829	\$0.07718

How does the plan work?

October through May
During these months, the cost of energy gets lower as you use more.

There is a small extra charge of ¼ of a cent, for energy used during the peak times of 4-8 pm, and there's a one-cent discount for energy used between midnight and 6 am.

June through September
During the summer, energy prices increase as you use more.

There is an extra charge of one cent during peak hours of 4-8 pm, and a one cent discount on energy used between midnight and 6 am.

How to save on this plan

On the Default Time-Based Plan, it is important to monitor not only how much energy you use but also when you use it, to save on your monthly bill.

- Wash clothes on cold. Studies show they get just as clean while using less energy. Avoid peak hours to save, too.
- Run full dishwasher loads to save energy and use the delay-start setting to run to cheaper overnight hours.
- Pre-heat your home: If you have electric heating, adjust your thermostat a few degrees before 4 pm, reducing the time the compressor runs during the peak hours. Tip: most [smart thermostats](#) have time-based settings.

Shifting the use of your large appliances to off-peak hours will make a more significant difference on your bill.

Smaller items like cell-phone chargers, the vacuum cleaner, laptops



SUMMER PEAK TIME BASED PLAN

Your Rate Plan
We're here to help!

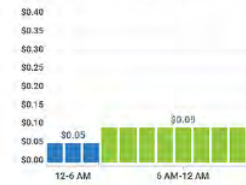


Making the Most of Your Plan

With time-based plans, WHEN you use energy matters.

On the [Summer Peak Time Based Plan](#), it pays to think about the timing of your energy use. From the months of October-May, shifting some of your appliance usage to the overnight hours of midnight to 6 am can really make a difference. That's because energy used during overnight hours costs about half as much.

October - May Every Day (Mon-Sun)



[View Rate Details](#)

How does the plan work?

October through May
During these months, the cost for energy will be lower all day, every day. It's especially lower during super off-peak times from midnight to 6 am.

June through September
During the summer months, the cost for energy is highest during peak hours of 4-8 pm on weekdays. At all other times the cost for energy is lower.

How to save on this plan

With time-based rates, it is important to monitor not only how much energy you use but also when you use it, to save on your monthly bill.

- Schedule your laundry to run overnight by using a delay timer.
- Use the delay-start setting on your dishwasher so it runs after midnight.
- Pre-heat your home before 6 am. If you have electric heating, set your thermostat to warm your home a few degrees higher before 6 am, then set it back to normal. Tip: most [smart thermostats](#) have time-based settings.

Smaller items like cell-phone chargers don't draw enough energy to make a huge difference, so it's up to you whether to delay charging to after midnight.

How does your home use energy?

It's helpful to know which items in your home use a lot of energy, and which use much less.

We have a tool to help. Our quick quiz asks you about your home, then estimates what you are spending on appliances, heating/cooling, lights and more.

Take the [Analyze My Usage](#) quiz today.

[Take the Quiz](#)

Schedule CAC-3



Welcome To Your New Rate Email

Audience: Mo Residential
Send Date: November 2023

energy

NIGHTS AND WEEKENDS PLAN

Your Rate Plan
We're here to help!

Making the Most of Your Plan

With time-based plans, WHEN you use energy matters.

On the Nights and Weekends Plan, thinking about the timing of your energy use, and shifting some usage to off-peak evening and weekend hours can really pay off. That's because off-peak power costs about 60% less.

Time Period	Super Off-Peak	Off-Peak	Peak
Non-Summer Weekdays (Mon-Fri) October-May	\$0.64	\$0.09	\$0.23
Weekends (Sat-Sun) and Holidays	\$0.04	\$0.09	\$0.09

View Rate Details

How does the plan work?

Weekdays
From Monday through Friday, the days are divided into three time periods: Peak, Off-Peak and Super Off-Peak.

The Peak prices are higher because energy costs the most to produce on weekdays between 4-8 pm.

Weekends and Holidays
There are no peak hours at all on the weekends or on holidays.

How to save on this plan

With time-based rates, it is important to monitor not only how much energy you use but also when you use it, to save on your monthly bill.

- Try doing your laundry in the mornings or on weekends.
- Start your dishwasher at bedtime instead of right after dinner or use your delay-start setting.
- Pre-heat your home: Adjust your thermostat a few degrees before 4 pm, reducing the time the compressor runs during the peak hours. Tip: most [smart thermostats](#) have time-based settings.

Shifting the use of your large appliances to off-peak hours will make a more significant difference on your bill.

Smaller items like cell-phone chargers, the vacuum cleaner, laptops and lamps don't draw enough energy to make a huge difference, so it's up to you whether to avoid peak hours with those types of items.

How does your home use energy?

It's helpful to know which items in your home use a lot of energy, and which use much less. The impact of spreading your usage throughout the day will be greater if you shift the use of large appliances.

We have a tool to help. Our quick quiz asks you about your home, then estimates what you are spending on appliances, heating/cooling, lights and more.

Take the [Analyze My Usage](#) quiz today.

Take the Quiz

energy

NIGHTS AND WEEKENDS MAX PLAN

Your Rate Plan
We're here to help!

Making the Most of Your Plan

With time-based plans, WHEN you use energy matters.

On the [Nights and Weekends Max Plan](#), thinking about the timing of your energy use, and shifting usage to off-peak evening and weekend hours can really pay off. That's because off-peak power costs about 65% less.

If you can shift usage to the overnight hours, you'll be rewarded with a super-low overnight rate, perfect for electric vehicle charging or anyone with the flexibility to schedule appliances to run from midnight to 6 am.

Time Period	Super Off-Peak	Off-Peak	Peak
Non-Summer Weekdays (Mon-Fri) October-May	\$0.02	\$0.08	\$0.20
Weekends (Sat-Sun) and Holidays	\$0.02	\$0.08	\$0.08

View Rate Details

How does the plan work?

Weekdays
From Monday through Friday, the days are divided into three time periods: Peak, Off-Peak and Super Off-Peak. The peak prices are higher because energy costs the most to produce on weekdays between 4-8 pm.

Weekends and Holidays
There are no peak hours at all on the weekends or on holidays, and rates during the Super Off-Peak hours of midnight to 6 am are the lowest.

How to save on this plan

With time-based rates, it is important to monitor not only how much energy you use but also when you use it, to save on your monthly bill.

- Try doing your laundry in the mornings or on weekends.
- Start your dishwasher at bedtime instead of right after dinner or use your delay-start setting.
- Pre-heat your home: Adjust your thermostat a few degrees before 4 pm, reducing the time the compressor runs during the peak hours. Tip: most [smart thermostats](#) have time-based settings.
- Charge electric vehicles after midnight. Program EV vehicles to start charging at midnight to enjoy the lowest rates.

Shifting the use of your large appliances to off-peak hours will make a more significant difference on your bill.

Smaller items like cell-phone chargers, the vacuum cleaner, laptops and lamps don't draw enough energy to make a huge difference, so it's up to you whether to avoid peak hours with those types of items.

How does your home use energy?

It's helpful to know which items in your home use a lot of energy, and which use much less. The impact of spreading your usage throughout the day will be greater if you shift the use of large appliances.

Schedule CAC-3



Billing Communication


Audience: Mo Residential with paper billing
Send Date: December 2023

December Bill Insert

evergy


Get winter ready on your new time-based rate plan.

To save this winter, optimize your home's energy usage to avoid peak hours.



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

Stay cozy and save with these time-based plan savings tips
Energy costs are higher during peak hours of 4-8 pm on most rate plans.



- Kitchen**
Delay Start: Delay your dishwasher until overnight or in the morning.
- Living room**
Program Your Thermostat: Use a smart thermostat to adjust your heating system to avoid peak hours.
- Garage**
Off-Peak Charging: If you have an electric vehicle, charge it during off-peak hours to save on charging costs.
- Laundry room**
Wash Clothes Wisely: Try cold water for washing clothes, and run your washer and dryer during off-peak hours.
- Bedroom**
Seal Drafts: Ensure windows and doors are sealed to prevent heat loss.
- Office**
Monitor Energy Usage: Login to your Evergy online MyAccount to monitor your usage by hour.

Do you have Electric Heat? Customers that use electricity to heat their home may experience more impacts on time-based rate plans, making it especially important to limit high energy use during peak times. Adjust your thermostat so your heating system doesn't run as long during peak hours.



Savings Tip Digital Ad Videos

Audience: Mo Residential customers
Uses: Used as targeted digital ads
Start Date: November 2023

60sec – 4 Savings Tips Video



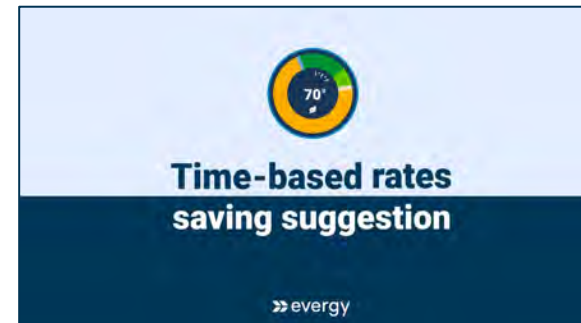
Dishwasher Tip Video



EV/Large Appliances Tip Video



HVAC Tip Video



Washer/Dryer Tip Video



Customer Survey Results

Internal Monthly Survey and Third Party Survey



Time-Based Rate Campaign Tracker

Missouri residential customer survey

(23-0013)

*November 2023**



**with all customers now moved to TOU Plans, the last monthly survey took place in November 2023. No additional updates.*



Methodology

Evergy's Missouri Residential Customers

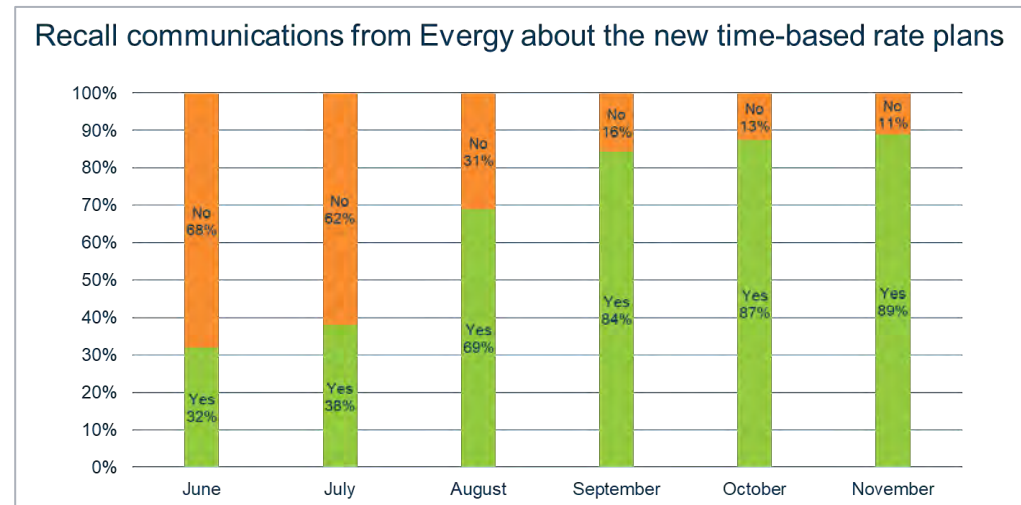
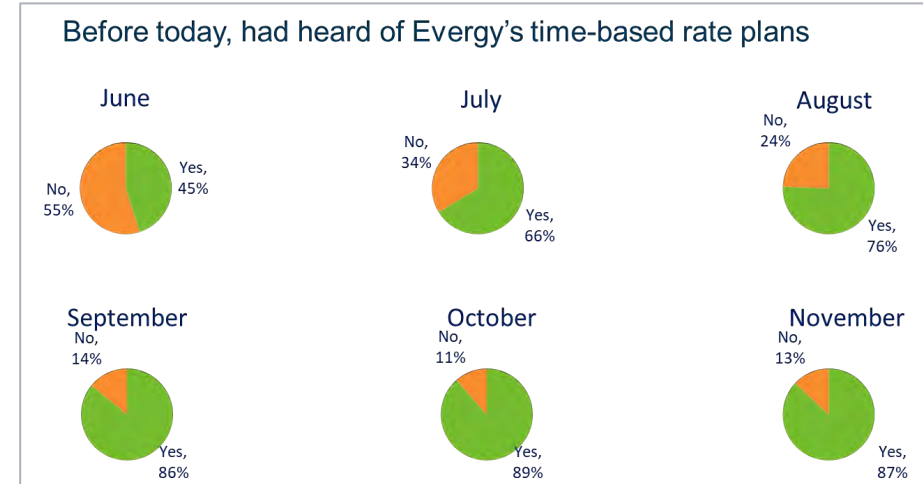
- Random sample of Missouri residential customers with email on file
- Evergy emails survey to 30,000 customers each month
- Same questionnaire sent each month with 40 questions

Month	Completes
June	557
July	831
August	702
September	816
October	787
November	670



Evergy's Time-Based Rate Campaign has proven to be successful in creating awareness among Missouri residential customers.

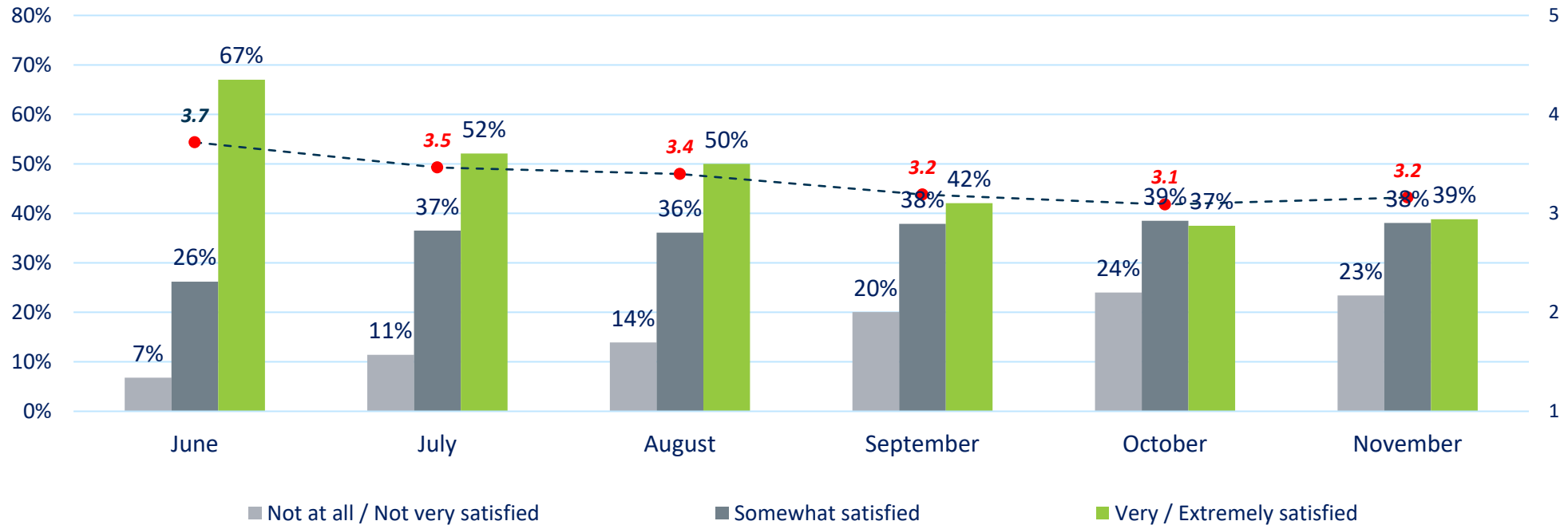
- In November, 87% of Missouri residential customers had heard about Evergy's time-based rates. That is a 93% increase from the baseline measurement in June.
- The number of Missouri residential customers who recall Evergy communications about the new time-based rates has more than doubled in the past few months (increased from 32% to 89%)
- When first asked about their knowledge of time-based rates, Evergy customers rate their knowledge a 4.1 on a 7-point scale. But when asked what they believe to be true about time-based plans, most correctly identify the key aspects of time-based plans. This may show that customers know more about the plans than then think they do.





Customer Satisfaction with Evergy

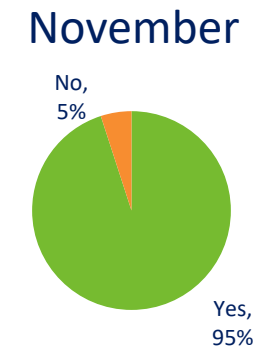
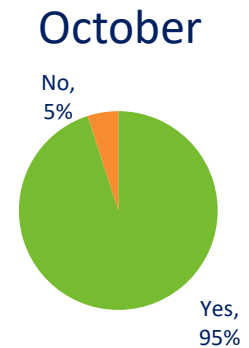
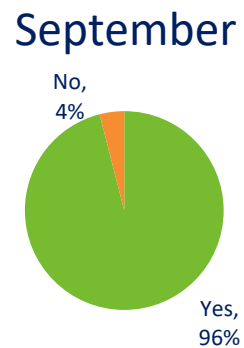
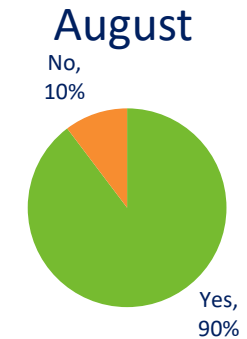
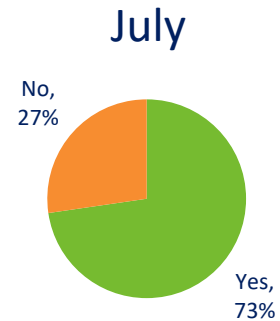
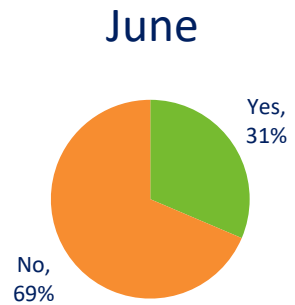
Overall, how satisfied are you with Evergy as your electricity provider?





Seen or Heard of New Rate Options

Seen or heard anything recently about Evergy offering new rate plan options to customers?

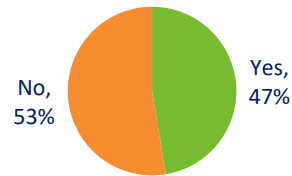




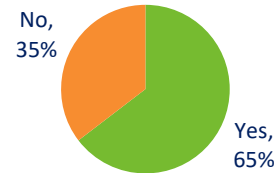
Awareness of Evergy Currently Offering Choices

Aware that Evergy currently offers you choices of different types of rate plans?

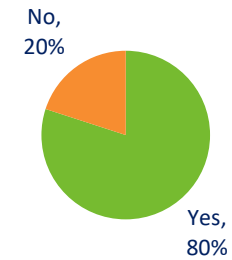
June



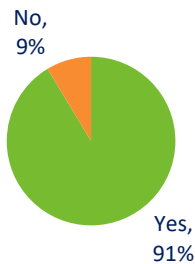
July



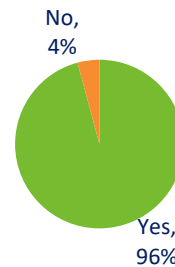
August



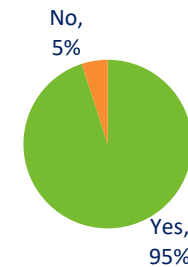
September



October



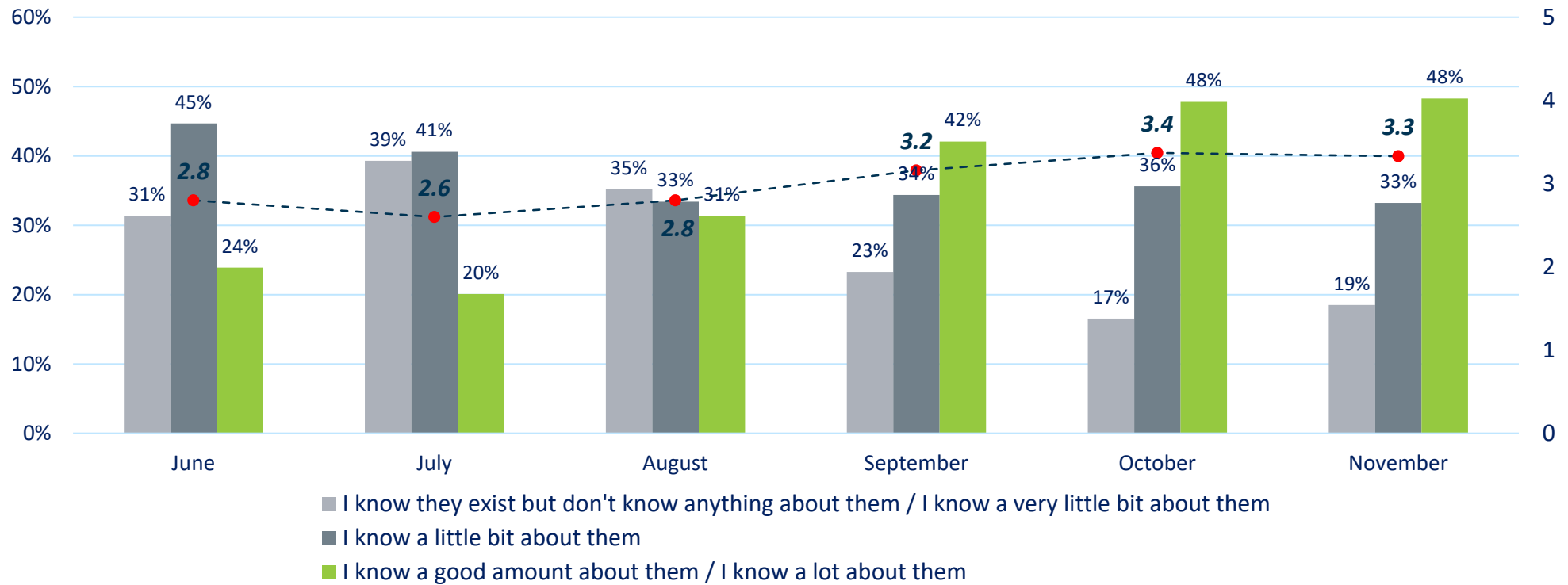
November



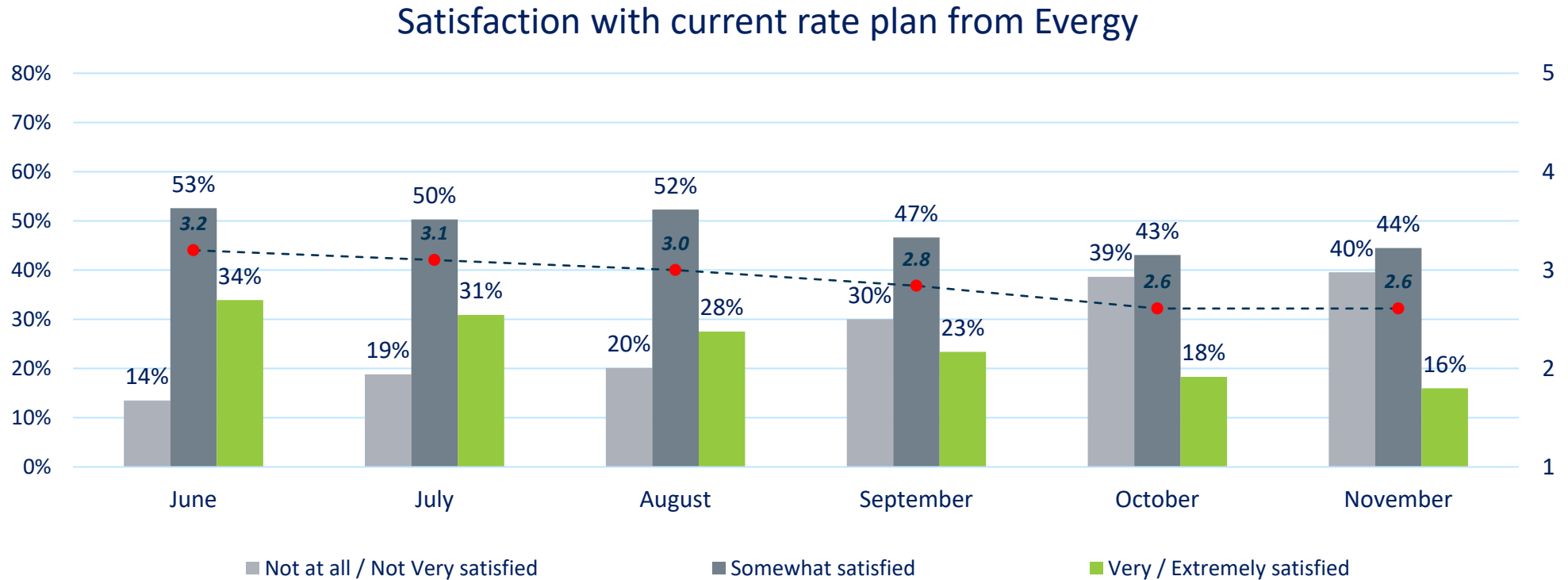


Familiarity with Evergy Rate Plans

Familiarity with the different type of rate plans available from Evergy

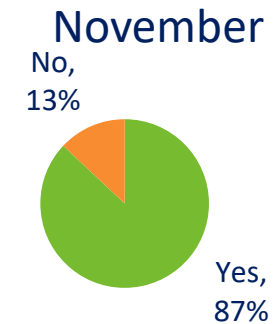
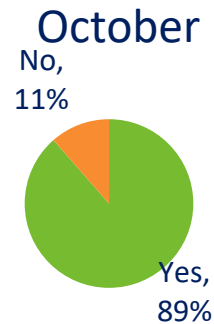
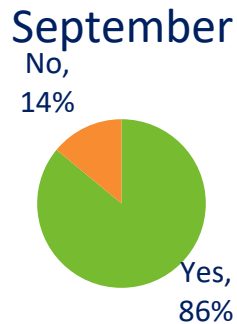
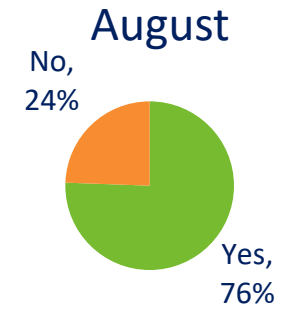
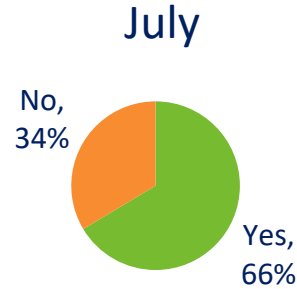
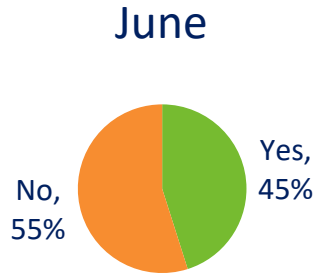


Customer Satisfaction with Current Rate Plan



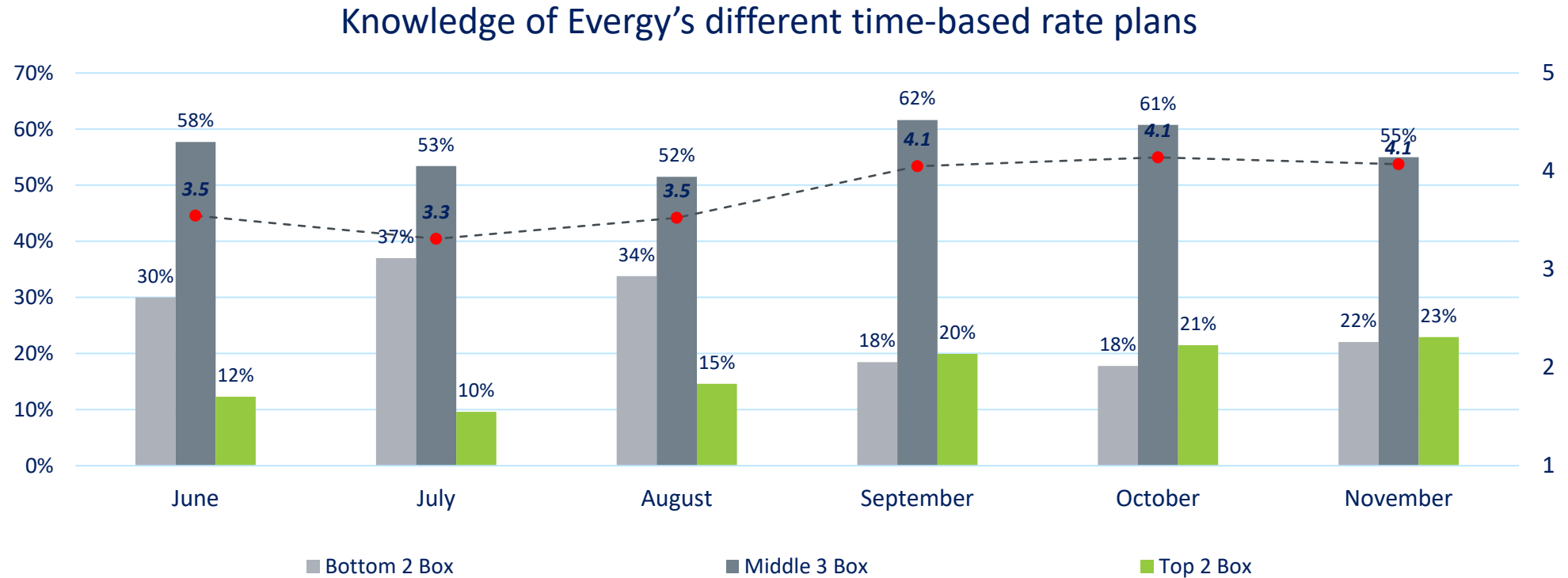
Heard of Evergy's Time-Based Rate Plans

Before today, had heard of Evergy's time-based rate plans costs of electricity will vary based on the time of day that you use it.





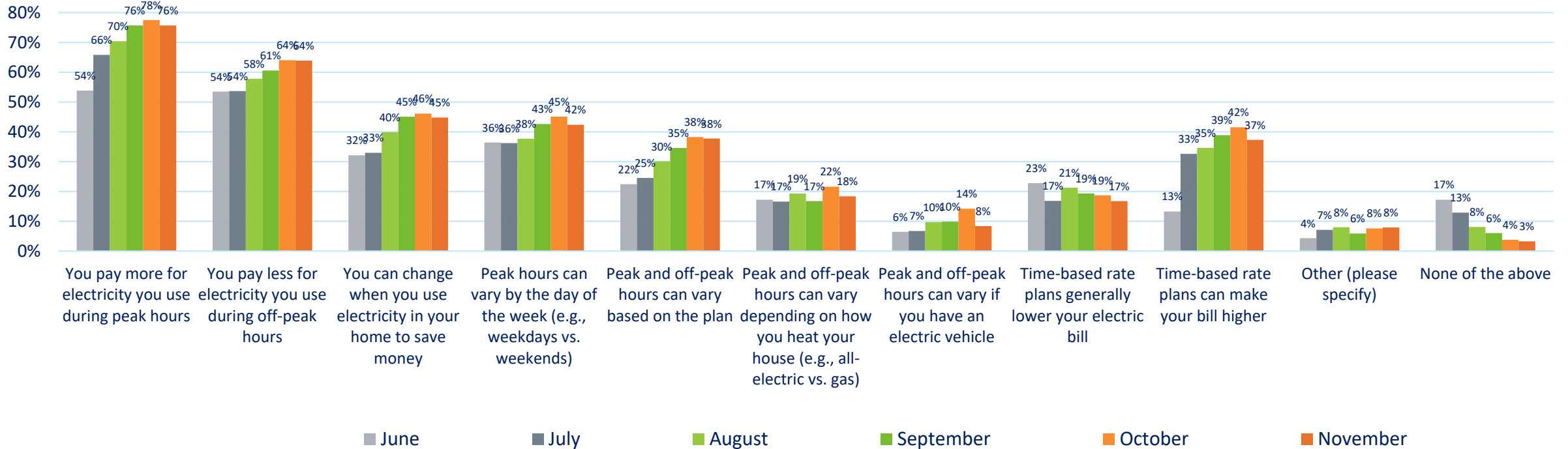
Knowledge of Evergy's Different Time-Based Rate Plans





Statements Believed To Be True About Time-Based Rates

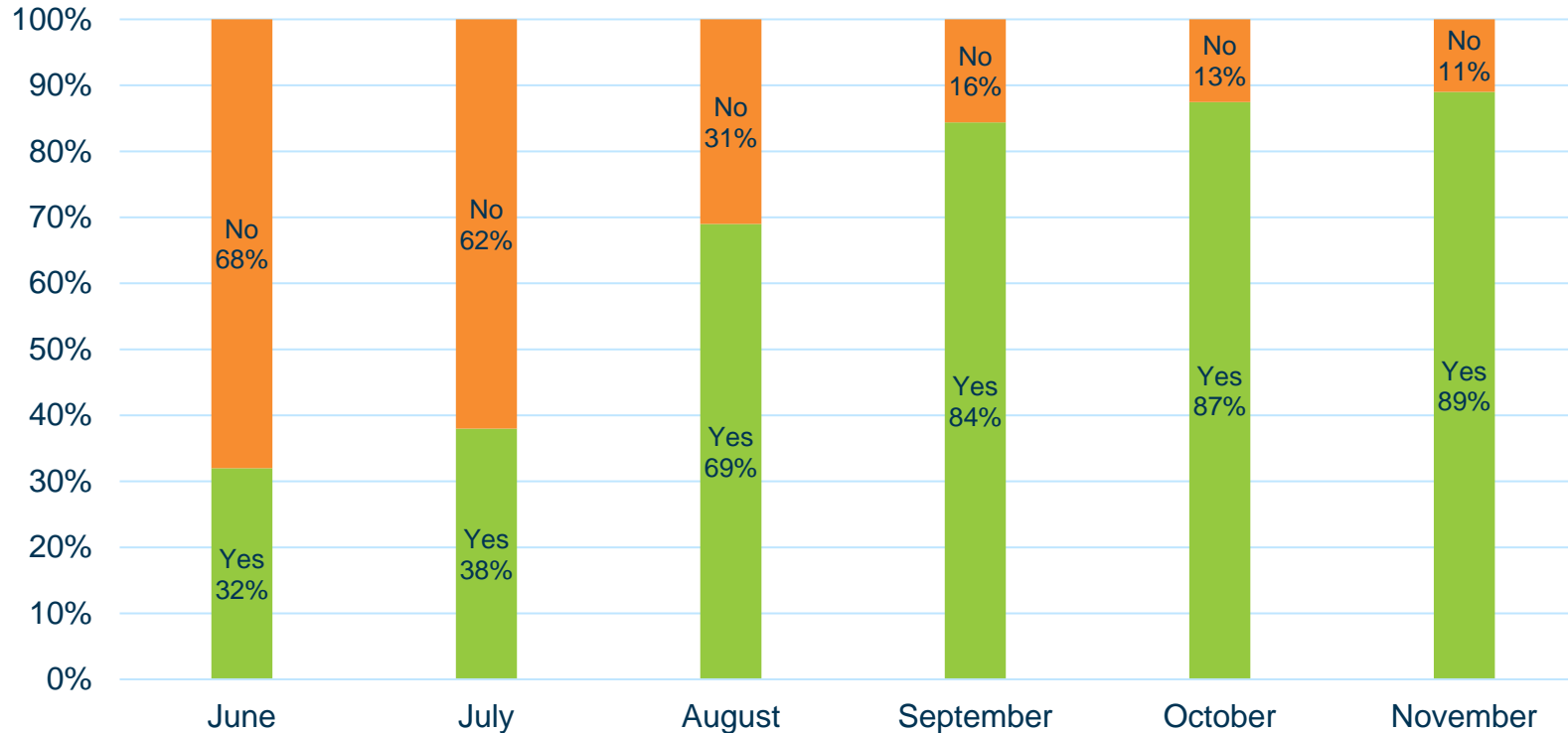
Believed to be true about time-based rates





Recall Communications About Time-Based Rate Plans

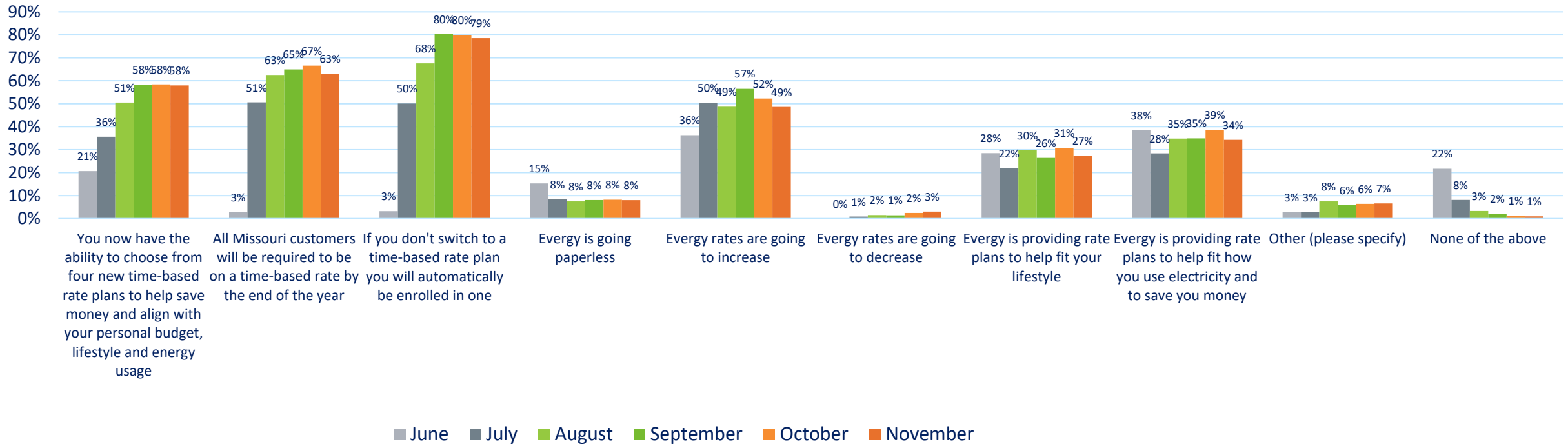
Recall communications from Evergy about the new time-based rate plans





Changes To Your Electric Service

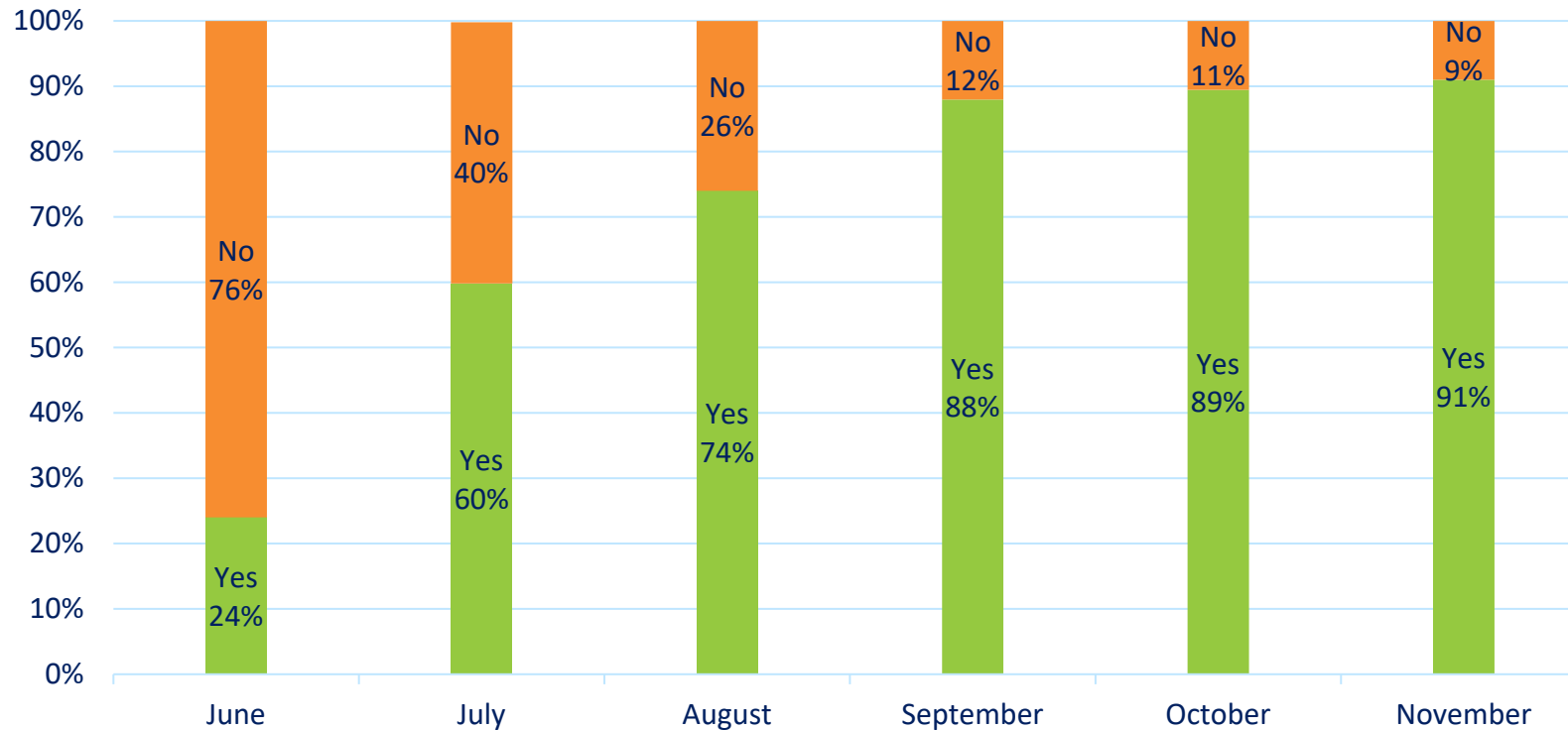
Changes to your Evergy electric service





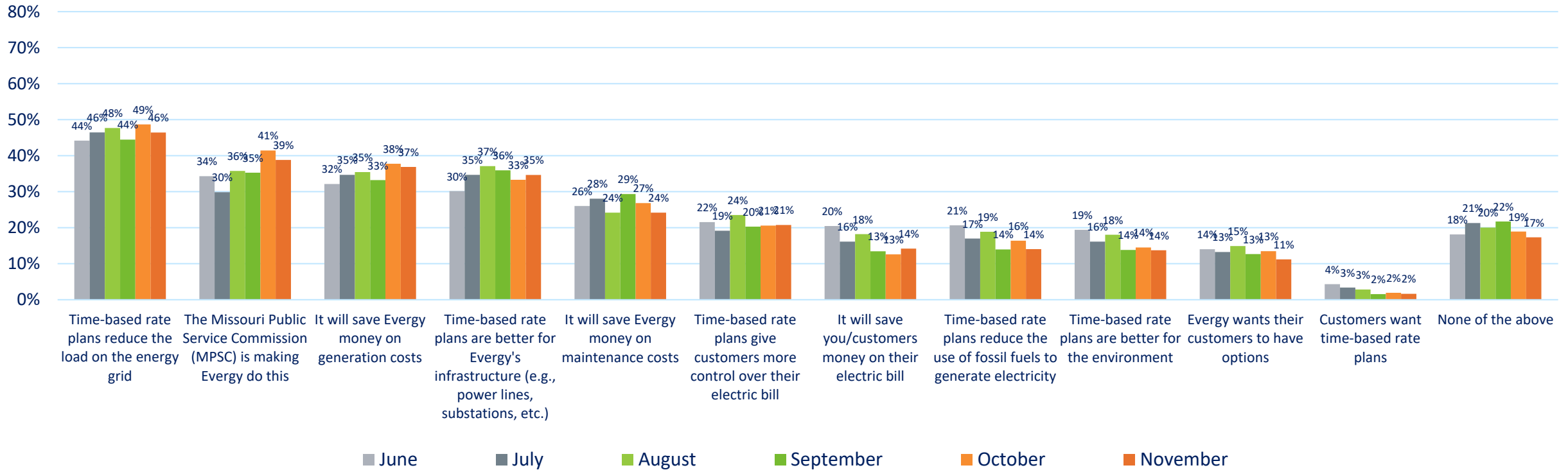
Cost of Electricity Will Vary Based On Time Of Day Awareness

Aware cost of electricity will vary based on the time of day by the end of 2023



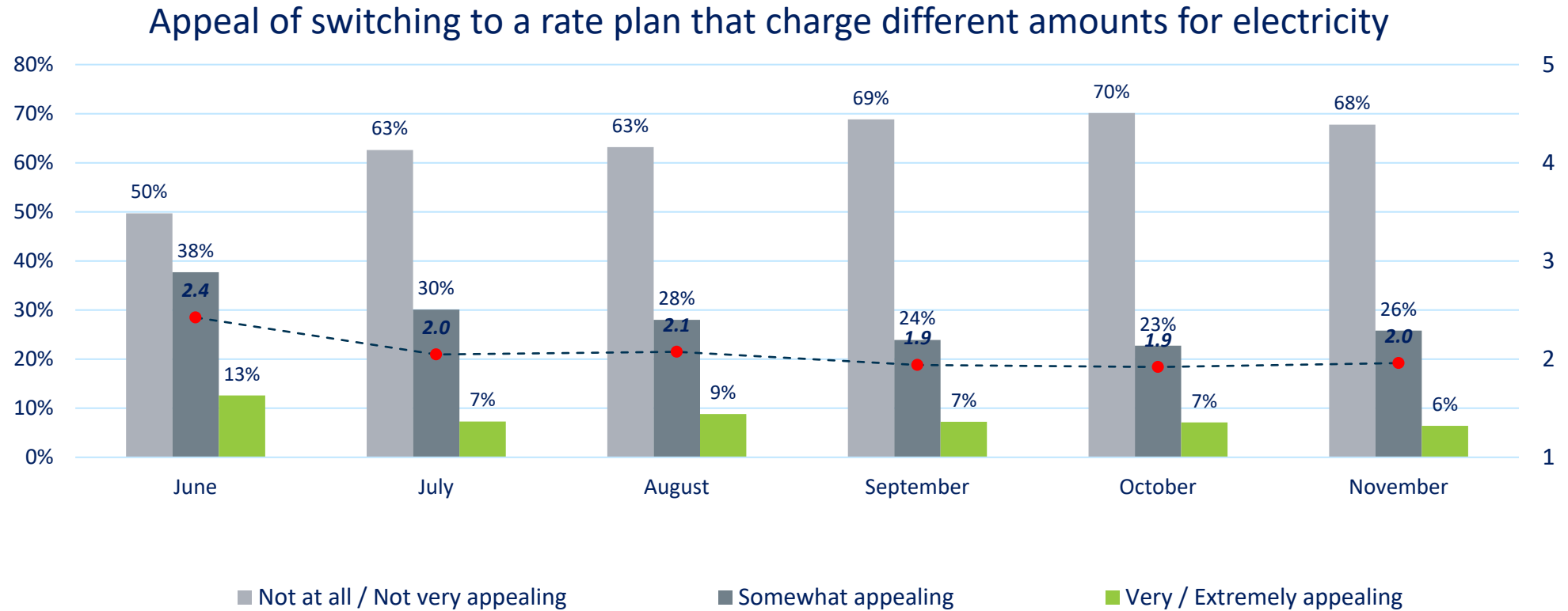
Reasons for Switching to Time-Based Rates

Reasons you believe Eversource is switching customers to a time-based rates

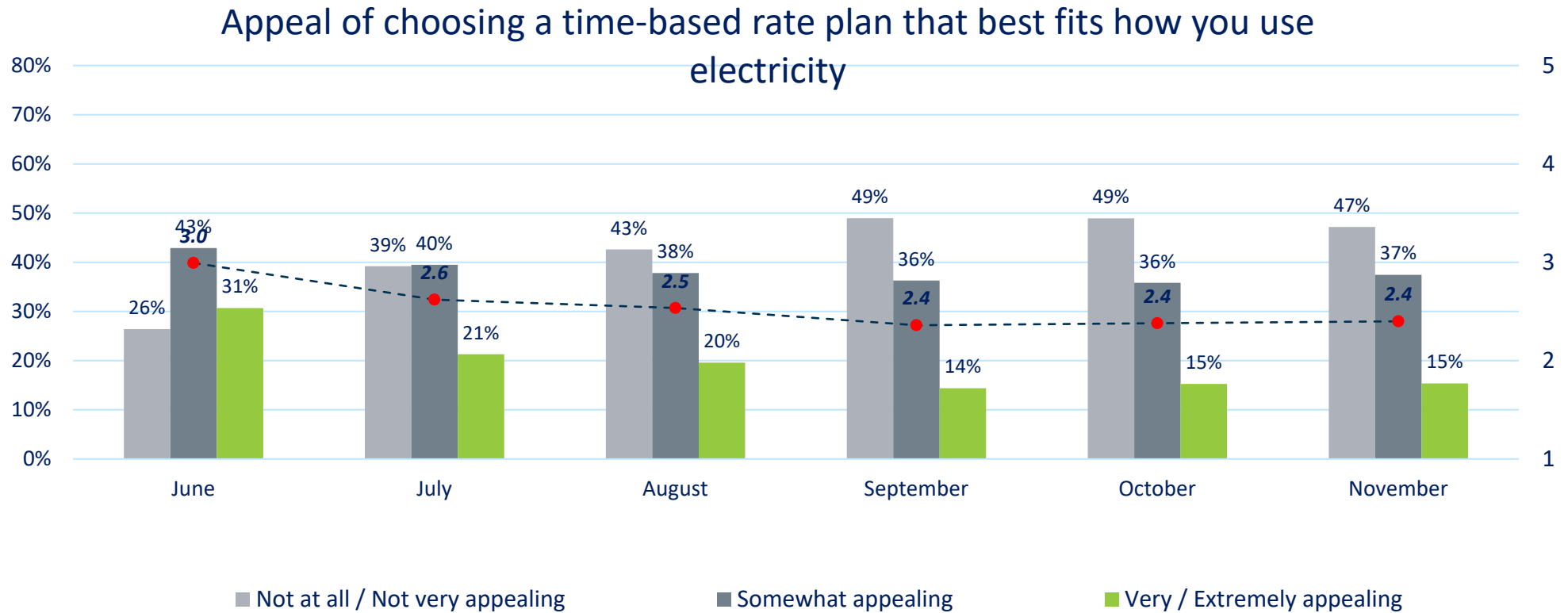




Appeal of Switching to Time-Based Rate

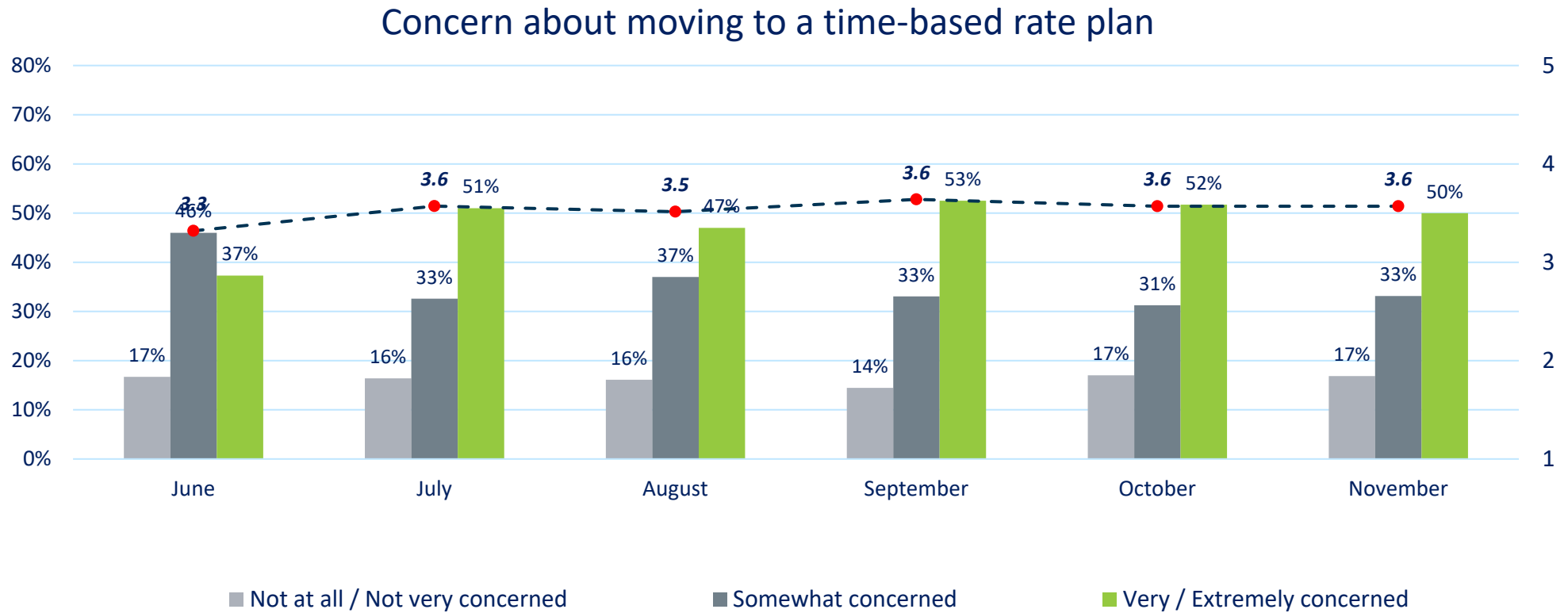


Appeal of Choosing a Time-Based Rate Plan





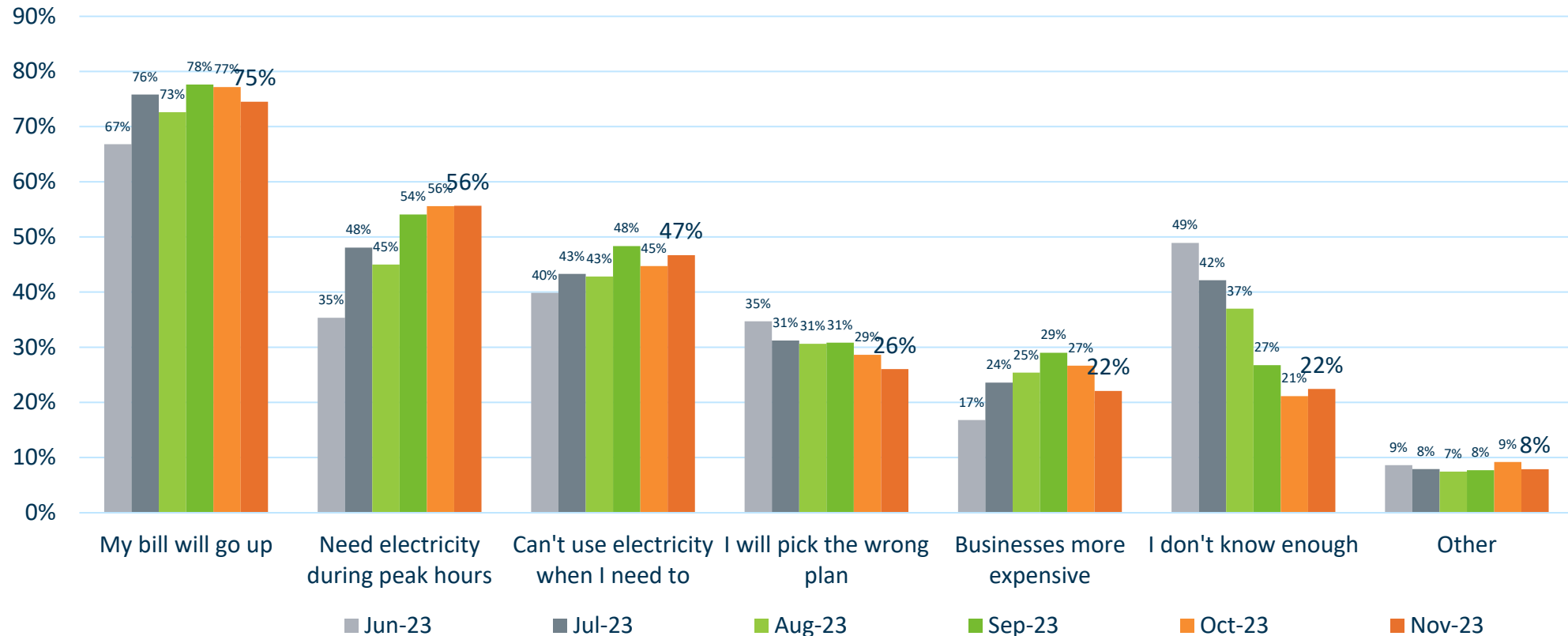
Concern About Switching to Time-Based Rate Plan





What Concerns about Switching to Time-based Rate Plan

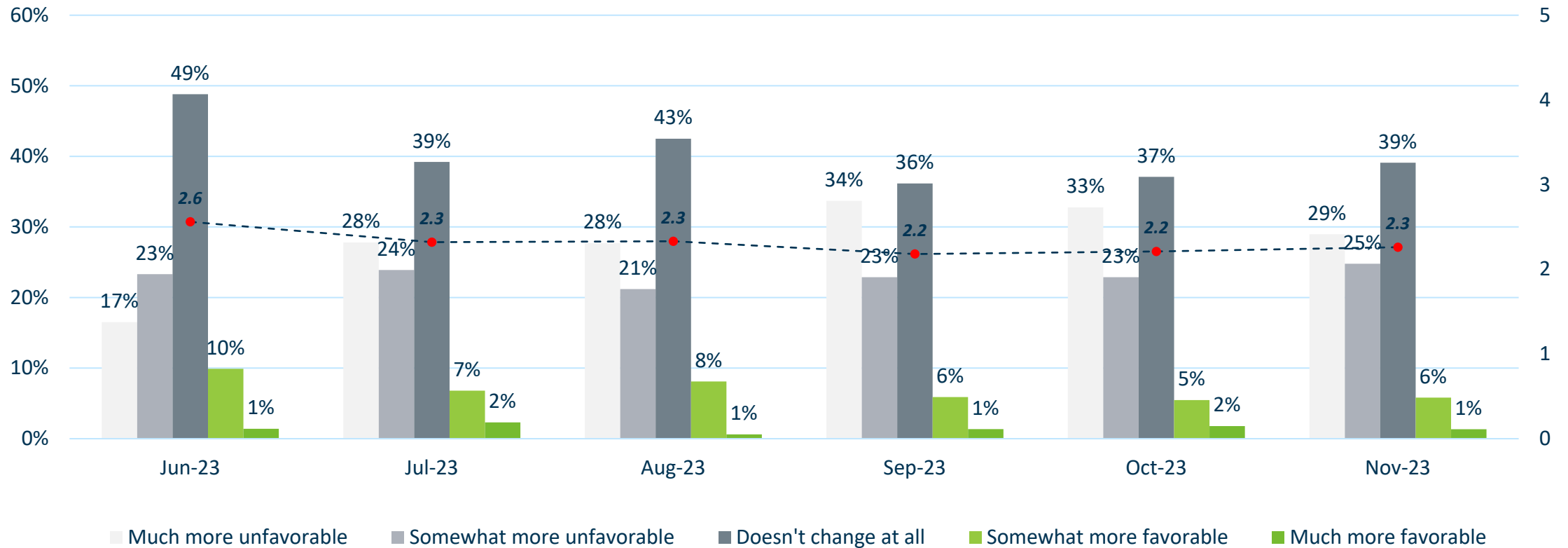
What Concerns about Switching





Change in Evergy Favorability due to Time-based Rates

Change in Favorability due to Time-based Rates



Third Party Quarterly Survey



TOU Awareness & Understanding Research

Top Line Report- Wave 2

Insights by TrueNorth

October 2023





Objectives and Methodology

Measure the Impact of how the Time of Use Campaign is Performing on Educating Customers

- To measure awareness of the transition to a Time of Use rate plan.
- Determine understanding of and familiarity with Evergy's Specific TOU rate plans and the appeal of multiple rate plans to fit customers' lifestyles.
- Measure overall satisfaction with Evergy as a provider and with customers' current rate plan.
- Monitor customer's opinions and perceptions of Time Of Use rate plans and reactions to Evergy making this change.

Research Methodology

- A 15-minute online survey was conducted in September 2023 among n=604 respondents. This was the second wave, with wave one conducted in May 2023 among n=600 respondents.
- This was a blind study among Evergy customers
- Respondents were screened based on the following criteria
- 18+ years old
- Evergy is the current electricity supplier
- Sole or joint decision maker for household energy decisions
- If renter, electric bill must not be included in rent

Executive Summary

- The TOU plan increased in awareness from 36% to 71% among non-TOU plan users. This is strong awareness, given that customers heard about this primarily through mail, email, and inserts.

Time Of Use Plan Awareness Among Non-Users

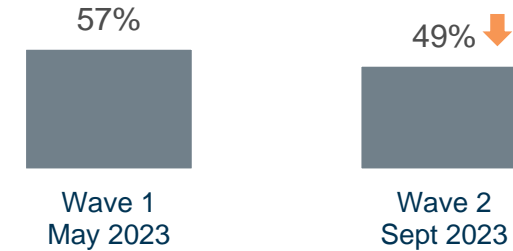


- Similarly, the awareness that different rate plans exist increased from 45% to 81%.
- However, of those aware, the level of understanding increased only slightly. Those who said they know “a lot” or a “good amount” only increased by 4 points (not statistically significant). But when asked what they believe to be true of time-based plan, many show understanding of time-based plans.
- The knowledge of tools on the Evergy Website increased significantly (from 25% to 57%)

Satisfaction with Evergy dropped as awareness increased

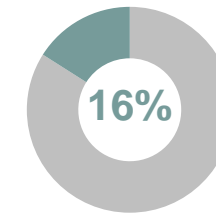
- Satisfaction dropped from May to September 2023 after communications of the rate plans.

Satisfaction with Evergy
(Percent Extremely or Very Satisfied)



Interest in the Time of Use plans are limited

- Only 13% say they are positive about the idea of switching to a TOU plan. Most do not believe they will save money by switching.
- Similarly, only 16% say they will save money on this plan. About half (46%) believe their rates will increase.



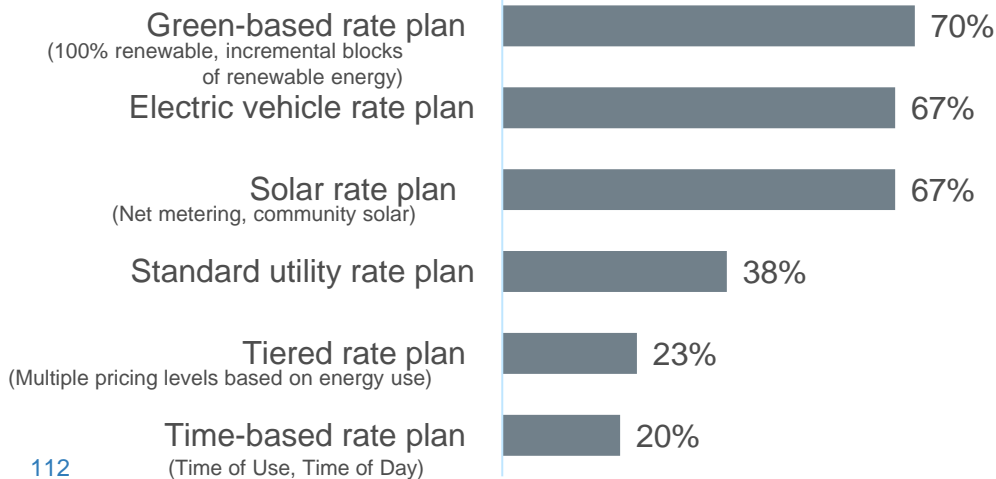
Percent of Customers Who Believe they will save money with the Time Of Use plans



The Time Of Use Plan has the lowest satisfaction among its users.

- Not only are non-users not interested in using this plan, additionally, current users give this plan the lowest satisfaction scores.
- It is possible that the TOU plan's benefits are not as clear as that of the other plans. The names of the other plans also convey a benefit (e.g., good for the environment). Customers may be willing to pay more if the benefits are clear.

Satisfaction of Rate Plan
(Percent Extremely or Very Satisfied)



There are opportunities to improve understanding of the Time Of Use Plan benefits.

- About two-thirds appear to understand the basic premise of the plan (significantly up from Wave 1), although only 18% say they understand it a lot or a great deal.
- However, about half (48%) understand that this will reduce the load on the grid (48%), save money on generation costs (36%), or be better for the environment (24%).
- Customers believe this will benefit Evergy or the government; few believe it will benefit the customers (11%).

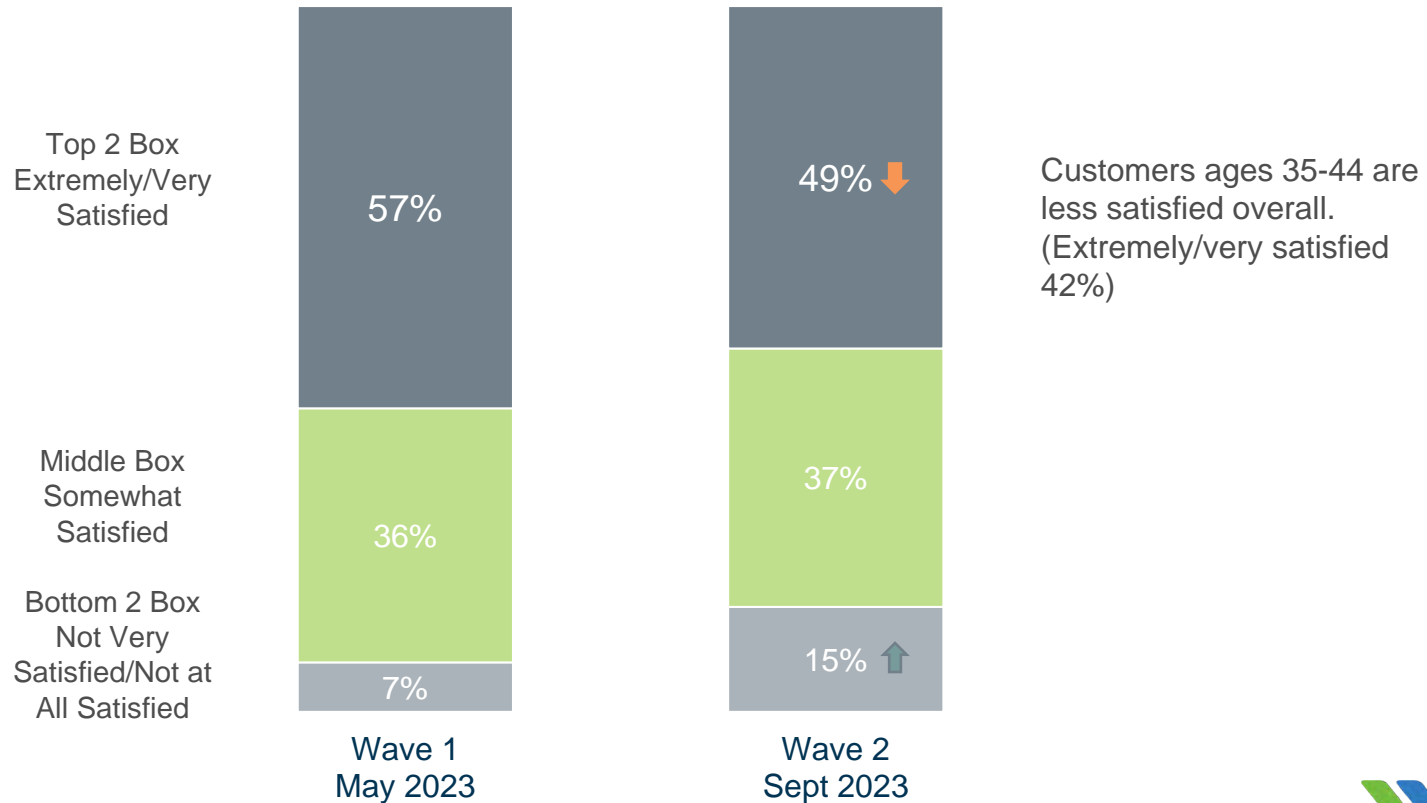
Awareness and Satisfaction of Plans

- *Satisfaction with Evergy*
- *Awareness of plans*
- *Selection of Plans*
- *Satisfaction of Plans*
- *Awareness of Online Tools*
- *Evergy Brand Evaluation*



Around half (49%) of customers are satisfied with Evergy. This is significantly lower than Wave 1.

Overall Satisfaction with Evergy as an Electric Provider



Statistically higher/lower than W1 ↑↓

114 Base: Missouri respondents W1 n=601; W2 n=604

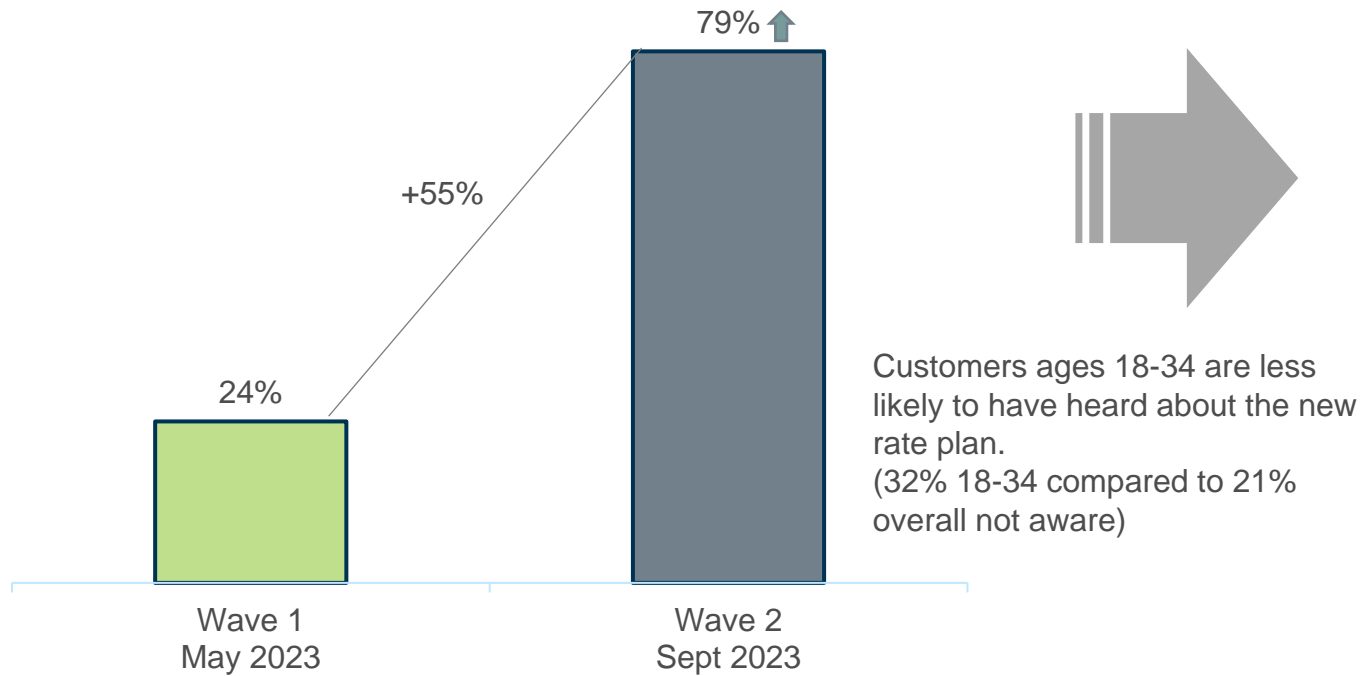
Q10. Overall, how satisfied are you with Evergy as your electricity provider?



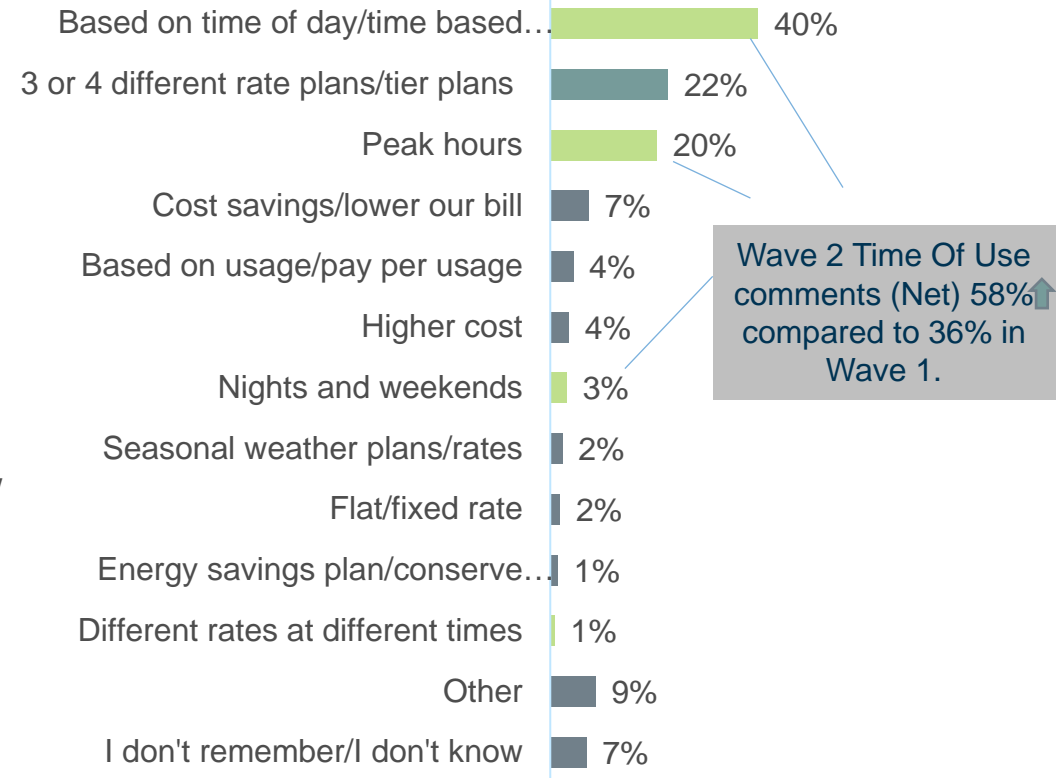
Awareness of New Rate Plans

Almost 8 in 10 (79%) customers have now seen or heard about the new rate plan options, up significantly from wave 1 (24%). Over half of those aware (58%) understand usage rates are based on time-of-day usage (time of day, peak, weekends, nights). This is also significantly more that understood this concept in Wave 1 (36%)

Have Heard About the Rate Plan



Customers Understanding of the Rate Plan

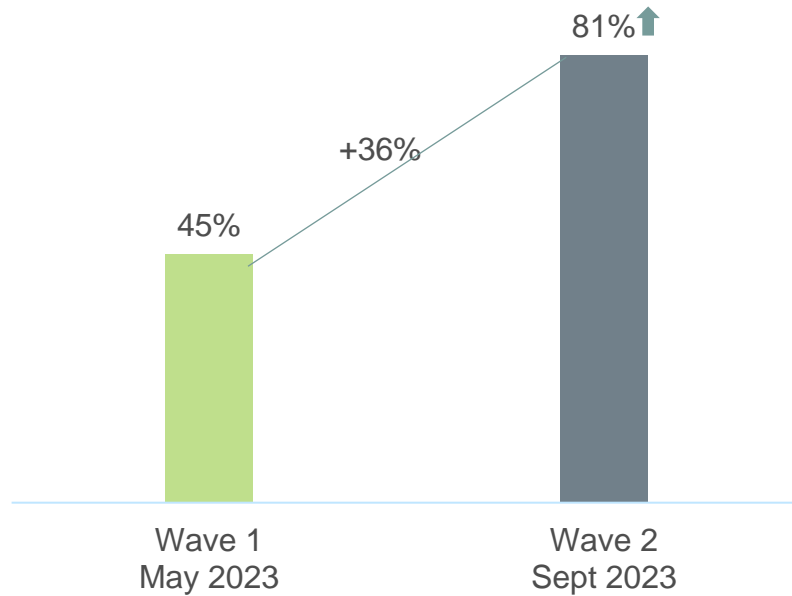


↑↓ Statistically higher/lower than W1

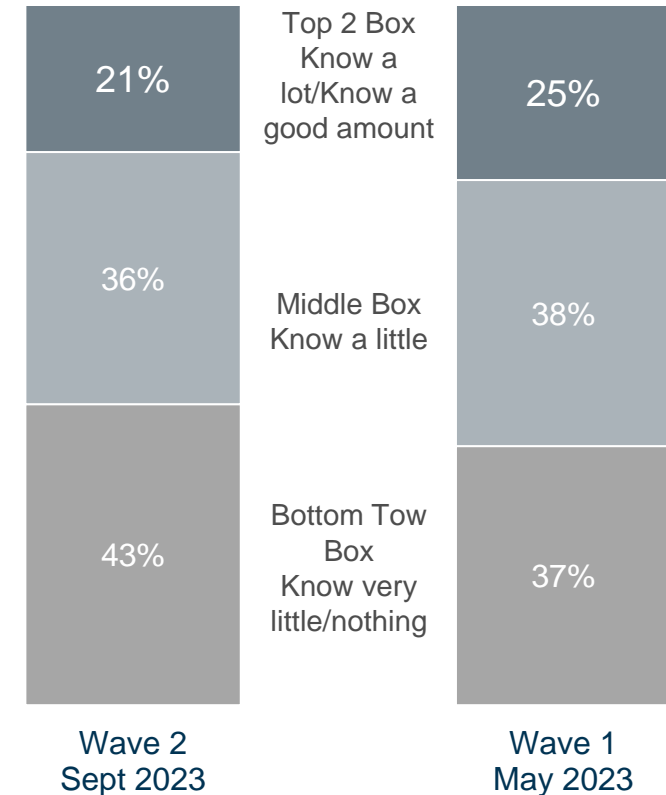


Aided Awareness of Rate Plans Options

Aware of Choices of Different Types of Rate Plans



Familiarity with Rate Plans



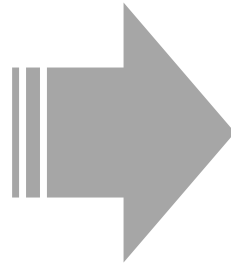
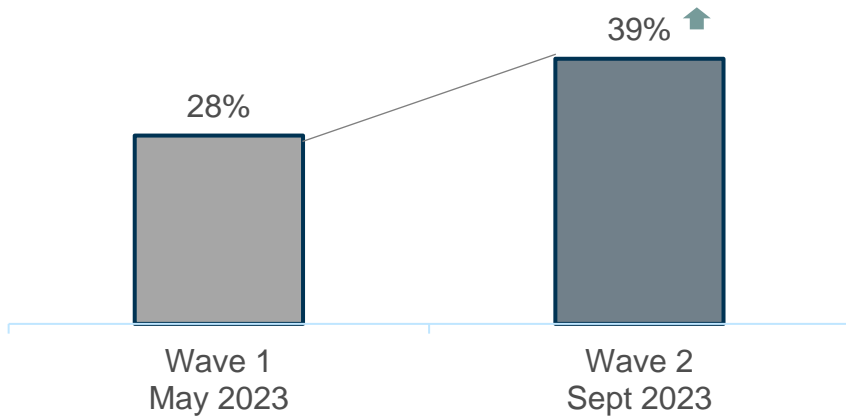
116 Base: Missouri respondents Q14 W1 n=600, W2 n=604 and Missouri respondents aware of different plans Q15 W1 n=270 W2 n=489
 Q14. Are you aware that Evergy currently offers you choices of different types of rate plans?
 Q15. How familiar are you with the different types of plans available from Evergy?

↑ ↓ Statistically higher/lower than W1

Selection of Rate Plans

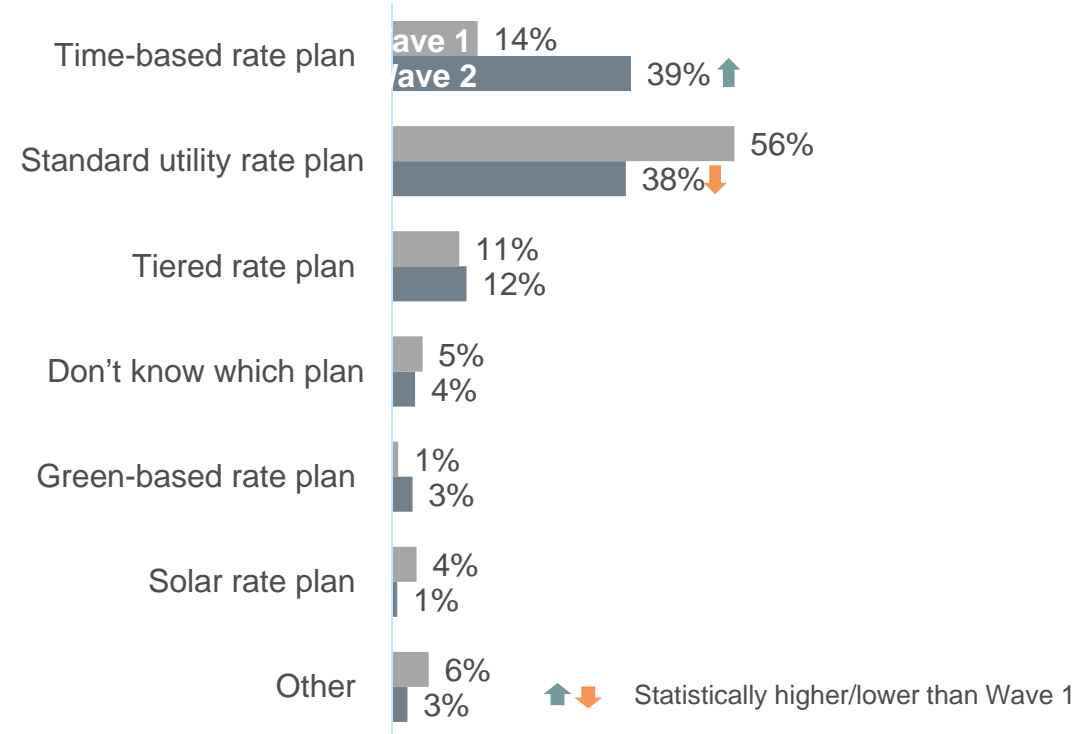
Actively Selected Rate Plan

(% selected rate plan)



Electric Plans

(% who chose electric plans)



117 Base: Missouri respondents W1 n=600 and W2 n=604 and Missouri respondents who chose plan Q17 W1 n=270 and W2 n=238
 Q16. Did you actively select your current rate plan, or did Evergy assign you to a default rate plan?
 Q17. What electric rate plan did you choose?

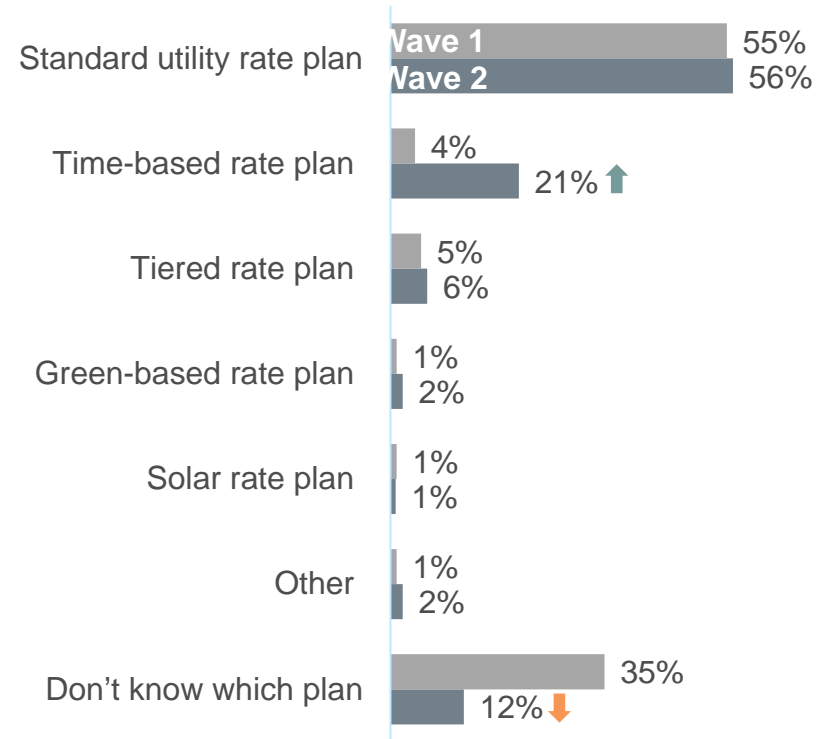


In Wave 2, customers who did not select their plan are likelier to tell us they are on the Time Of Use rate plan.

In Wave 2, customers who did not choose their plan are likelier to tell us they are on the Time Of Use rate plan.

- The proportion of these customers who did not know their plan dropped significantly from Wave 1.
- Only 12% indicated they did not know which plan they were on in Wave 2 compared to 35% in Wave 1.

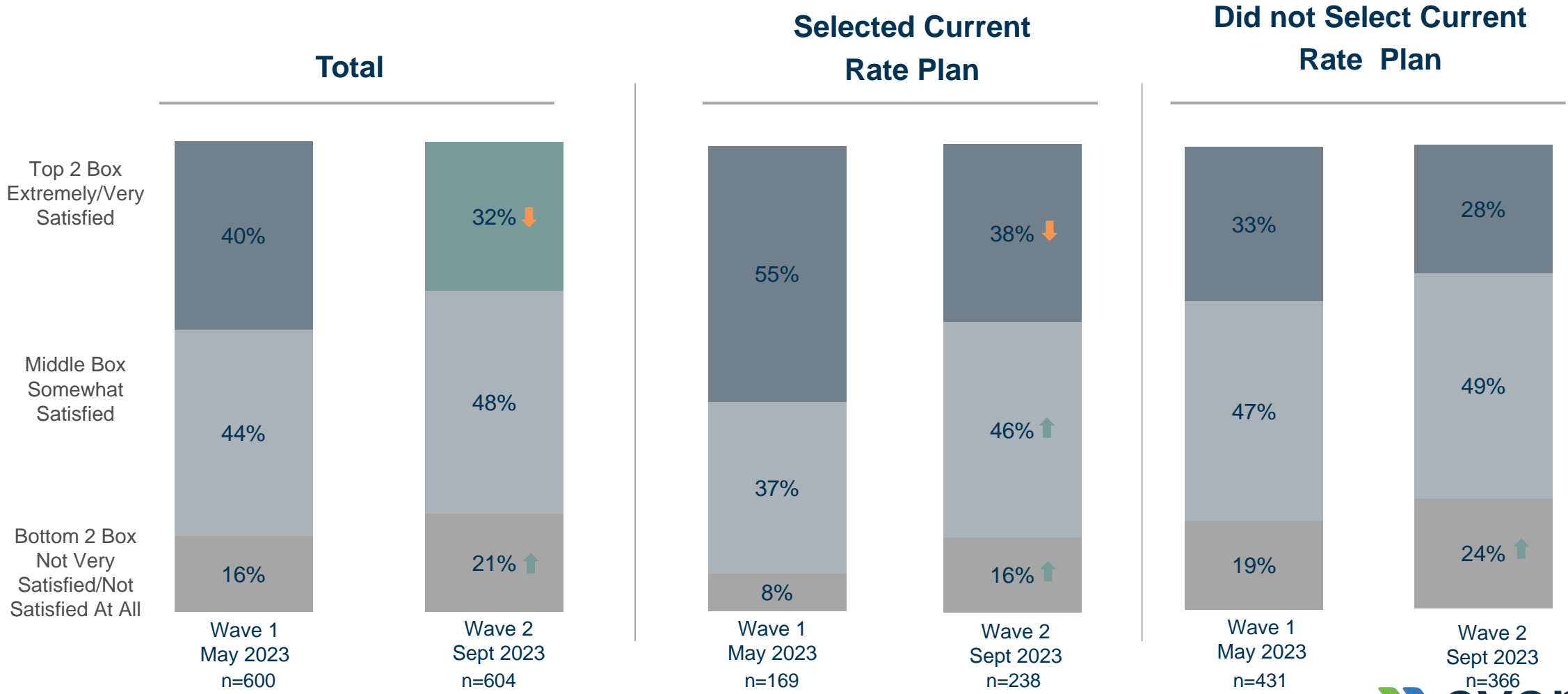
Current Electric Plan



↑ ↓ Statistically higher/lower than W1



Customers overall are expressing lower levels of satisfaction with their current rate plan. Those who did not choose their rate plan indicated the highest levels of dissatisfaction.



119 Base: Missouri respondents
Q19. How satisfied are you with your current rate plan from Evergy?

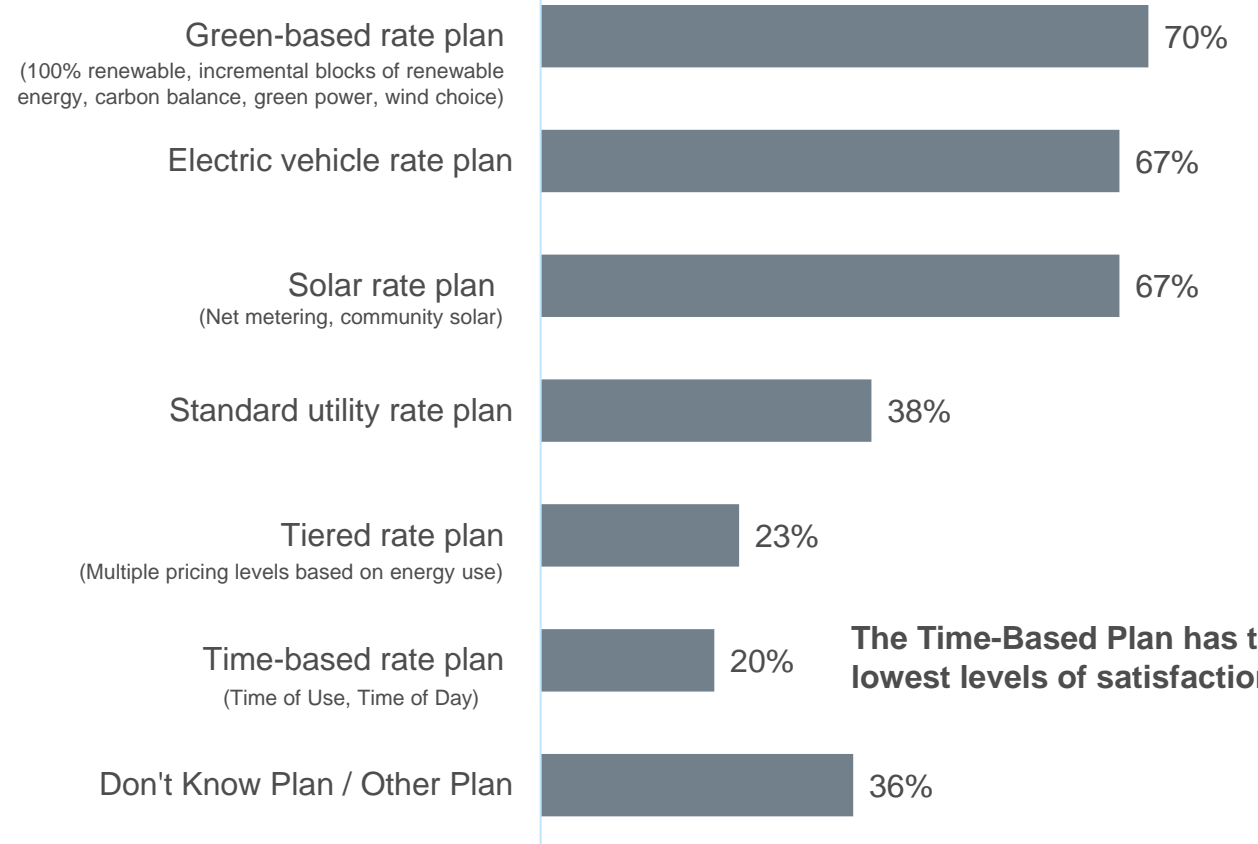
↑ ↓ Statistically higher/lower than W1



Those using the green-based, electric vehicle, or solar rate plan tend to be highly satisfied; however, this represents a smaller group. The Time Of Use and tiered rate plans have the lowest levels of satisfaction.

Current Electric Plan

(% who indicated extremely/very satisfied)



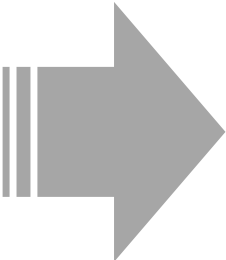
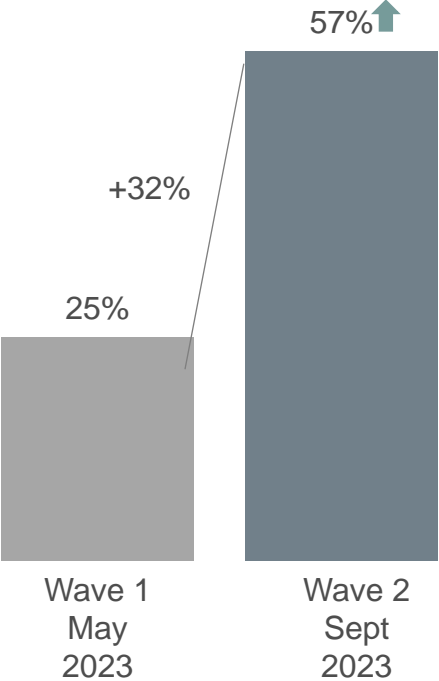
The Time-Based Plan has the lowest levels of satisfaction.



Many know that Evergy provides tools on their website to understand electricity usage. This has shown a significant increase since Wave 1. A little over half of those aware that Evergy provides tools use them.

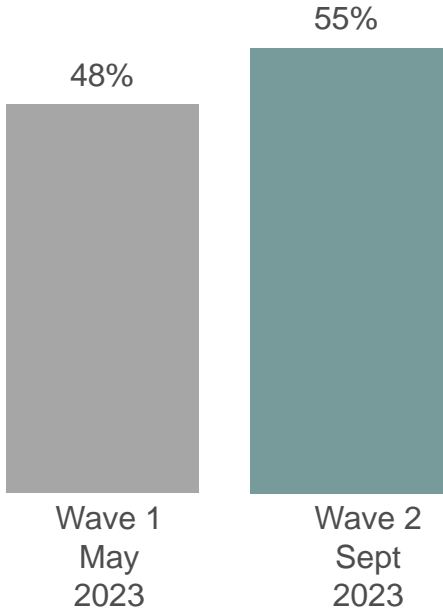
Knowledge of Tools on Evergy Website

(% overall respondents)



Usage of Tools

(% those aware of tools)



↑ Statistically higher/lower than W1

Base: Missouri Respondents W1 n=600 and W2 n=604
Q44. Did you know that Evergy is providing tools on their website which you can use to understand your electricity usage to help you choose the Time Of Use rate plan which is best for you?
Base: Missouri Respondents aware of website tools W1 n=152 and W2 n=347
Q45. Have you visited the Evergy website and used any of these tools?



Evergy is more likely to be seen as proactive and transparent with customers in W2.

Statements to Describe Evergy

(% overall respondents)

W1 Difference

Perceptions of Evergy have changed somewhat since the first wave

- On the positive side, Evergy is more likely to be seen as proactive and transparent.
- It received lower scores for affordability and reliability

Statement	(% overall respondents)	W1 Difference
Provides helpful resources and information	30%	3%
Proactive and transparent with customers	25%	5% ↑
Helps me manage my home energy use	22%	2%
Communications from Evergy fit with their image	20%	3%
Helps me manage my bill during changes in seasonal..	20%	2%
Powers my life with affordable and reliable power	19%	-4% ↓
Seeks customer or community input on important issues	18%	-1%
Provides more reliable service than other utility companies	15%	-4% ↓
Supports local businesses and my community	14%	-3%
Seen as a leader in its communities	14%	-3%
An important part of customers' lives, beyond providing..	12%	-4% ↓
Is seen as an innovator in its communities	12%	0%
Has my best interests at heart	11%	0%
Adds value beyond just providing energy	9%	-1%
Cares that my home is where I can be myself	7%	-2%
None of the above	32%	2%

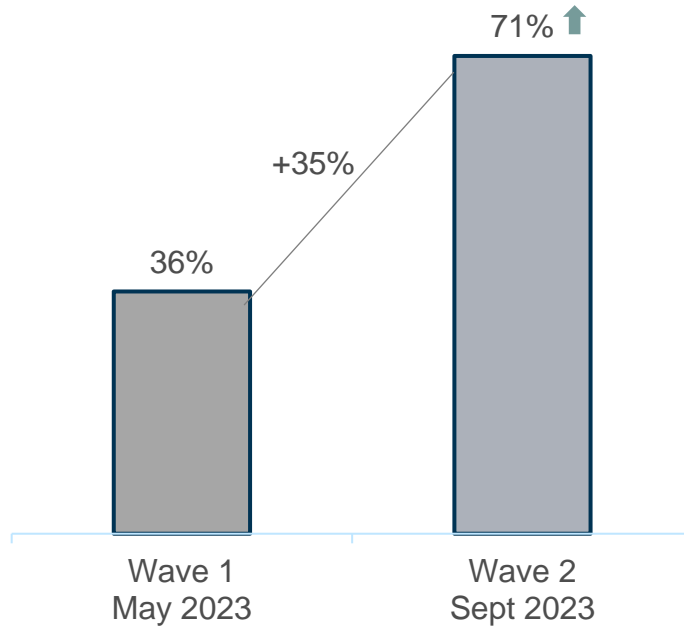
↑ ↓ Statistically higher/lower than W1

Time Of Use Rate Plans

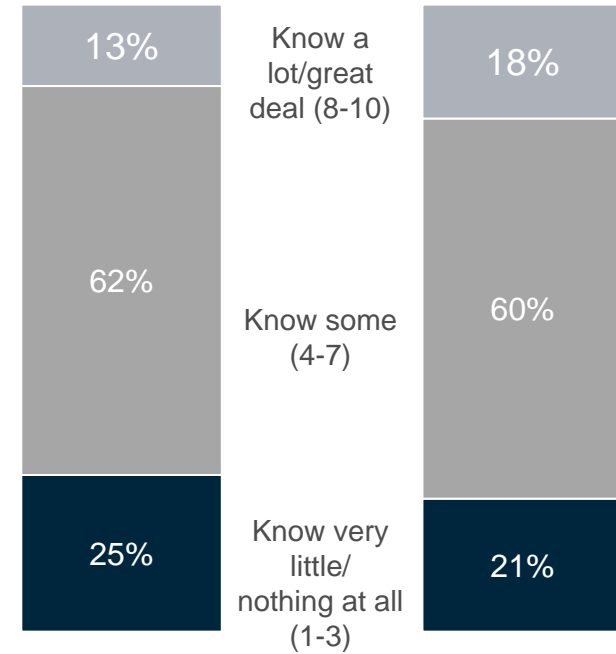
- *Awareness*
- *Understanding of the plan*
- *Recalled messages*
- *Plan Beliefs*
- *Interest in the Time Of Use Plans*

Evergy Time Of Use Rate Plans

Aware of Time-Based Plans



Knowledge of Time-Based Rate Plans



Base: Missouri respondents not on Time Of Use plan Q20 W1 n=559 and W2 n=479

Q20. Before today, have you ever heard of Evergy's time-based rate plans? This would be a rate plan where electricity costs will vary based on the time of day you use it.

Base: Missouri respondents not on Time-Based but who have heard of it Q21 W1 n=204 and W2 n=339

Q21. How would you rate your knowledge of the different time-based rate plans that Evergy allows you to choose from? (10-point scale with 10 as Know a great deal and 1 is Know nothing at all)

Evergy Time-Based Rate Plans

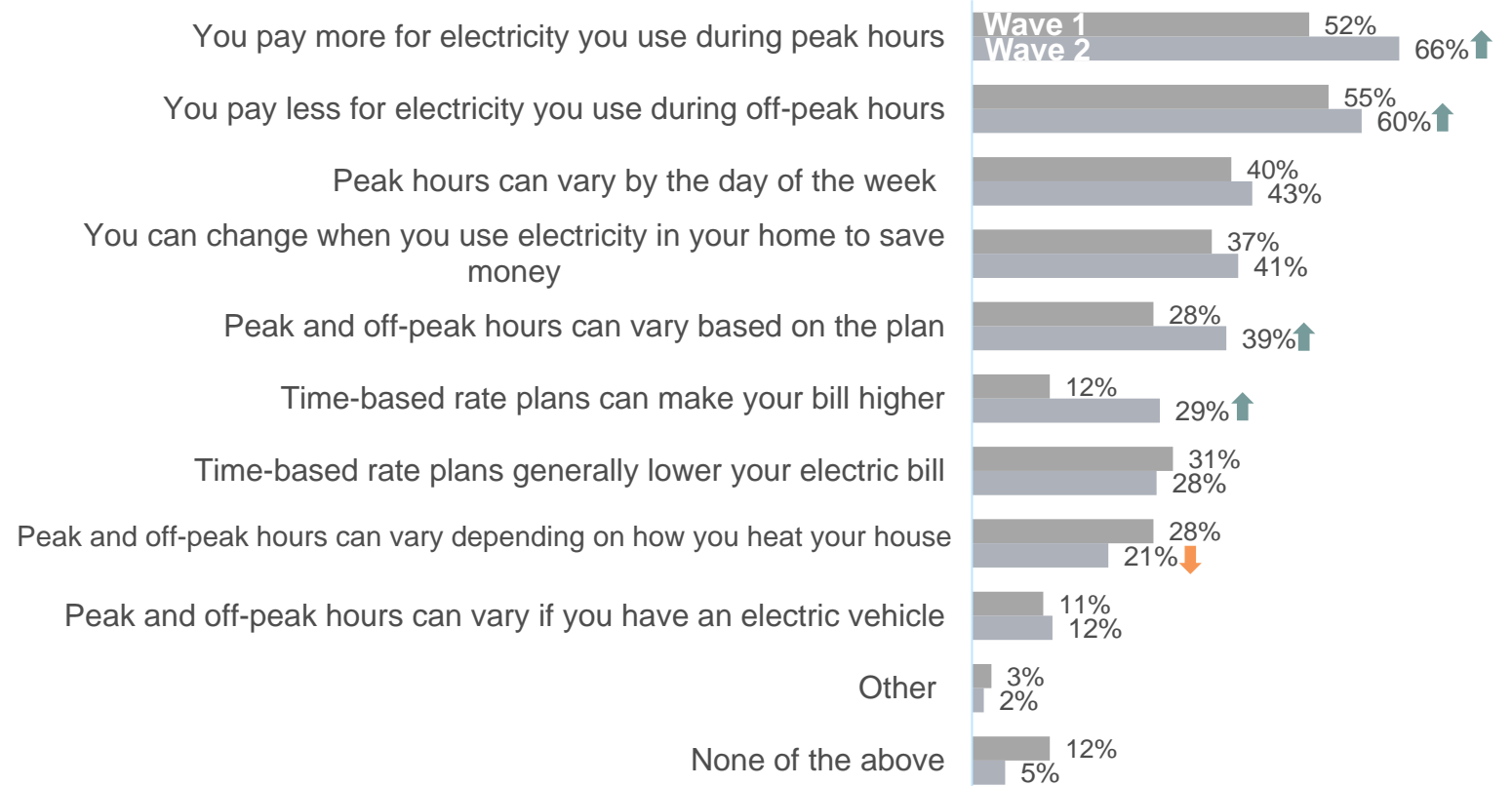
Many understand the Time-Based Rate Plan

- However, there is room for improvement as roughly two-thirds understand that you pay more during peak hours.

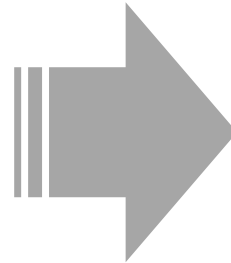
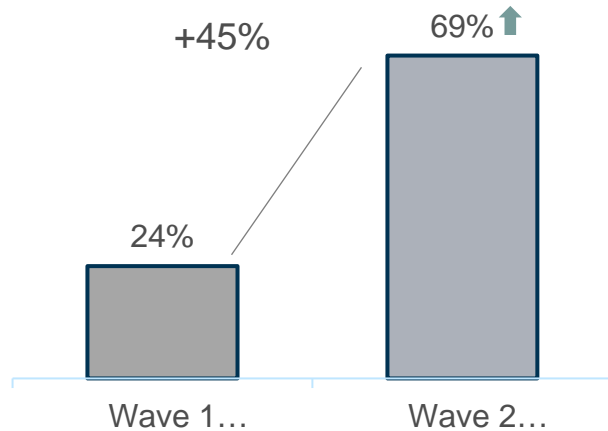
Most do not believe that the Time-Based Rate Plan will lower their electric bill.

- Just over a quarter (28%) believe it will lower their electric bill.

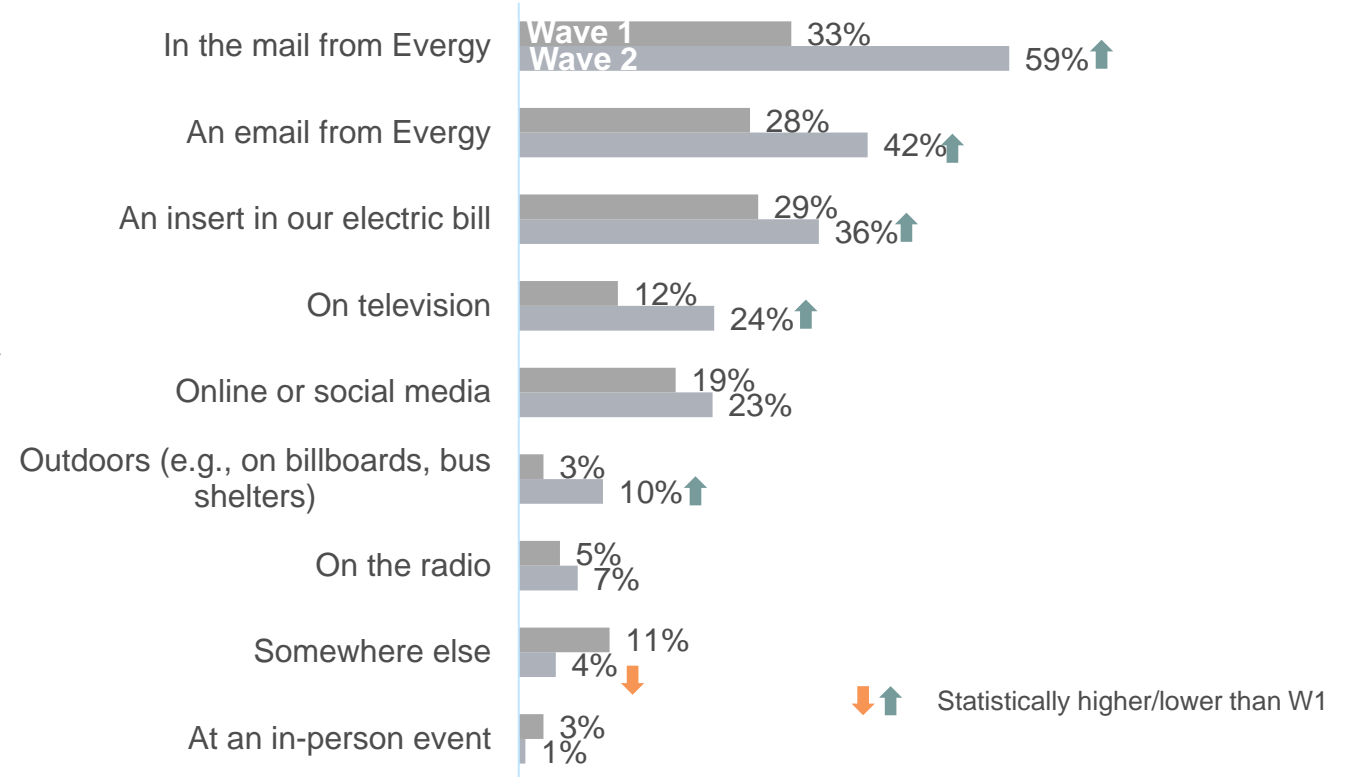
What Customers Believe About the Rate Plans



Recall Communications About Rate Plans

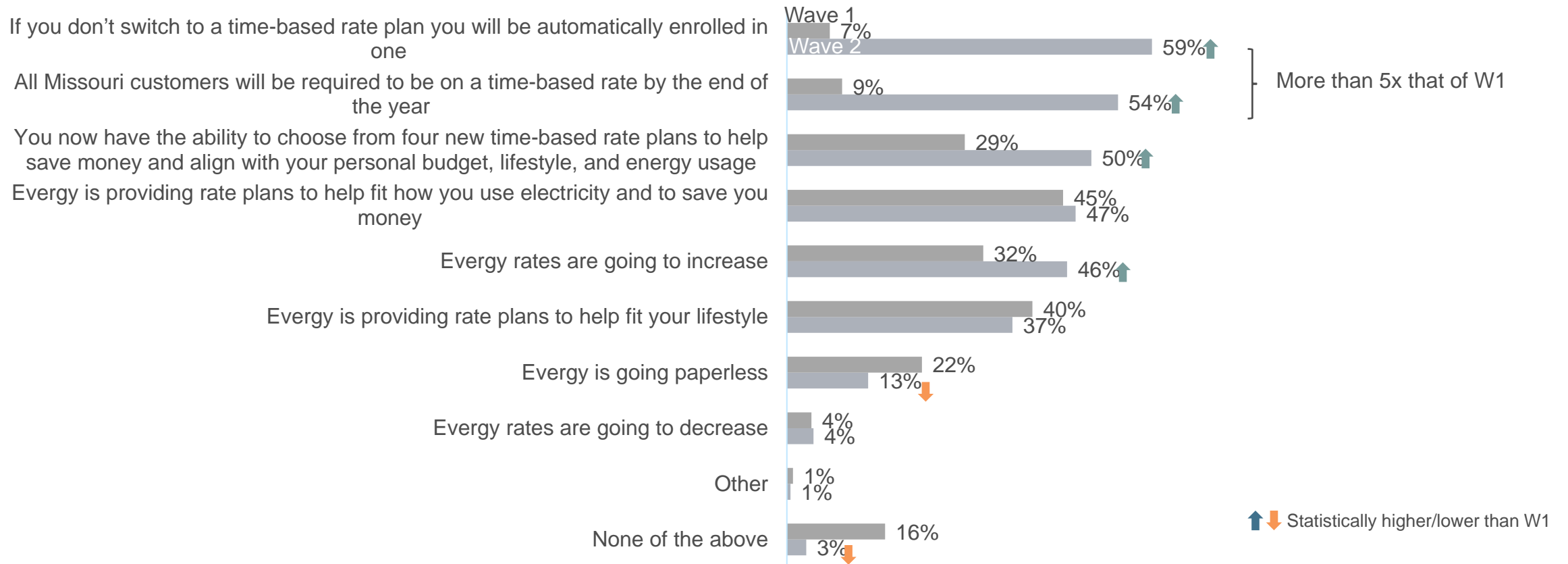


Where Customers Have Heard Communications



Retained Messages

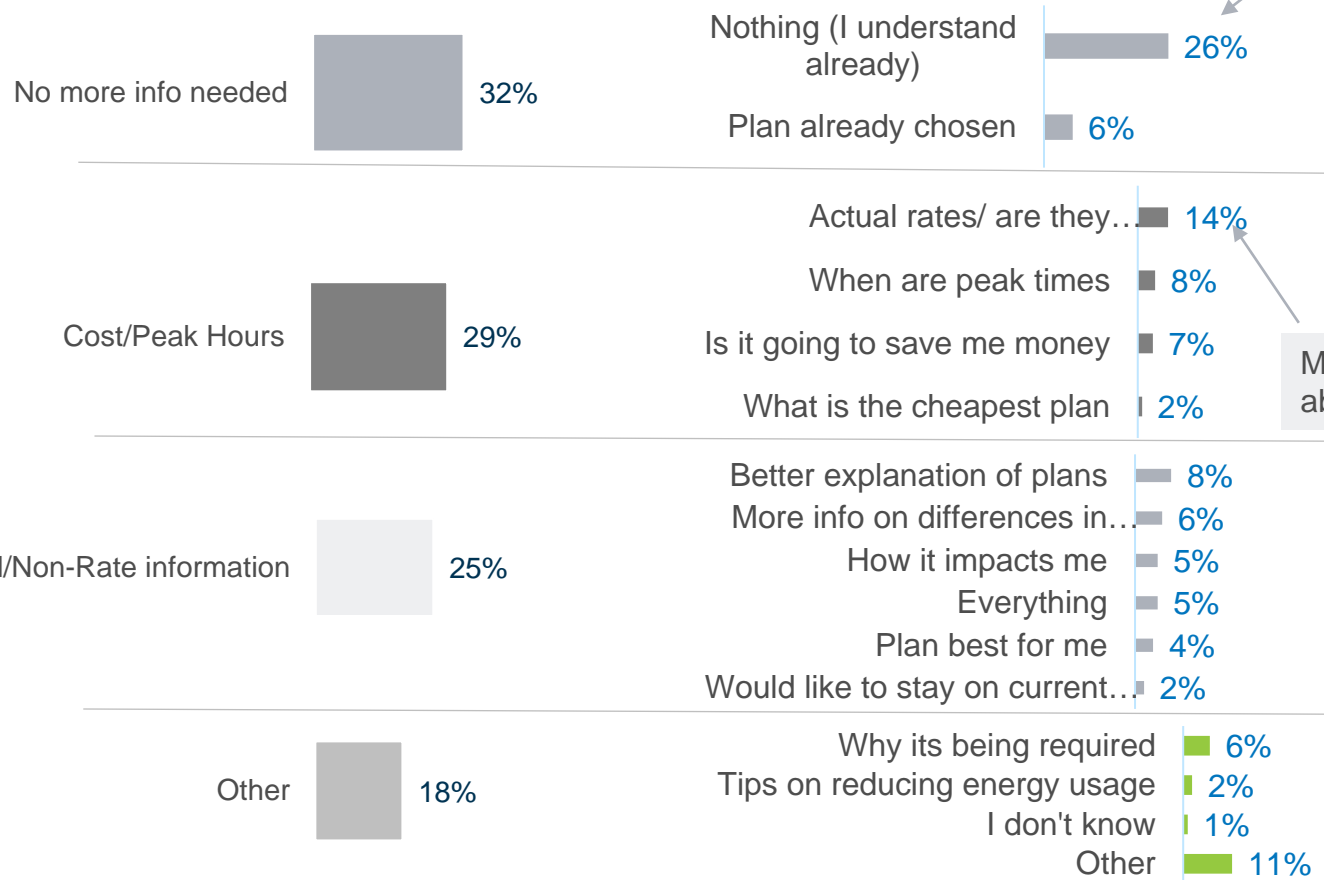
Changes to Electric Services Respondents Have Heard About





Around one-third (32%) either have the needed information or have already chosen a plan. Around 30% each would like to understand more about the cost implications or a better explanation of the plans.

What Customers Want to Know



More people in W2 (+12%) indicated nothing vs W1 (14%).

More people in W1 ask about rates (20%)

Customer Verbatims

"Already switched based on suggestions from Evergy"

"Nothing, I read the email and made my choice right away."

"Details on costs and plans"

"Everything"

"Will it lower my bill?"

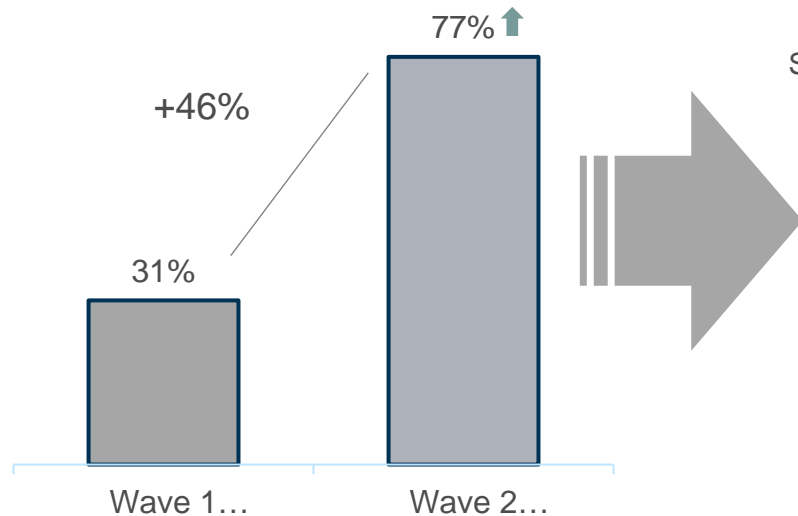
"Why are we being forced to change something that works fine?"

"What my projected monthly bill will be and how will the rates be different"

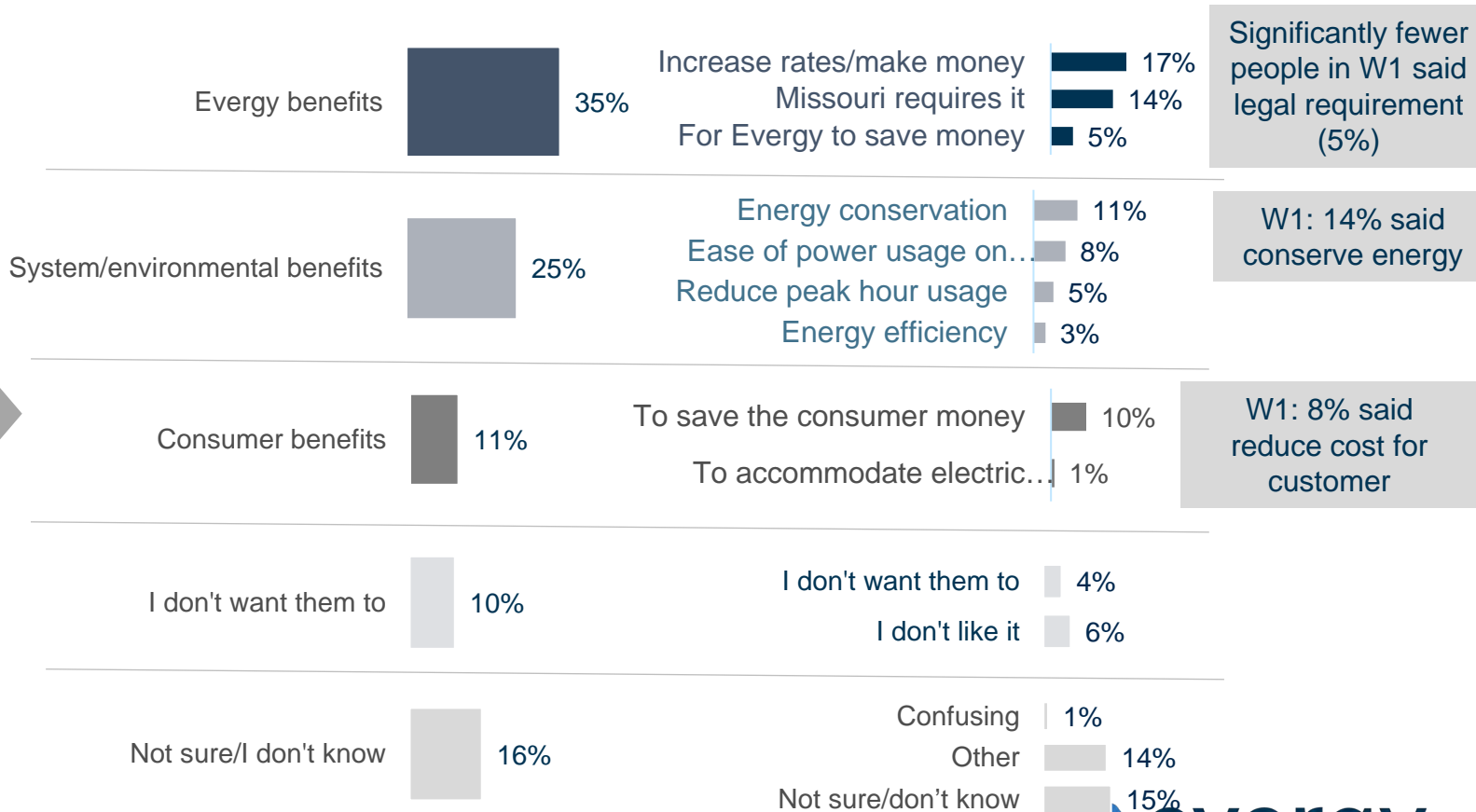


Almost 80% are aware of the time-of-day rate plans. A little more than one-third see it as a benefit to Evergy. Few believe it is a benefit for the customer.

Awareness of Time-of-Day Rate Plan



Why Evergy Needs Customers on a Time-Based Plan

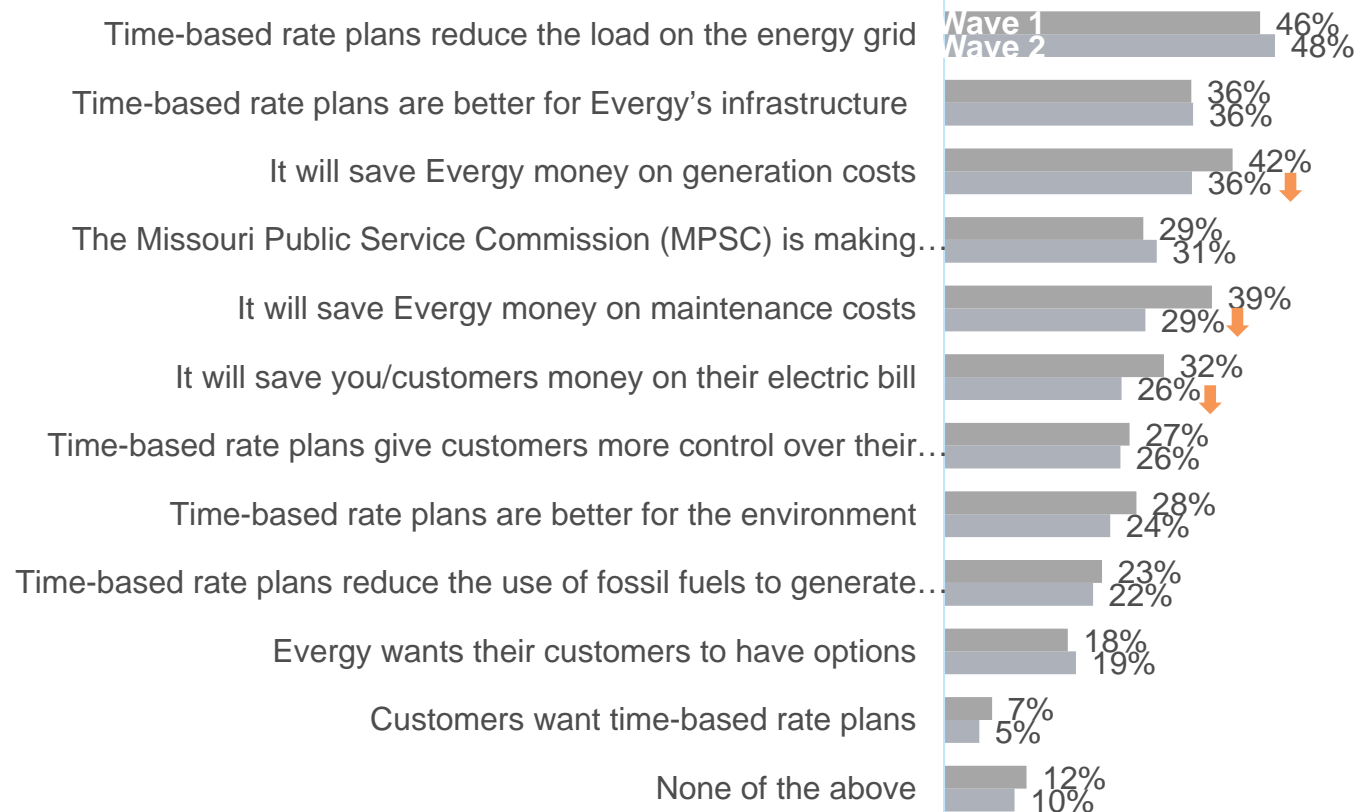


Base: Missouri respondents W1 n=600 and W2 n=604
 Q26. Before today, were you aware that the costs of electricity will vary based on the time of day that you use it by the end of 2023?
 Q27. Why do you think Evergy needs to change all their customers to enroll in a time-based rate plan?



Perceptions of Why Evergy is Switching to Time-Based Rate Plans

Why Customers Believe Evergy is Switching

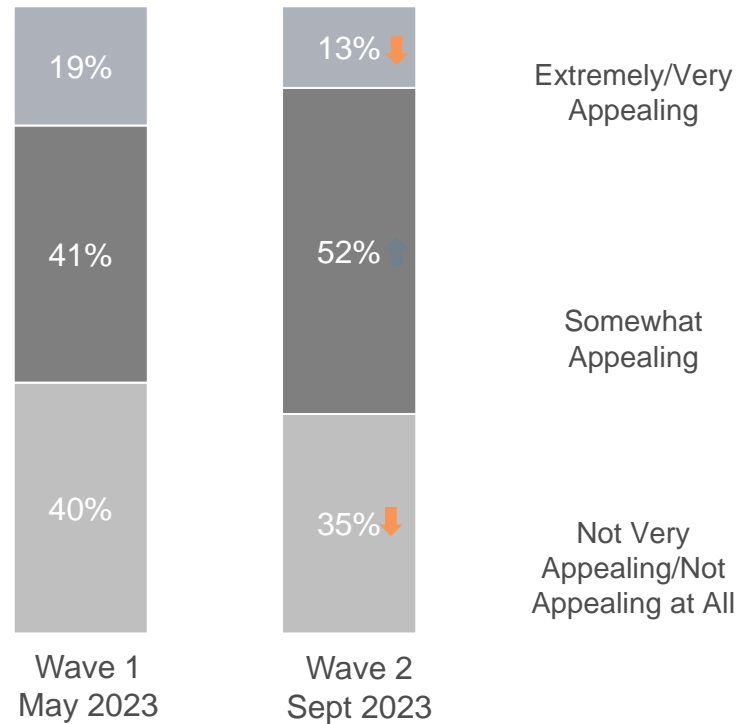


130 Base: Missouri respondents Q29 W1 n=600 and W2 n=604
 Q29. For which, if any, of the following reasons do you believe Evergy is switching customers to a time-based rate plan?

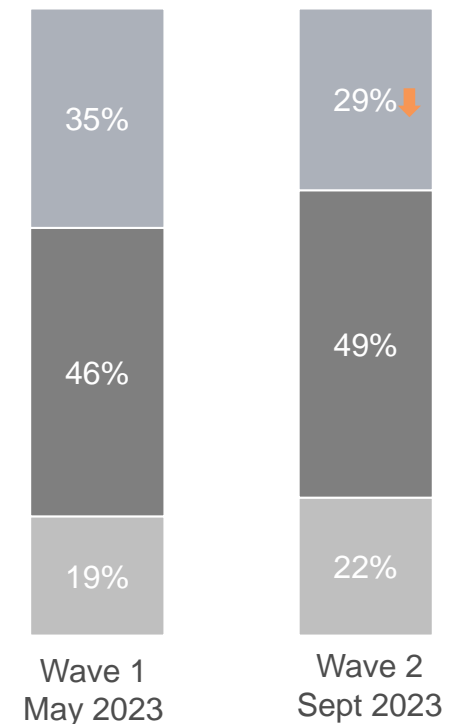


A little over 1/3rd of customers indicated that the overall appeal of the time-of-use-based plan was not appealing. However, around 30% do find the ability to choose their plan appealing. The Time Of Use rate plan is less appealing than it was in W1, and the ability to choose among options does not mitigate this.

Overall Appeal of Time Of Use Rate Plan



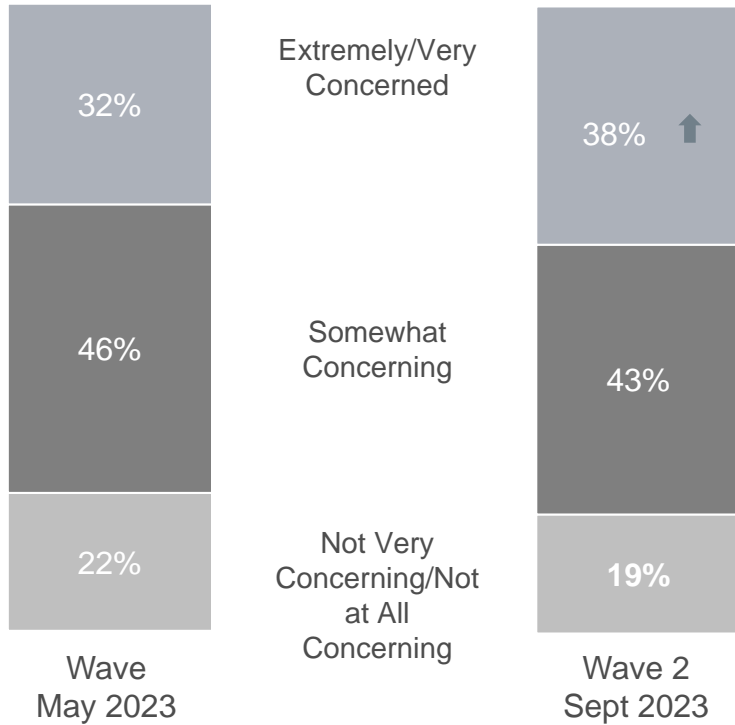
Appeal of Being Able to Choose Time Of Use Plan



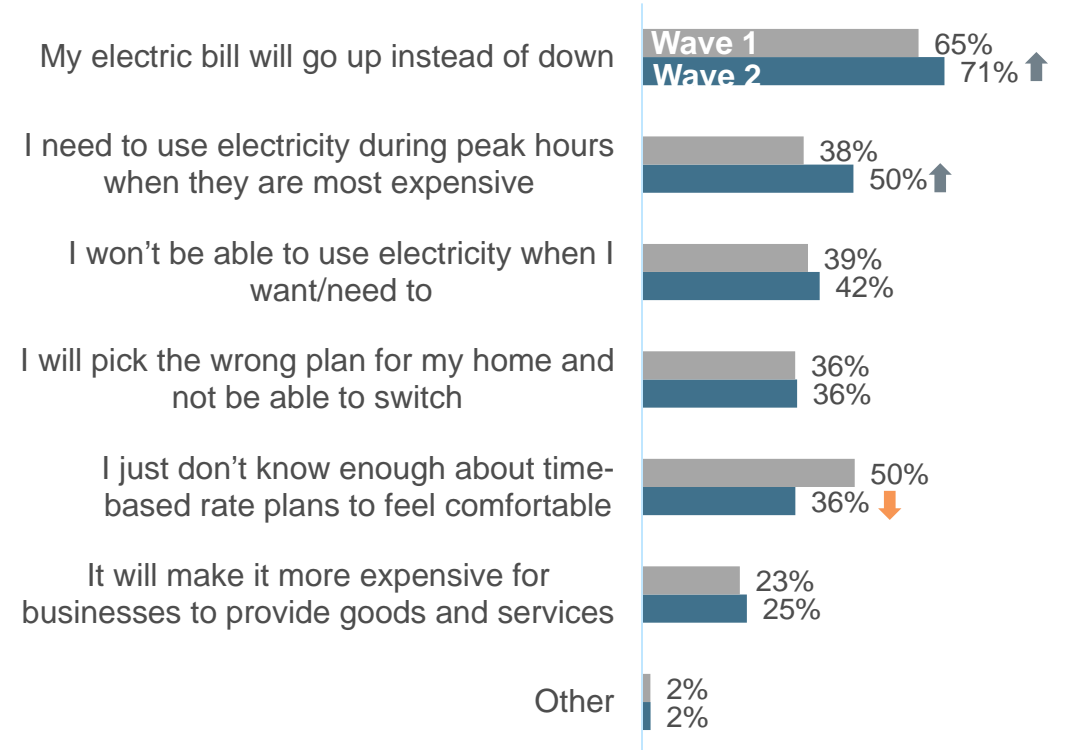
↑ ↓ Statistically higher/lower than W1

Concern Regarding the Time Of Use Rate Plan

Level of Concern About Moving to New Rate Plan



Concerns Customers Have About Switching Rate Plan



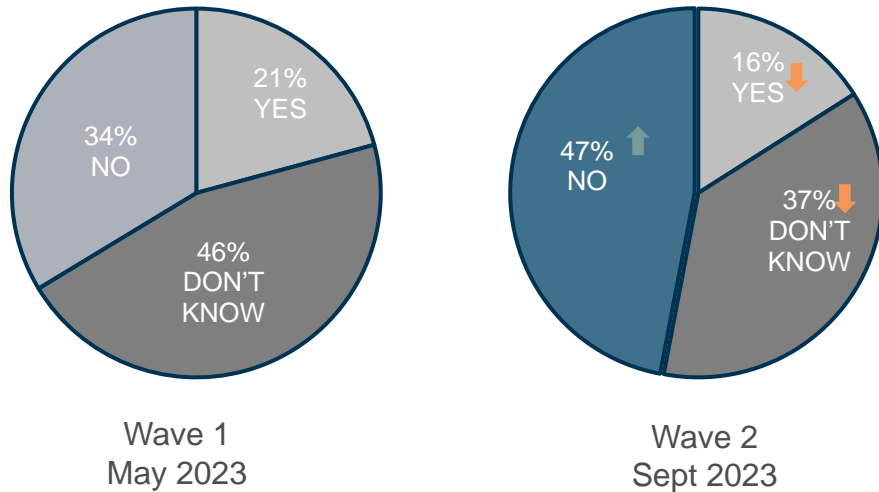
↑ ↓ Statistically higher/lower than W1

132 Base: Missouri respondents Q32 W1 n=600 and W2 n=604 and Q33 W1 n=466 and W2 n=491
 Q32. How concerned, or not concerned, are you about moving to a rate plan where the costs of electricity will vary based on the time of day that you use it?
 Q33. What concerns, if any, do you have about switching to a rate plan where the costs of electricity will vary based on the time of day that you use it?

Money Savings

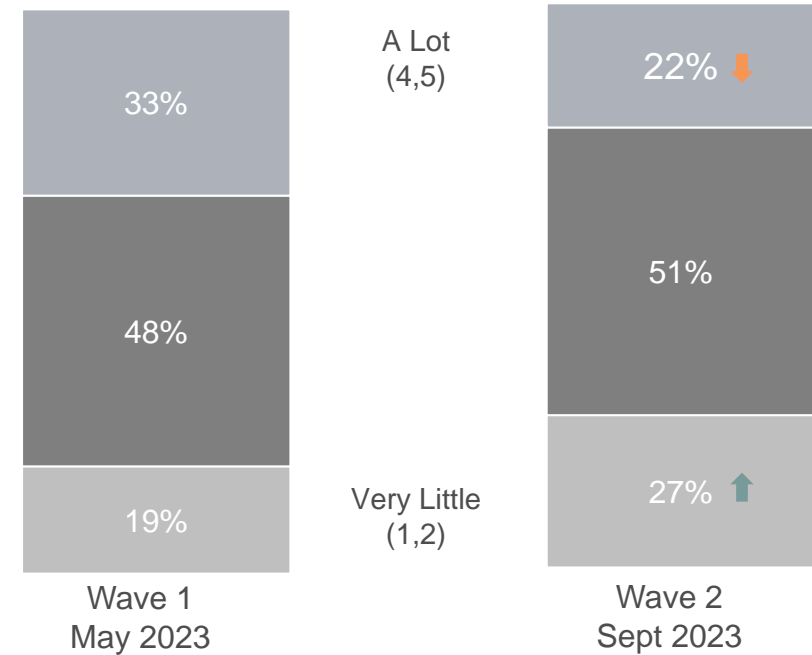
Perception of Saving Money on a Time-of-Use Rate Plan

(% all respondents)



Amount Saved

(% of those who believe it will save money)



↑ ↓ Statistically higher/lower than W1

Base: Missouri Respondents W1 n=600; W2 n=604
Q42. Do you think you will save money with the new rate plan?

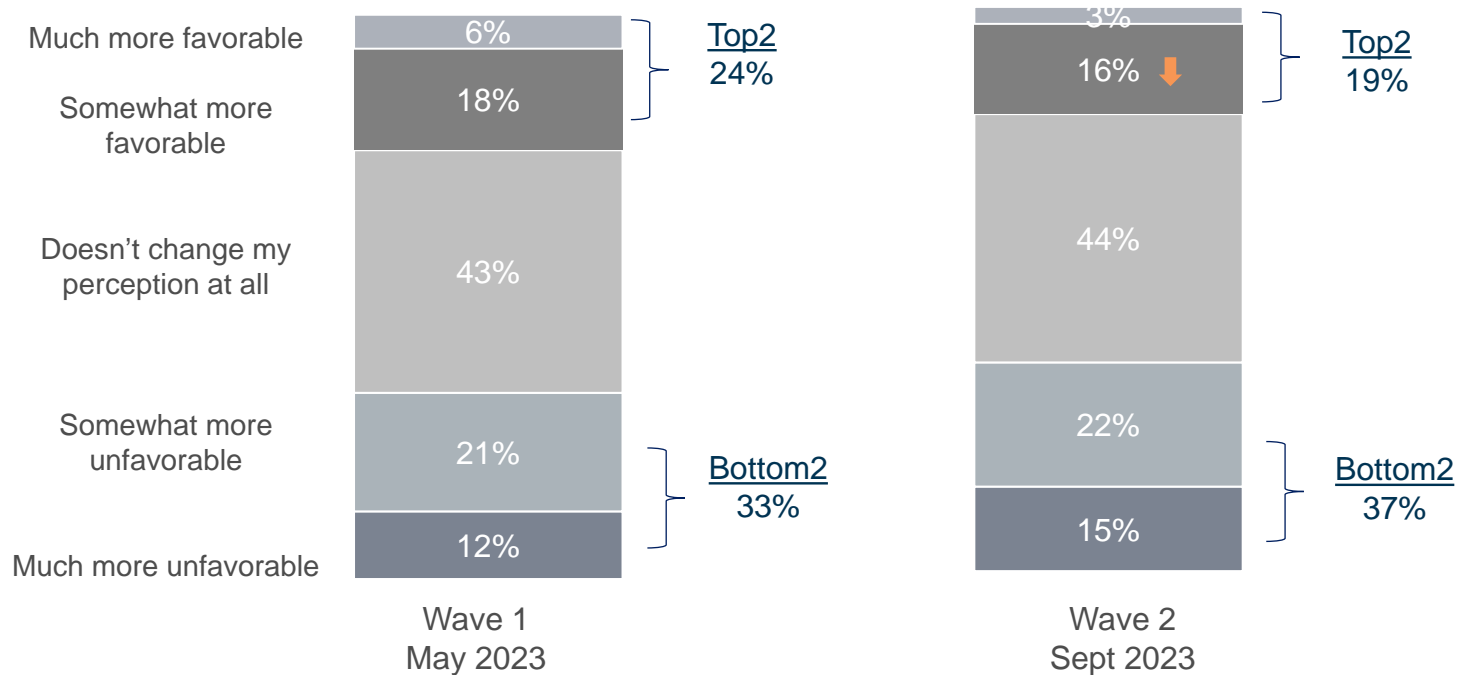
Base: Those who think they will save W1 n=123, W2 n=99
Q43. How much money do you think you will save?



How Switching to a Rate Plan Effects Opinions of Evergy

Overall Opinion of Evergy If Switched Plans

(% overall respondents)



Base: Missouri Respondents W1 n=600, and W2 n=604

134 Q49. How does switching to a rate plan where the costs of electricity will vary based on the time of day that you use it change your opinions of Evergy?

Appendix



Demographics

	Wave 1	Wave 2
Home Ownership		
Rent	41%	36%
Own	59%	64%
Education		
Some high school	2%	2%
High school graduate	23%	20%
Some college	27%	28%
Trade or vocational training	8%	6%
College graduate	26%	30%
Postgraduate study or degree	14%	14%
Age		
18-34	23%	22%
35-44	23%	23%
45-54	13%	18%
55-64	17%	18%
65+	25%	20%
Gender		
Male	33%	31%
Female	67%	69%

	Wave 1	Wave 2
Profession		
Healthcare/Pharmaceuticals	13%	14%
Education	10%	10%
Retail	11%	8%
Food/Beverages	9%	6%
Financial Services/Insurance	6%	4%
Government/Politics	5%	4%
Real Estate/Construction	5%	4%
Transportation/Shipping	7%	4%
Automotive	5%	3%
Restaurants	3%	3%
Telecommunications	1%	2%
Beauty/Cosmetics	2%	1%
Entertainment	3%	1%
Marketing/Market Research	2%	1%
Travel/Tourism	1%	1%
Media	2%	1%
Energy, Oil or Gas Services	1%	1%
None of these	42%	47%
Income		
Under \$50k	41%	45%
\$50k-74K	23%	20%
\$75k+	31%	33%

Customer Data



Usage Data Request

- Usage by Rate ID by month will be attached as Exhibit B and is marked as highly confidential.
- CONF_Exhibit B_Usage by Rate ID Monthly Residential December.xls



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 1/2/24*		
1 rate change	5,502	4,024
2 rate changes	375	285
3 rate changes	35	51
4 rate changes	12	3
5 rate changes	1	-
10 rate changes		1



Average Payment Plan Data

Active Customers on APP and on TOU rate as of 1/2/2024	Counts	Notes
Customer previously on APP and currently on APP	97,269	Count of accounts that were previously and currently on APP.
Customer previously on APP and NOT currently on APP	3,860	Approx 3300 of these customers elected to change rates prior to system updates that automatically re-enrolled them in APP. Self-serve customers were alerted to this process and asked to call the contact center to re-enroll. The system updates were effective 8/23/23.
Customer previously on APP, changed rates without APP, but now currently on APP	5,279	Customers that have been manually re-enrolled due to exception or who have called to re-enroll.
Customer previously on APP, changed rates with APP, but now currently not on APP	3,449	Customers have elected to un-enroll or have other circumstances where the account is no longer on APP.
Total	109,857	



Average Payment Plan Data

Division	Residential Customer On Avg Pay Plan (APP)	# of Accounts	% of APP	# of TOU Rate Customers	% of TOU Customers on APP
MO West	No	206,248	78.6%	206,234	78.6%
MO West	Yes	56,033	21.4%	56,029	21.4%
Total		262,281		262,263	
MO Metro	No	225,778	78.1%	225,743	78.1%
MO Metro	Yes	63,165	21.9%	63,156	21.9%
Total		288,943		288,899	

- Data as of 1/4/2024