

# Exhibit No. 210

Staff – Exhibit 210  
Tammy Huber  
Direct  
File No. ER-2024-0189

*Exhibit No.:*  
*Issue(s):* *Time of Use*  
*- Customer Outreach*  
*Witness:* *Tammy Huber*  
*Sponsoring Party:* *MoPSC Staff*  
*Type of Exhibit:* *Direct Testimony*  
*Case No.:* *ER-2024-0189*  
*Date Testimony Prepared:* *June 27, 2024*

**MISSOURI PUBLIC SERVICE COMMISSION**

**FINANCIAL & BUSINESS ANALYSIS DIVISION**

**CUSTOMER EXPERIENCE DEPARTMENT**

**DIRECT TESTIMONY**

**OF**

**TAMMY HUBER**

**EVERGY MISSOURI WEST, INC.,**

**d/b/a Evergy Missouri West**

**CASE NO. ER-2024-0189**

*Jefferson City, Missouri*  
*June 27, 2024*

**\*\* Denotes Confidential Information \*\***

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TAMMY HUBER  
EVERGY MISSOURI WEST, INC.,  
d/b/a Evergy Missouri West  
CASE NO. ER-2024-0189**

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1 to stakeholders regarding the TOU pilot through December of 2021. According to its report  
2 in March of 2021, Evergy<sup>1</sup> had reached 155% of its enrollment goal. As part of Case  
3 No. ER-2018-0146, Evergy committed that “KCP&L and GMO will submit a Residential TOU  
4 rate design in their next rate cases based on lessons learned from the TOU service.”  
5 Evergy also agreed to “evaluate leading practices on customer education and engagement on  
6 TOU deployment.”<sup>2</sup>

7 Q. Was the Residential TOU design part of the next rate case?

8 A. No. In Evergy Missouri West’s next rate case (Case No. ER-2022-0130),  
9 Evergy requested several optional time-based rate plans for residential customers; however, it  
10 did not include its preferred Residential TOU rate design. Staff recommended implementation  
11 of a low differential time-based rate plan as the default residential rate plan, which merged the  
12 Residential General Service rate plan and the Residential Space Heating discounted rate plan.  
13 Staff testimony included recommendations to rely on Evergy’s existing “Wait ‘til eight,”<sup>3</sup>  
14 education and marketing strategy.

15 On December 8, 2022, the Commission ordered what it considered to be a “modified  
16 version” of Evergy and Staff’s proposals, with the Evergy-designed Two-Period Time of Use  
17 rate plan as the default residential rate plan. The low-differential Staff-recommended  
18 Residential Peak Adjustment rate plan and the other highly-differentiated Evergy rate plans  
19 were also provided as options to customers, while the Residential General Service rate plan and  
20 the Residential Space Heating discounted rate plan were eliminated. This resulted in rate

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<sup>1</sup> For purposes of TOU customer outreach discussion and convenience, when Evergy is referred to throughout this testimony it will be understood that Evergy is defined as both Evergy Missouri West and Evergy Missouri Metro combined.

<sup>2</sup> Case Nos. ER-2018-0145 and 0146, Non-Unanimous Partial Stipulation and Agreement Concerning Rate Design Issues, September 25, 2018, Page 3.

<sup>3</sup> “Wait ‘til eight” was a catch phrase used by Evergy in the TOU pilot phase.

1 offerings which included a default TOU rate for residential customers along with three other  
2 TOU rate options. Rate changes became effective for customers in October of 2023.

3 Q. What guidance did the Commission provide in EMW's last rate case?

4 A. The Commission issued an Amended Report and Order in Case Nos.  
5 ER-2022-0129 and ER-2022-0130 on December 8, 2022, that ordered, "Evergy shall  
6 implement a program to engage and educate customers in the approximately ten-month lead-in  
7 time until its tariff provisions regarding the 2-period TOU rate as the default rate for residential  
8 customers becomes effective."<sup>4</sup>

9 In that same Order the following was included at page 74:

10 Evergy shall work with Staff and OPC and permit them a chance to  
11 review materials related to the education program and to the  
12 implementation of TOU rates from October 1 through December 31,  
13 2023, to ensure the program and implementation have a maximum  
14 potential for success. Further Evergy will eliminate the identified  
15 residential rate codes and transition customers to the identified existing  
16 codes on or after October 1, 2023, as they transition to the 2-period  
17 TOU rate.

18 On September 8, 2023 Evergy filed its "Application for Approval of Tariff Revisions to  
19 Time-of-Use Program, Request for Waiver of 60 Day Notice Requirement, and Motion for  
20 Expedited Treatment,"<sup>5</sup> which was ultimately granted. This resulted in the Staff-recommended  
21 Residential Peak Adjustment rate plan being the default residential rate plan.

22 Q. Does CXD Staff believe EMW is in compliance with the Commission orders in  
23 regard to TOU customer outreach?

24 A. No, not entirely. Staff believes EMW has made substantial efforts to make  
25 customers aware of the TOU implementation; however, Staff does not agree that EMW has

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<sup>4</sup> Case Nos. ER-2022-0129 and 0130, Amended Report And Order, December 8, 2022, Page 99.

<sup>5</sup> ET-2024-0062

1 | been effective in developing customer education and outreach materials, and implementing a  
2 | program to fully engage and educate its customers. Staff does not believe that customers have  
3 | a good understanding of the TOU rate options partially because of the tactics used during the  
4 | beginning phases of the campaign. If the campaign had focused more on educating customers,  
5 | customer choice,<sup>6</sup> and the rate impacts for all customers of the elimination of the discounted  
6 | residential rate plan, without utilizing the mandate tactic and alarmist marketing, it might have  
7 | been more successful.

8 | Q. What do you mean by mandate tactic?

9 | A. EMW made a decision to emphasize the word “mandate” in its communications  
10 | with its customers that left customers feeling more negative about the change in their rates than  
11 | they would have otherwise. The approach they used in their marketing was fear-based and it  
12 | clouded important educational messages.

13 | Q. What do you mean by alarmist marketing?

14 | A. Evergy marketing focused on peak pricing in a manner that was confusing  
15 | customers as to the overall bill impacts of the time-based rate plans, especially when combined  
16 | with Evergy’s failures to adequately educate customers as to the impact of the rate changes.

17 | **EDUCATION**

18 | Q. Did EMW focus on educating customers as part of its strategy, as the  
19 | Commission ordered it to?

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<sup>6</sup> Focus on rate options was more critical prior to the change to the Residential Peak Adjustment rate plan as the default rate plan. Prior to the Commission order that the Residential Peak Adjustment rate plan be the default residential rate plan, informing customers of the option of the Residential Peak Adjustment rate plan was critical for those customers who did not desire to be on the high-differential Two Period rate plan.

1           A.     No. During the On-The-Record Presentation on April 2, 2024,<sup>7</sup> Commissioner  
2 Scott Rupp asked EMW about some of the challenges and lessons learned during the TOU  
3 implementation. In response EMW stated, “All the research showed that choice would get  
4 customers to engage. Because it made it about them, *it was less about learning about our new*  
5 *rate structures*. We are putting the power in your hands to make a choice. It took a while for  
6 them to understand and believe but that was important (emphasis added).”

7           Q.     Were there indications that customers were not being educated?

8           A.     Yes. According to the Monthly Time of Use Customer Transition Reporting in  
9 Case No. EW-2023-0199,<sup>8</sup> during Wave 2<sup>9</sup> customers reported concern and confusion about  
10 switching to TOU. The results showed 71% of customers surveyed still believed their electric  
11 bill would go up instead of down and 42% of customers believed they would not be able to use  
12 electricity when they want or need to. In both of those categories the percentages actually  
13 increased from Wave 1 to Wave 2. The survey showed that although awareness had increased,  
14 there was also an increase in customer concern and misunderstanding.

15          Q.     Evergny Missouri West performed studies and conducted surveys that  
16 showed customers want choice in their rate options. Did EMW use those findings to help  
17 educate customers?

18          A.     No, Evergny Missouri West did the opposite of that. Customers want choice, but  
19 Evergny’s use of the “mandate” verbiage conveyed the opposite of choice. In November of 2021,

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<sup>7</sup> Case No. EW-2023-0199, On the Record Presentation, April 2, 2024. No transcript but can be found in the Commission’s Video Webcast Archive on YouTube. <https://youtu.be/e6-z5AQQAOs?t=4098>

<sup>8</sup> Case No. EW-2023-0199, Monthly Time of Use Customer Transition Reporting, January 2024, Page. 41.

<sup>9</sup> 3 Waves described as part of the TrueNorth Research – Methodology: 3 Waves: Baseline (May-W1), Selection (September -W2) & Transition (December-W3), 15-minute online survey with~600 customers in each wave, Blind study among Evergny customers. Using 3<sup>rd</sup> party survey panels (similar to how JD Power conducts their survey).



1 EMW conducted a Customer Advisory Panel survey<sup>10</sup> that found \*\* [REDACTED]  
2 [REDACTED]  
3 [REDACTED]  
4 [REDACTED]  
5 [REDACTED]  
6 [REDACTED]  
7 [REDACTED]

8 [REDACTED] \*\* This survey showed there is a solid  
9 link between knowledge of the rate plans and customer satisfaction. With the knowledge that  
10 EMW had, it could have focused on the positive aspects of TOU and emphasize those options  
11 and customer choice to ensure customers saw the value in TOU rates.

12 Q. Are there other examples that you are aware of in which Evergy seemed to miss  
13 opportunities to educate its customers?

14 A. Yes. After the Commission provided its guidance in Case No. ER-2022-0130,  
15 Evergy Missouri West’s Senior Vice President, Public Affairs and Chief Customer Officer,  
16 Charles A. Caisley was quoted multiple times in September 2023 news articles saying,  
17 “Evergy has always advocated for customer rate choice and does not support mandated  
18 time-based rates. Customers, elected officials and other stakeholders have clearly voiced their  
19 concerns about mandating summer peak pricing. . .”<sup>11</sup> According to Mr. Caisley, quoting a past  
20 JD Power survey, “. . . when pricing options are forced on electric utility customers, they

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<sup>10</sup> Confidential Schedule TH-d2, Pages 3-4.

<sup>11</sup> Columbia Missourian/KCUR Kansas City Public Radio/KXCV Norwest Missouri Public Radio/Missouri Business Alert by Allison Kite/The Missouri Independent, September 13, 2023; Daily Energy Insider by Dave Kovaleski, September 15, 2023.

1 respond with significantly lower customer satisfaction scores.”<sup>12</sup> Mr. Caisley further stated,  
2 “Additionally, Evergy’s 2022 Rate Research showed that customers would be less favorable of  
3 Evergy if ordered to transition to TOU pricing.”<sup>13</sup>

4 Based on EMW’s own research, it seems apparent that customers would be dissatisfied  
5 and feel like they did not have a choice. Instead of figuring out how to overcome or mitigate  
6 the situation, EMW went in the opposite direction. Evergy Missouri West made statements that  
7 it did not support the mandate, causing more confusion and frustration amongst customers.  
8 The focus should have been on the customer choice that the surveys and research had shown  
9 customers wanted. The negative statements only hurt the education of customers.

10 Q. Are there other examples of third parties offering different strategies than those  
11 selected by EMW?

12 A. Yes. Evergy Missouri West utilized The Brattle Group<sup>14</sup> to seek out observations  
13 from other jurisdictions. In a presentation on March 28, 2023, one of the bullet points clearly  
14 states that “Most utilities have a catch phrase or mascot to emphasize the appeal of the TOU  
15 rate or behaviors to facilitate bill savings. . .” As part of Every Missouri West’s pilot, EMW  
16 used the “Wait ‘til 8” and “Switch, Shift, Save”<sup>15</sup> campaigns in an effort to make messaging  
17 easy to remember and understand. Evergy Missouri West survey results consistently showed  
18 customers wanted more options when it comes to rates. A good solution would have been to  
19 put a focus on the terminology around a phrase used in the monthly survey, “You now have the  
20 ability to choose from four new time-based rate plans to help save money and align with your

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<sup>12</sup> Direct Testimony, Charles A. Caisley, ER-2024-0189, Page. 6, lines 13-14.

<sup>13</sup> Direct Testimony, Charles A. Caisley, ER-2024-0189, Page. 6, lines 14-16.

<sup>14</sup> The Brattle Group provides consulting services and expert testimony in economics, finance, and regulation to corporations, law firms, and public agencies.

<sup>15</sup> Both “Wait ‘til 8” and “Switch, Shift, Save” were catch phrases used in Evergy’s pilot TOU campaign and were well received by its customers.

1 personal budget, lifestyle, and energy usage.”<sup>16</sup> Instead, EMW used phrasing that would likely  
2 cause customer dissatisfaction to increase, such as using the word mandate.

3 Q. Do you consider EMW’s TOU education campaign successful?

4 A. To the extent of measuring on awareness alone, yes. The TOU Campaign  
5 Dashboard that the Company files in case EW-2023-0199 tracks customer awareness, online  
6 enrollments and contact center engagements, and contains a summary of rate enrollment  
7 numbers. In the most recent filing of this dashboard on April 2, 2024, Awareness of New Rate  
8 Options was at 97% and Awareness of Mandatory TOU Change was at 87%. I would consider  
9 EMW’s TOU campaign to make customers aware of the rate plans successful, but not  
10 successful if measuring education and engagement.

11 Q. Based on your review of their outreach efforts, was the strategy described by  
12 EMW in the On the Record presentation on April 2, 2024 a successful one?

13 A. No. Evidence shows that the quote in which EMW stated, “ ... *it was less about*  
14 *learning about our new rate structures*” (emphasis added) is accurate in that the Company  
15 deemphasized education. However, it sabotaged its own strategy of focusing on customer  
16 choice by relying heavily on the mandate tactic.

17 **ALARMIST AND MISLEADING COMMUNICATIONS**

18 Q. Does Staff have concerns with the alarmist type of wording EMW used in the  
19 outreach efforts when attempting to educate its customers?

20 A. Yes. The Company continually used phrases such as “mandatory,” “mandated,”  
21 and “required.” Customers were told to “pick your rate plan by October or you will default to

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<sup>16</sup> Case No. EW-2023-0199, Monthly Time of Use Customer Transition Report, January 2024, Page 100.

1 the . . .” These phrases and messages are all associated with negative feelings. Customers felt  
2 the default plan would be something they did not want forced upon them, while already feeling  
3 like they were being forced into a plan they did not want.

4 Q. Were any of the messaging concerns addressed by the Commission?

5 A. Yes. During the On the Record presentation, on January 22, 2024,<sup>17</sup>  
6 Commissioner Kolkmeier asked the Company if it still referred to the TOU implementation as  
7 “mandated.” The Company’s response was, “Specific to the overall implementation last year  
8 with the specific messaging we used was that Missouri was moving to time-based rates and  
9 then we moved into the offerings that Evergy had . . . We didn’t use the mandated language,  
10 it was more that we were moving to time-based rates.” The Commission Chairman at this time,  
11 Scott Rupp, clarified, “. . . we were told that when you initially started getting the pushback  
12 from politicians and stuff that Evergy pivoted and started using mandate in all of their  
13 publications and everything to try to remind customers that it was not them, so basically to  
14 deflect some blame and that just kind of added fuel to the fire. Like oh, this is mandated when  
15 in reality, every one of our orders is a mandate.”

16 The Chairman asked, “in your communications with the customer, obviously it’s still  
17 with us because it’s in several of your slides, are you still referring to this as a mandate um  
18 because we talked about this last time and the implications of that word, so how frequently are  
19 you using the word mandate in your customer facing communications?” Evergy replied,

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<sup>17</sup> Case No. EW-2023-0199, On the Record Presentation, January 22, 2024. No transcript but can be found in the Commission’s Video Webcast Archive on YouTube. <https://youtu.be/KrA1v-cxei8?t=4032>

1 “No, the answer is no. We are not referring to the mandatory rate implementation, in fact as we  
2 have moved past the implementation, we are now focusing on the implementation itself.”

3 Attached as Schedule TH-d3 are specific examples of some of the outreach used  
4 during 2023 which clearly included the specific terms “mandatory” and “mandated”. The terms  
5 are highlighted throughout the document along with some other phrases Staff believes  
6 to be concerning. Evergy chose to deflect the customer negativity and dissatisfaction  
7 onto the Commission, and then misinformed the Commission when questioned about the  
8 outreach efforts.

9 Q. Did Staff receive any feedback from customers regarding the TOU customer  
10 outreach efforts made by EMW?

11 A. Yes. There were customer complaints, telephone calls, inquires, and public  
12 comments made to Staff. Examples of some of these public comments can be found in  
13 Schedule TH-d4. There was fear from customers they would not have the option to change their  
14 plan, misunderstanding that customers would not benefit at all from TOU rates, and belief that  
15 communication by EMW was misleading and not informative. Some customers felt that the  
16 information was confusing and frightening. Many customers did not understand how to pick  
17 the best plan for their lifestyle. There was also a sense of urgency in the messaging about the  
18 date in which customers had to choose their rate plan. Some customers felt alarmed and  
19 confused about the date in which they would default to their new plan.

20 Q. Were there any other comments that you believe misled customers?

21 A. Yes. Evergy Missouri West continually used “Missouri” in communications to  
22 its customers. Evergy said “Missouri” is moving to time-based rates instead of  
23 “Evergy Missouri.” This information is misleading and makes it sound like the entire state of

1 Missouri is moving to this rate structure which is simply not true. Schedule TH-d3 highlights  
2 multiple examples of messages that are concerning to Staff.

3 Q. Were there other ways in which the marketing was alarmist?

4 A. Yes. Evergy's marketing was alarmist in a manner which put customer health  
5 and safety at risk.

6 **HEALTH/SAFETY**

7 Q. Does Staff have concerns with customers' health and safety in relation to  
8 portions of EMW's education campaign?

9 A. Yes. In early publications<sup>18</sup> (see below), EMW advised customers to avoid  
10 cooling during peak hours. Although the screenshot is a little unclear, the original source may  
11 be found in Mr. Caisley's testimony schedule referenced below. The digital document found in  
12 the schedule is also a little unclear. The "Tip" that is concerning about the middle of the page  
13 states, "Set your thermostat to avoid cooling during summer peak hours of 4-8pm." To many  
14 customers this is sending a message to "AVOID COOLING". This "Tip" could be a potentially  
15 dangerous situation to an elderly person that interprets that message literally to mean avoid  
16 cooling altogether. Instead the message could have been simply to encourage customers to turn  
17 their air conditioners up a few degrees during peak hours, or to consider the overall bill impact  
18 of cheaper energy use during some hours which would offset the increased cost of keeping  
19 homes at temperatures that are comfortable and safe. This fear-based type of messaging is  
20 concerning to Staff. It was a more alarmist approach than trying to educate customers early on  
21 about the plans that may be the best fit for them based on their needs.

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<sup>18</sup> Direct Testimony, Charles A. Caisley, ER-2024-0189, Schedule CAC-2, Page 30 of 141 also contains this screenshot.

1

Check out your new time-based plans...

[Standard Peak Saver](#) | [Peak Forward Saver](#) | [Nights & Weekends Saver](#) | [Nights & Weekends Max Saver](#)



### Standard Peak Saver

- ✓ **Who's it for:** Everyday users. This is Evergy's standard default plan.
- ✓ **Savings level:** Some energy shifting effort and flexibility needed during the summer (June-Sept).
- ✓ **Tip:** Set your thermostat to avoid cooling during summer peak hours of 4-8 pm.

This is our new standard rate plan that offers a discounted price for electricity 8 months out of the year but also has a peak price from 4-8 pm during the weekday summer months (June-September). To avoid paying a higher price for energy, it will be important to shift your large energy usage to mornings, overnight, or weekends in the summer. There is only a peak price during the summer months. See peak and off-peak pricing for your area by clicking the Get More Details button.

2

## CONCLUSION

3  
4 Q. Based on your review of EMW's customer outreach and education plan, would  
5 you consider it to be successful?

6 A. No. Although EMW made customers aware of the implementation of TOU,  
7 EMW chose to use an alarmist and fear-based approach instead of educating its customers.  
8 They ignored their own customer research on customer choice, and did not make customer  
9 options the center of the marketing campaign to reflect a positive experience, which could have  
10 lessened the negative feelings of change for its customers. EMW's focus was not about  
11 educating customers on the rate options or customer choice, but more on required mandates.

12 Q. Has CXD Staff made Evergy Missouri West aware of its concerns that have been  
13 discussed within your direct testimony?

Direct Testimony of  
Tammy Huber

1           A.     Yes. CXD Staff witness Sarah Fontaine provided testimony in Case No.  
2 EC-2024-0092 which highlights in Count 5 and Count 6 some of the issues with the outreach  
3 efforts.

4           Q.     Are there other Staff witnesses that will discuss the TOU related issues?

5           A.     Yes. Staff witnesses Sarah L.K. Lange will discuss Time of Use Residential  
6 Revenue Adjustment and Time of Use Tracker. Staff witness Jared Giaccone will discuss cost  
7 recovery of deferred education costs.

8           Q.     Does this conclude your direct testimony?

9           A.     Yes, it does.



**BEFORE THE PUBLIC SERVICE COMMISSION**

**OF THE STATE OF MISSOURI**

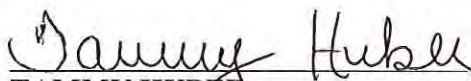
In the Matter of Evergy Missouri West, Inc.     )  
d/b/a Evergy Missouri West's Request for     )           Case No. ER-2024-0189  
Authority to Implement A General Rate     )  
Increase for Electric Service             )

**AFFIDAVIT OF TAMMY HUBER**

STATE OF MISSOURI     )  
   )           ss.  
COUNTY OF COLE     )

**COMES NOW TAMMY HUBER** and on her oath declares that she is of sound mind and lawful age; that she contributed to the foregoing *Direct Testimony of Tammy Huber*; and that the same is true and correct according to her best knowledge and belief.

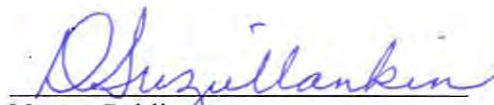
Further the Affiant sayeth not.

  
TAMMY HUBER

**JURAT**

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

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

  
Notary Public

## **Tammy Huber**

### **Educational and Employment Background and Credentials**

I am currently a Senior Research/Data Analyst in the Customer Experience Department of the Missouri Public Service Commission ("Commission"). I have held my position as a Senior Research/Data Analyst (former title Utility Policy Analyst II) since December 2017. Prior to December of 2017 I worked in the Energy Resources Department as a Utility Policy Analyst II from November 2011 through June 2014, I worked in the Engineering and Management Services Unit as a Management Analyst. Previously, I was employed by the Missouri Department of Transportation (MODOT) as an Auditor in the Internal Auditing Department. Prior to my employment with MODOT, I was employed by the Commission in the General Counsel's Office.

I earned a Bachelor of Science in Business Administration with emphases in Business Management from Columbia College in October 2008. I completed additional coursework in 2009 from Columbia College in Accounting.

As an analyst for the Commission, I have participated in and conducted customer service and business office operations reviews. I have researched and managed a number of customer complaints and public comment projects. I have prepared and reviewed audit and investigative reports at the Commission. I have previously provided testimony before the Commission. I have participated in staff recommendations and reviewed tariffs. I have also been the Co-Case Coordinator and Case Manager for electric, water and sewer rate cases.

**Case Participation Tammy Huber**

<b>Date</b>	<b>Company</b>	<b>Type of Filing</b>	<b>Case No.</b>
2011-2012	Missouri American Water Company	Customer Service and Business Operations Review	WR-2011-0337
January 2012	Taney County Water Company, LLC	Customer Service and Business Operations Review	WR-2012-0163
April 2012	Lakeland Heights Water Company, Inc.	Customer Service and Business Operations Review	WR-2012-0266
April 2012	Oakbrier Water Company, Inc.	Customer Service and Business Operations Review	WR-2012-0267
April 2012	R.D. Sewer Company LLC	Customer Service and Business Operations Review	SR-2012-0263
May 2012	The Empire District Electric Company – Water Operations	Customer Service and Business Operations Review	WR-2012-0300
June 2012	Chariton Valley Telephone Corporation	Universal Service Funds Report	NA
June 2012	Northeast Missouri Rural Telephone Company	Universal Service Funds Report	NA
October 2012	Seges Partners Mobile Home Park LLC	Customer Service and Business Operations Review	SR-2013-0112
December 2012	Cedar Green Land Acquisition, LLC	Certificate of Convenience and Necessity	WC-2013-0087
January 2013	Lincoln County Sewer & Water, LLC	Customer Service and Business Operations Review; Testimony	SR-2013-0321 & WR-2013-0322
April 2013	BPS Telephone Company	Universal Service Funds Report	NA

<b>Date</b>	<b>Company</b>	<b>Type of Filing</b>	<b>Case No.</b>
May 2013	Alma Telephone Company	Universal Service Funds Report	NA
May 2013	Windstream Communications	Universal Service Funds Report	NA
May 2013	Citizens Telephone Company	Universal Service Funds Report	NA
August 2013	Roy-L Utilities, Inc.	Customer Service and Business Operations Review	WR-2013-0543 & SR-2013-0544
June 2014	KCP&L Greater Missouri Operations Company	Staff Recommendation	EO-2014-0355
2014-2015	Kansas City Power & Light Company	Co-Case Coordinator	ER-2014-0370
April 2016	Kansas City Power & Light Company	Staff Recommendation	ET-2016-0268
April 2016	KCP&L Greater Missouri Operations Company	Staff Recommendation	ET-2016-0268
November 2016	Kansas City Power & Light Company	Testimony	ER-2016-0285
2016-2017	Kansas City Power & Light Company	Case Manager	ER-2016-0285
February 2018	Union Electric Company d/b/a Ameren Missouri	Testimony	EO-2015-0055
August 2018	Union Electric Company d/b/a Ameren Missouri	Testimony	EO-2018-0211
December 2018	KCP&L Greater Missouri Operations Company	Staff Report	EC-2019-0109
January 2019	Union Electric Company d/b/a Ameren Missouri	Staff Report	EC-2019-0121
June 2019	Spire Missouri Inc. d/b/a Spire	Staff Report	GC-2019-0331
July 2019	Missouri American Water Company	Staff Report	WC-2019-0324
August 2019	Kansas City Power & Light Company/KCP&L Greater Missouri Operations Company	Staff Rebuttal Report/Testimony	EO-2019-0132

<b>Date</b>	<b>Company</b>	<b>Type of Filing</b>	<b>Case No.</b>
November 2019	Kansas City Power & Light Company	Staff Report	EC-2020-0088
February 2020	The Empire District Electric Company	Staff Report	EC-2020-0183
March 2020	Missouri American Water Company	Staff Report	WC-2020-0194
April 2020	Spire Missouri Inc., d/b/a Spire	Staff Report	GC-2020-0201
April 2020	Evergy Missouri West, Inc., d/b/a Evergy Missouri West	Staff Report	EC-2020-0252
July 2020	Union Electric Company d/b/a Ameren Missouri	Analysis	EE-2019-0382
August 2020	Missouri American Water Company	Staff Report	WC-2020-0407
October 2020	Spire Missouri, Inc., d/b/a Spire	Staff Investigation Report	GO-2020-0182
December 2020	Evergy Missouri West, Inc., d/b/a Evergy Missouri West	Supplemental Staff Report	EC-2020-0252
April 2021	All Utilities	Cold Weather Event Report	AO-2021-0264
May 2021	Union Electric Company d/b/a Ameren Missouri	Staff Report	EC-2021-0285
June 2021	Spire Missouri, Inc., d/b/a Spire	Tariff Issue Review – Rate Case	GR-2021-0108
July 2021	All Utilities	Working Case Covid-19 Pandemic Emergency Report	AW-2020-0356
August 2021	Missouri American Water Company	Analysis	WC-2021-0075
September 2021	Union Electric Company d/b/a Ameren Missouri	Staff Direct Testimony Report	ER-2021-0240
September 2021	Union Electric Company d/b/a Ameren Missouri Gas	Staff Direct Testimony Report	GR-2021-0241
November 2021	Missouri American Water Company	Staff Report	WA-2022-0049

<b>Date</b>	<b>Company</b>	<b>Type of Filing</b>	<b>Case No.</b>
January 2022	Spire Missouri, Inc., d/b/a Spire	Staff Report	GC-2022-0137
June 2022	The Empire District Electric Company d/b/a Liberty Utilities	Staff Report	EC-2022-0291
June 2022	Evergy Metro, Inc. d/b/a Evergy Missouri Metro and Evergy Missouri West, Inc., d/b/a Evergy Missouri West	Analysis	EE-2022-0071
November 2022	Spire Missouri, Inc., d/b/a Spire	Analysis	GR-2022-0179
January 2023	Union Electric Company d/b/a Ameren Missouri	Analysis	ER-2022-0337
March 2023	Spire Missouri, Inc., d/b/a Spire	Staff Report	GC-2023-0261
April 2023	Spire Missouri, Inc., d/b/a Spire	Staff Report	GC-2023-0283
June 2023	Confluence Rivers Utility Operating Company, Inc.	Staff Report	SA-2023-0215
April 2023– December 2023	Confluence Rivers Utility Operating Company, Inc.	Co-Case Manager	WR-2023-0006
October 2023	Missouri American Water Company	Staff Report	WA-2023-0434
October 2023	Confluence Rivers Utility Operating Company, Inc.	Staff Report	SA-2023-0437
December 2023	Union Electric Company d/b/a Ameren Missouri	Staff Report	EC-2024-0108
March 2024	Union Electric Company d/b/a Ameren Missouri	Staff Report	EC-2024-0217

**Case No. ER-2024-0189**

**SCHEDULE TH-d2**

**HAS BEEN DEEMED**

**CONFIDENTIAL**

**IN ITS ENTIRETY**

## Full Page

**Changes are coming in Missouri**  
Time-based plans are here

**Why is Missouri changing?**  
Timing plays a crucial role in energy demand, which in turn affects the cost of generating electricity. As energy demand rises, the cost of generating electricity also increases. This usually happens during peak hours of 4-8 pm. During off-peak times (usually in the early morning and overnight) energy demand goes down, which means lower energy costs.

At the same time, reducing energy usage during high-demand times (like hot summer weekdays) also helps ease the strain on the energy grid.

Together, we can embrace the change in Missouri to time-based rate plans and unlock the potential for savings while making a positive impact on our environment and energy grid.

**Making the switch**  
We're here to help you with the transition to time-based rates. Evergy's Missouri customers will transition to the Standard Peak Saver plan starting in October unless you select one of the other three optional time-based rates. Please make sure to select your plan before October as your default will be the Standard Peak Saver plan.

To understand which time-based rate may be best for your household, visit your personalized Rate Comparison Tool (based on your past energy usage). You can switch between time-based rate plans at any time.

**New Missouri time-based plans are here**  
Evergy is introducing four new time-based plans for you to choose from to comply with the change in Missouri. Customers who do not select a new plan before October will be moved to the Standard Peak Saver plan.

**How time-based rate plans work**  
Time-based rate plans charge a lower price for energy most of the day during off-peak hours, a higher price for energy a few hours a day during the peak times of 4-8 pm. It's important to shift your large appliances (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 larger amounts of energy during the peak hours.

**Check out your new time-based plans...**

**Standard Peak Saver**  
This is Evergy's standard rate plan. It's designed to help you save energy during the summer months. It's important to shift your large appliances (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 larger amounts of energy during the peak hours.

**Check out your new time-based plans...**

**Standard Peak Saver**  
This is our new standard rate plan that offers a discounted price for electricity 8 months out of the year but also has a peak price from 4-8 pm during the weekday summer months (June-September). To avoid paying a higher price for energy, it will be important to shift your large energy usage to mornings, overnight, or weekends in the summer. There is only a peak price during the summer months.

**KANSAS CUSTOMERS** No action is needed on your part. Kansas customers don't need to choose a new plan, but optional time-based plans are still available if you're interested. [See your options](#) >>>

**Frequently asked questions**

- Why is this change being made? +
- Who is affected? +
- What do I need to do? +
- Can I compare plans? +
- When does this plan take place? +
- How do I save money on a time-based plan? +
- Is this a rate increase? +
- Can I just stay on my existing plan? +
- How does this impact net metering customers? +

# Campaign Website Landing Page

Audience: Mo Residential customers  
Launched Date: June 2023

**Changes are coming in Missouri**  
Time-based plans are here

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Timing plays a crucial role in energy demand, which in turn affects the cost of generating electricity also increases. This usually happens during peak hours of 4-8 pm. During off-peak times (usually in the early morning and overnight) energy demand goes down, which means lower energy costs.

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To understand which time-based rate may be best for your household, visit your personalized Rate Comparison Tool (based on your past energy usage). You can switch between time-based rate plans at any time.

**New Missouri time-based plans are here**  
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**Frequently asked questions**

- Why is this change being made? +
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- When does this plan take place? +
- How do I save money on a time-based plan? +
- Is this a rate increase? +
- Can I just stay on my existing plan? +
- How does this impact net metering customers? +

**Check out your new time-based plans...**

**Standard Peak Saver** | **Peak Reward Saver** | **Nights & Weekends Saver** | **Nights & Weekends Max Saver**

**Summer Weekdays (Month)**

Time Period	Standard Peak Saver	Peak Reward Saver
7:00 AM - 4:00 PM	\$0.08	\$0.08
4:00 PM - 8:00 PM	\$0.12	\$0.12
8:00 PM - 12:00 AM	\$0.08	\$0.08

**Standard Peak Saver**

- ✓ **Who's it for:** Everyday users. This is Evergy's standard default plan.
- ✓ **Savings level:** Some energy shifting effort and flexibility needed during the summer (June-Sept).
- ✓ **Tip:** Set your thermostat to avoid cooling during summer peak hours of 4-8 pm.

This is our new standard rate plan that offers a discounted price for electricity 8 months out of the year but also has a peak price from 4-8 pm during the weekday summer months (June-September). To avoid paying a higher price for energy, it will be important to shift your large energy usage to mornings, overnight, or weekends in the summer. There is only a peak price during the summer months.

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**Frequently asked questions**

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- How does this impact net metering customers? +



# Out of Home - Billboard

Audience: Mo Residential customers

Date: June-October 2023



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

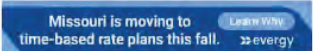
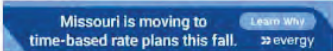
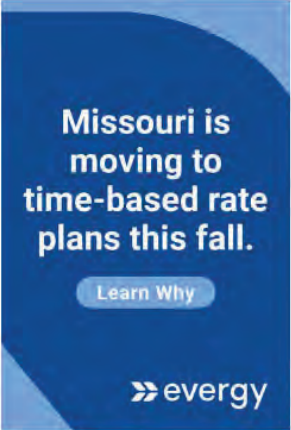
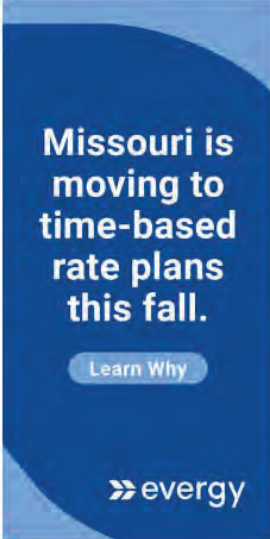
Learn more at [evergy.com/NewPlans](https://evergy.com/NewPlans)

 evergy

The billboard features a dark blue background with a lighter blue curved corner on the right side. The text is white, with 'Missouri' and 'time-based' highlighted in yellow. A green hand-drawn circle is around the word 'Missouri'. The Evergy logo consists of a white arrow pointing right followed by the word 'evergy' in lowercase.

# Digital Banner Ads

## Awareness Ad



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](http://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](http://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 YOUtility 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](https://evergy.com/Time)*

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The YOUtility Company

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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](https://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:*

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](https://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

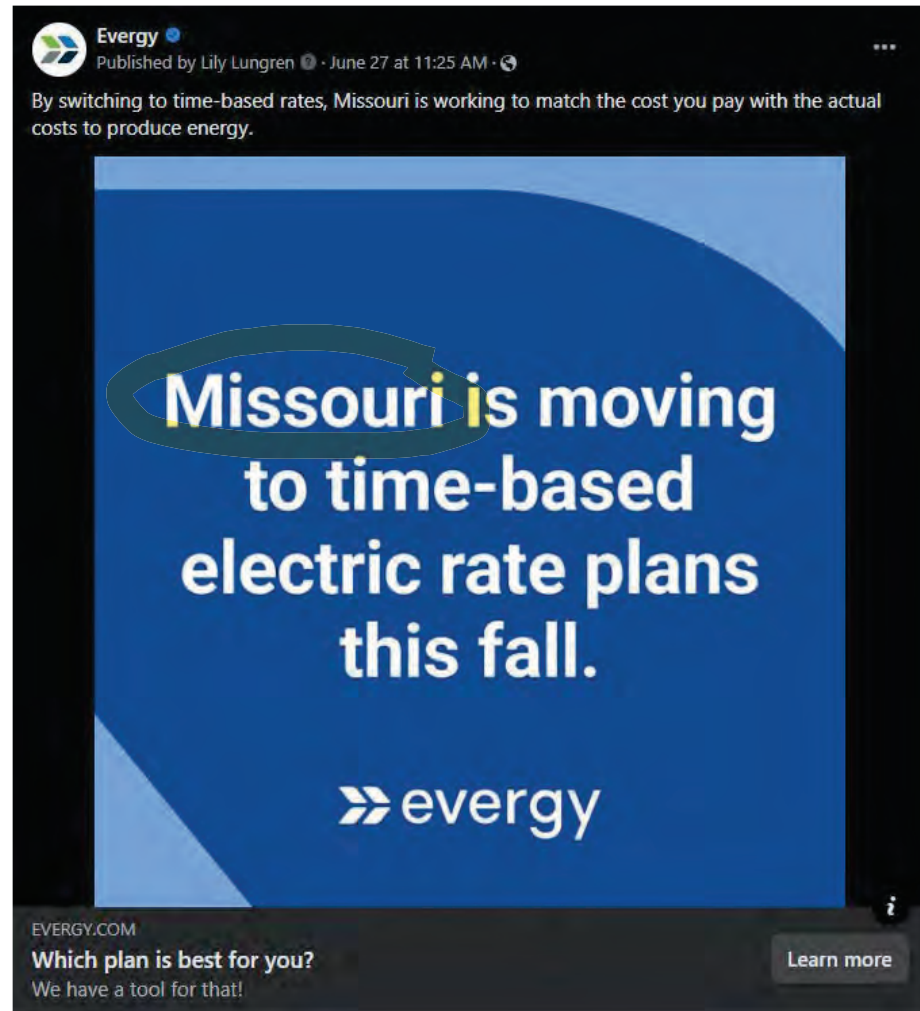
**¿Por qué Missouri está adoptando tarifas en función del tiempo?**  
El tiempo lo es todo cuando se trata de costos energéticos. Las tarifas basadas en el tiempo se ajustan a lo que paga con el costo real de producir energía. Con los planes de tarifas en función del tiempo, se pagará menos por la energía durante los periodos 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:*

The YOUtility Company



# Paid Social Posts



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](https://evergy.com/TimePlans)

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

July Bill Message

Customer Name: BENJAMIN A. CUSTOMER  
Account Number: 1234567890

**Message Board**

Missouri is moving to time-based rate plans this fall. With time-based rate plans, you'll pay less for energy during off-peak times, when demand for energy is lower, and pay more for energy used during the peak hours of 4-8 pm. Learn more at [evergy.com/newplans](https://evergy.com/newplans).

**Account**

- Pre-pay
- Payment
- Utility
- Item 1
- Item 2
- Item 3
- Item 4
- Item 5

**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](https://evergy.com/TimePlans)

# 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!**

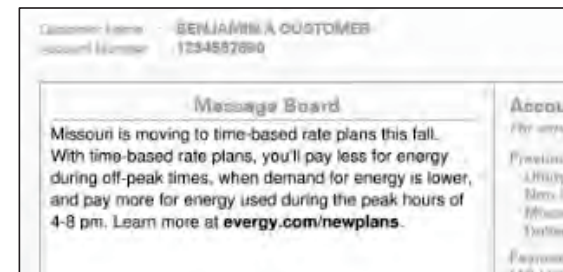
Select your time-based plan before October by going to [evergy.com/TimePlans](https://evergy.com/TimePlans)



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](https://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.

Learn more: 


#### 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.

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.

Learn more: 

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





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**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.

**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.

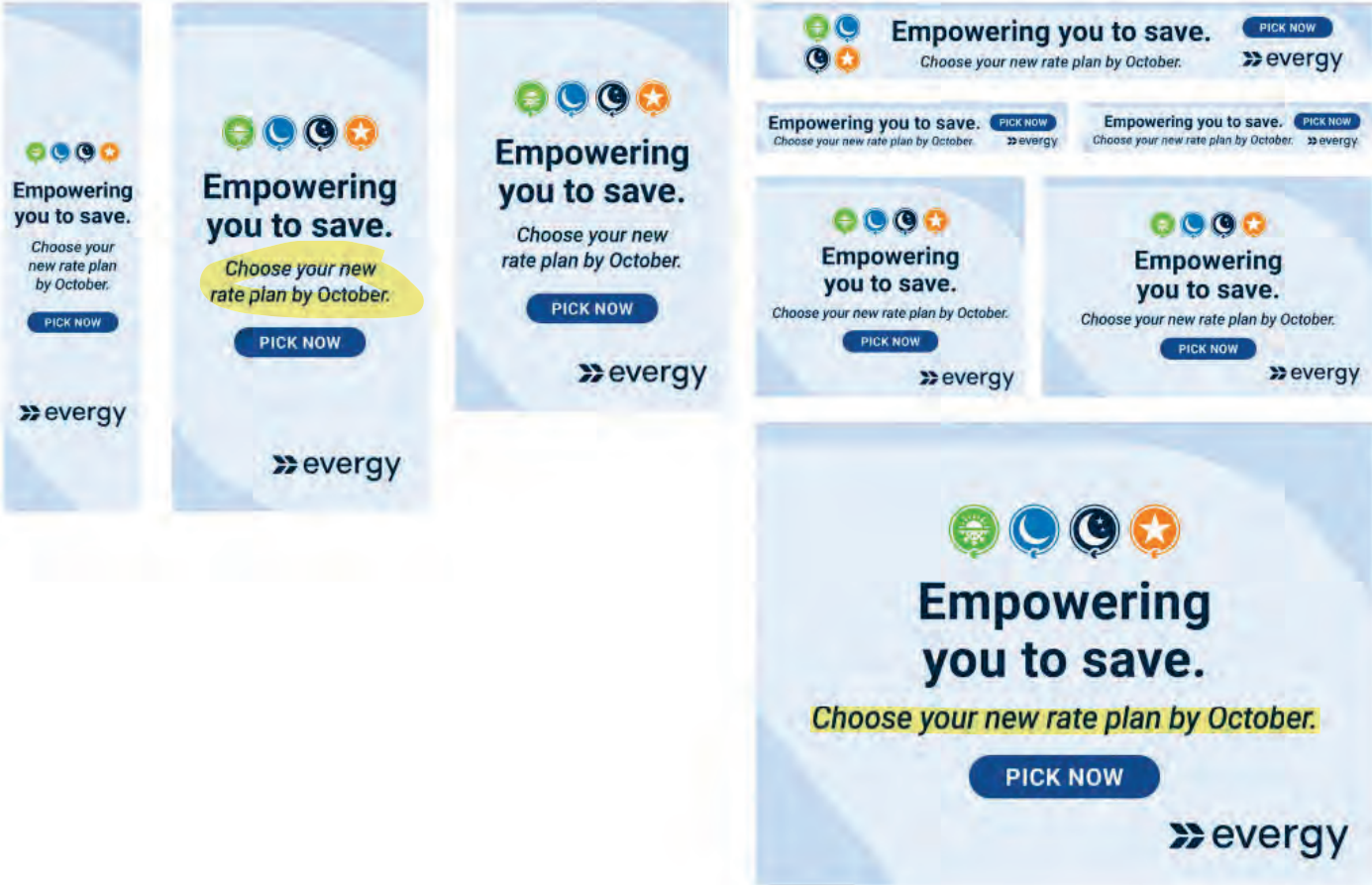
**Four new time-based rate plans – Choose by October**  
With time-based rate plans, you can take advantage of lower off-peak pricing by shifting your larger appliance usage, like dishwashers and clothes drying, to off-peak hours.

-  **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

# Cover Letter Insert in the Rate Education Reports



The cover page features a blue header with the Evergy logo and the text "Welcome to your Rate Education Report". Below the header, a paragraph explains that Missouri is moving to time-based rate plans and that the report uses past energy usage data to estimate costs. A dark blue callout box with white text urges customers to "Select your plan by October" and provides instructions on how to do so. Further down, there are sections titled "Why is Missouri changing to time-based rates?", "How to read your Rate Education Report", and "Questions about the plans or your estimated costs?" with bullet points providing additional resources.

**evergy**

## 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://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.

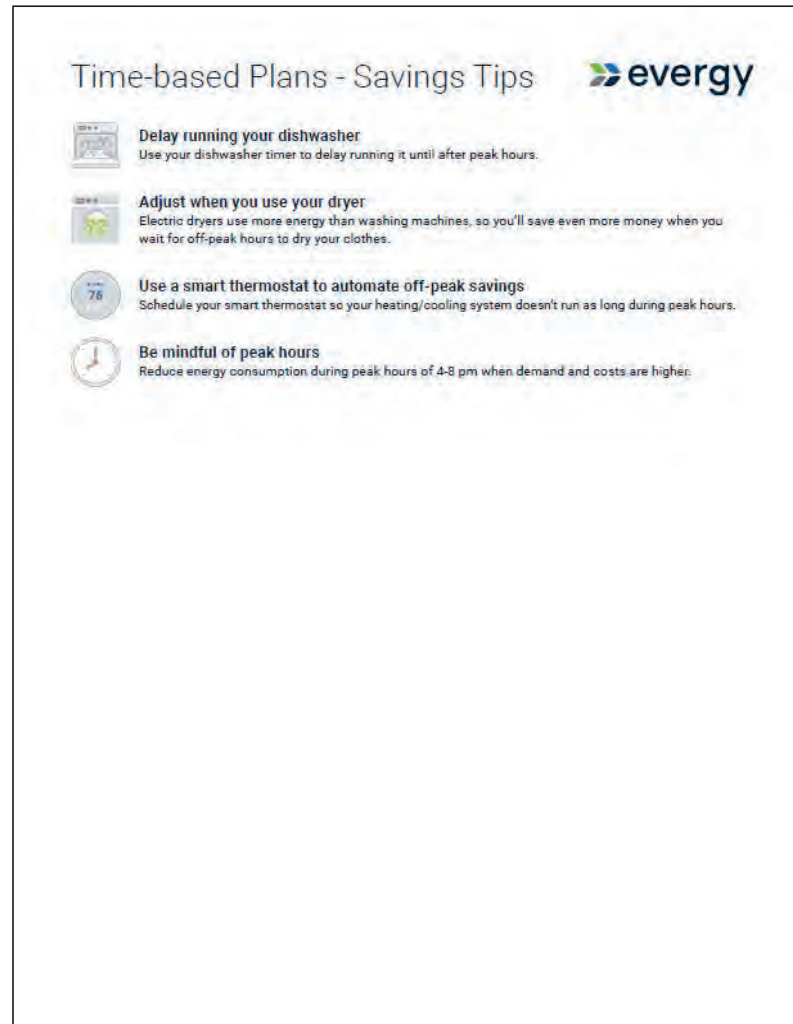
With time-based rate plans, you can take advantage of discounted off-peak pricing by shifting your larger appliance usage, like dishwashers and clothes drying, to off-peak hours.

### 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://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.



This page is titled "Time-based Plans - Savings Tips" and features the Evergy logo. It lists four energy-saving tips, each with a small icon and a brief explanation of how to save money.

## Time-based Plans - Savings Tips **evergy**

-  **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



**Rate Education Report**  
 March 21, 2023  
 Account number XX00001



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

P.O. Box 418879, Kansas City, MO 64141

**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://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 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.

**Standard Peak** 4x more \$

12am — 11pm

Peak hours only apply weekdays June thru September.

12am — 6am (discount credit) | 4pm — 8pm (extra charge) | 8pm — 11pm

**Peak Reward** extra charge

12am — 11pm

Use electricity during Super Saver hours to earn discount credits.

12am — 6am | 4pm — 8pm | 8pm — 11pm

**Nights & Weekends** 6x more \$

12am — 11pm

No Peak hours on holidays and weekends. Lowest overnight price.

12am — 6am | 4pm — 8pm | 8pm — 11pm

**Nights & Weekends Max** 12x more \$

12am — 11pm

No Peak hours on holidays and weekends. Lowest overnight price.


12am — 6am | 4pm — 8pm | 8pm — 11pm

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

**Choose your new plan today!**


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

Or call 1-800-541-0407.



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

This rate comparison is provided for illustrative purposes only and does not constitute a representation or recommendation by Evergy as to what rate is best for you. Evergy cannot guarantee the accuracy, completeness or usefulness of the estimated cost information. Estimated costs shown may vary from results of the online rate comparison tool, as 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

**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](#)

<b>Standard peak</b> No peak during 8 months of the year	<b>\$95</b> /month <small>LEARN MORE</small>
<b>Peak Reward</b> Earn discount credits	<b>\$104</b> /month <small>LEARN MORE</small>
<b>Nights &amp; Weekends</b> Lower overnight prices	<b>\$103</b> /month <small>LEARN MORE</small>
<b>Nights &amp; Weekends Max</b> Lowest overnight prices	<b>\$93</b> /month <small>LEARN MORE</small>
<b>Your current plan</b> Discontinued starting October 2023	<b>\$106</b> /month

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?**

**Standard Peak Saver**  
4x more \$

**Peak Reward**  
discount credit, extra charge

**Nights & Weekends**  
2x more \$

**Nights & Weekends Max**  
12x more \$

Legend:  
■ 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.

**Questions?**  
We're here to help you with your transition to time-based rate plans.  
Visit: [evergy.com/PeakPlans](http://evergy.com/PeakPlans)  
Call: 800-541-0407

**Analyze:** Use our online *Compare My Rate* tool to see which plan might be best for you.

## 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 con descuento*

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

**Nights & Weekends Saver**  
*Tres periodos de tiempo: descuentos nocturnos y de fin de semana*

**Nights & Weekends Max Saver**  
*Tres periodos 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.

**¿Tiene preguntas?**  
Estamos aquí para ayudarle con su transición a planes de tarifas basadas en la hora de uso.  
Visite: [evergy.com/PeakPlans](http://evergy.com/PeakPlans)  
Lláme: 800-541-0407

**Análisis:** utilice *Compare My Rate*, nuestra herramienta en línea para comparar tarifas, para ver cuál plan podría ser el mejor para usted.

# 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

The screenshot shows an email from Evergy with the following content:

**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



**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](#).

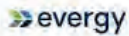
**A note about electric heating**

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 Evergy 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 to 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

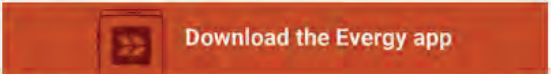
#### Heating and cooling

- 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.

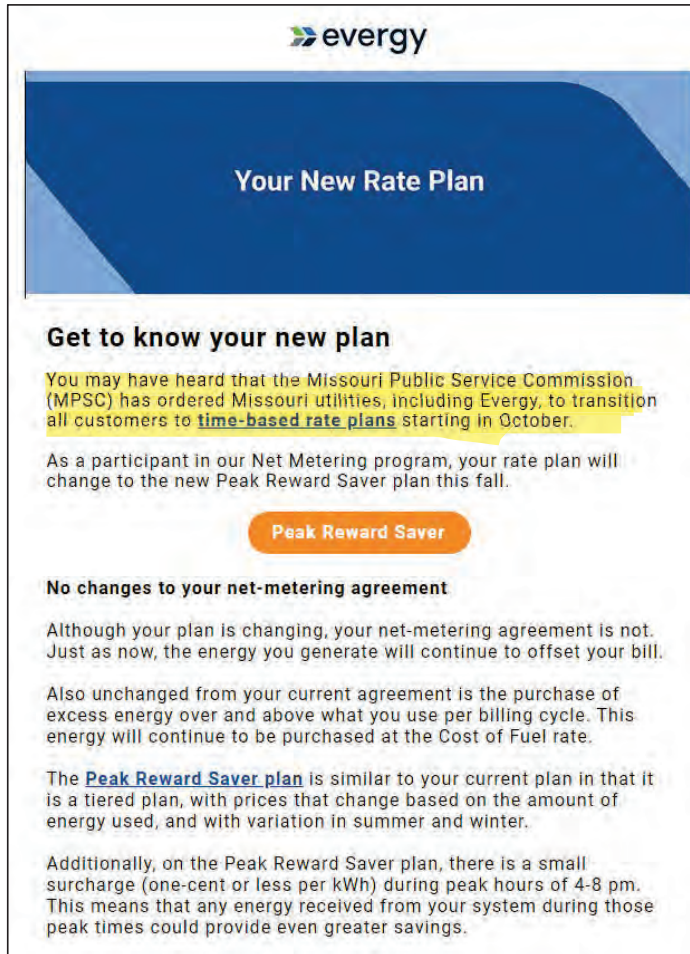
[Energy Use Chart](#)

\*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



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



**evergy**

## 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

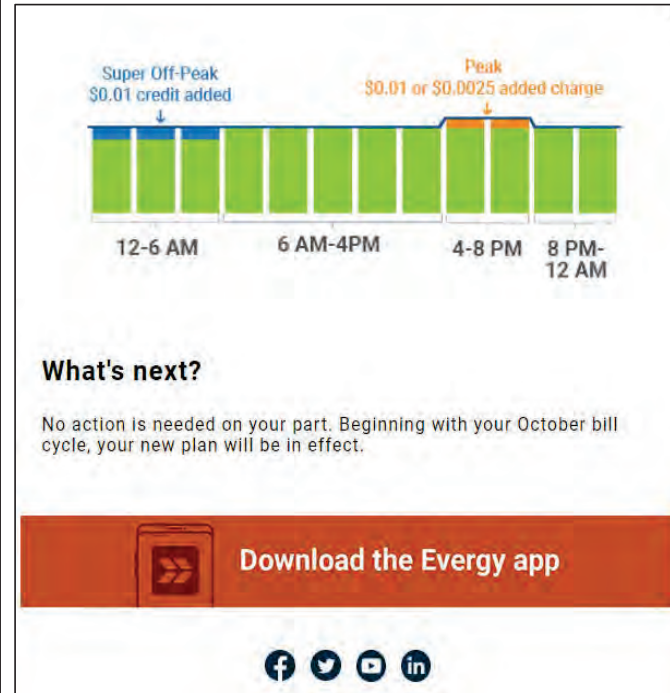
Although your plan is changing, your net-metering agreement is not. Just as now, the energy you generate will continue to offset your bill.

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 25<sup>th</sup>




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 23<sup>rd</sup>

## 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.



# Customer Postcard - September

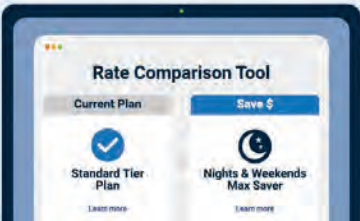


## It's time to pick your new time-based rate plan.

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)



Audience: Mo Residential (excluding already on TOU, net metering, solar sub)  
~450,000

Send Date: September 15-20, 2023

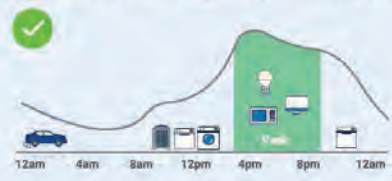
### Your current rate plan will be changing in October.

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](https://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](https://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.

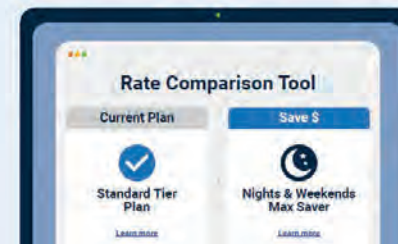
### Which plan is right for your household?

**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](https://evergy.com/TimePlans)

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



Case No. ER-2024-0189

Schedule TH-d3

Page 24 of 39

# 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 Eversource, 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 Eversource 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 Eversource account](#). If you don't yet have an account, you can easily create one with the Eversource 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](#)

[Download the Eversource app](#)

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

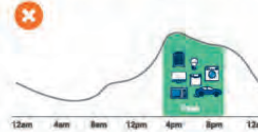
As part of the new mandate from the MPSC, your current All-Electric rate plan (or electric space heating rate) is being discontinued. Your old plan offered a discounted rate in the winter for electric space heating customers, which is no longer offered. Due to this change, customers with electric heat 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.

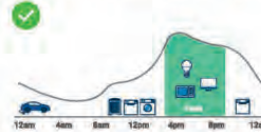
## Why is Missouri moving to time-based plans?

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 questions, contact our Time-Based Rate Plan Hotline at 1-800-541-0407 or visit [evergy.com/SaverPlans](http://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.



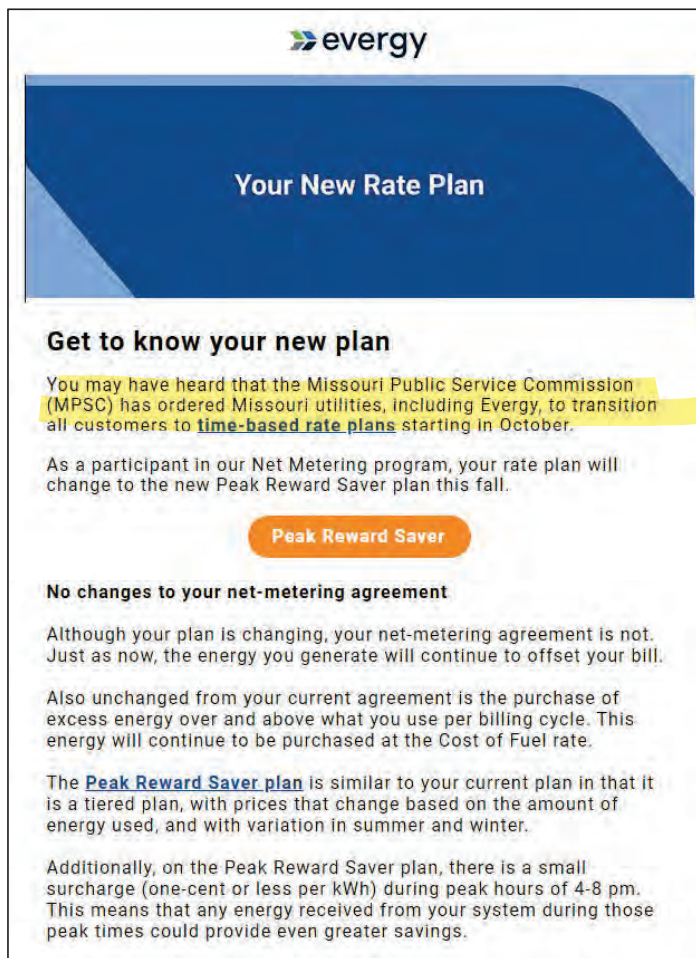
### Be mindful of peak hours

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



**evergy**

## 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

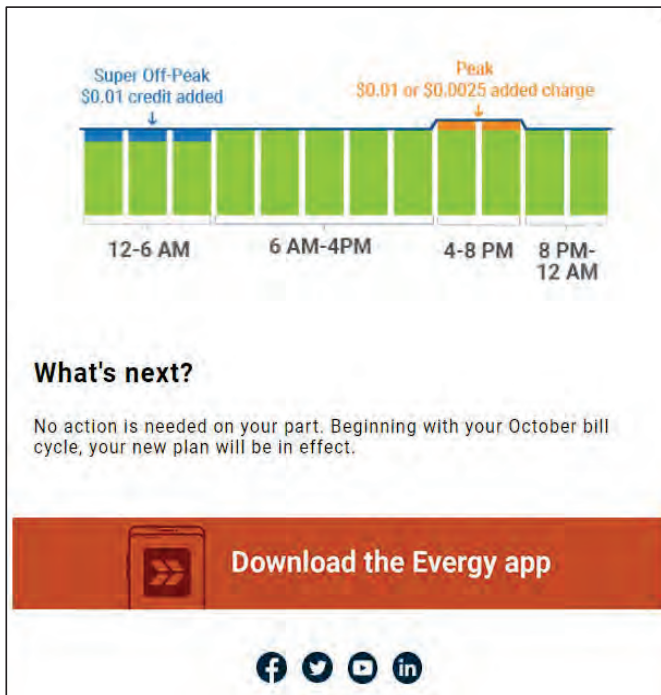
Although your plan is changing, your net-metering agreement is not. Just as now, the energy you generate will continue to offset your bill.

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: Resend to non-opens from August: Net-metering, ~3,000  
Note: electric heat pod only shows for space heating customers  
Send Date: September 2023




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**

# 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 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: 1-800-541-0407.

## We're here to help!

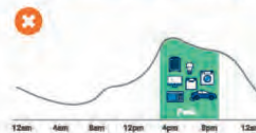
We know rate plans can feel confusing. If you need help, we are here to assist you.

- **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](http://evergy.com/SaverPlans)

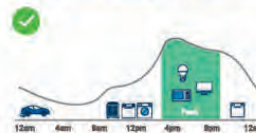
## Why is Missouri moving to time-based plans?

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.

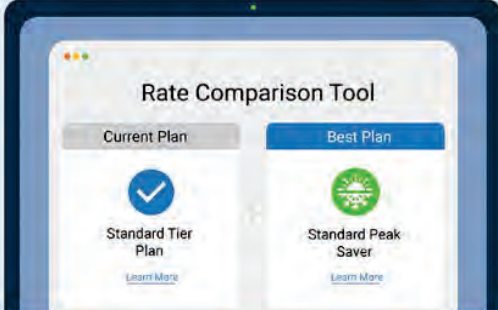
See [more details on the Missouri changes](#), and what they mean for you.

### 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.

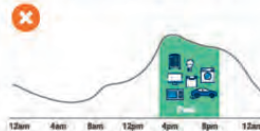
We invite you to use our online personalized Rate Comparison Tool or read your Rate Education Report\* that arrived by mail in August to see which plan best fits your household based on your past energy usage.

**Why is Missouri moving to time-based plans?**

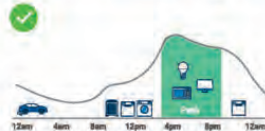
Supply and demand play an important part in the overall cost to produce energy. When there is a high demand for energy during the peak hours, producing energy becomes more expensive. On the other hand, when energy demand is lower, the cost to produce energy goes down. With the new time-based rate plans, 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...

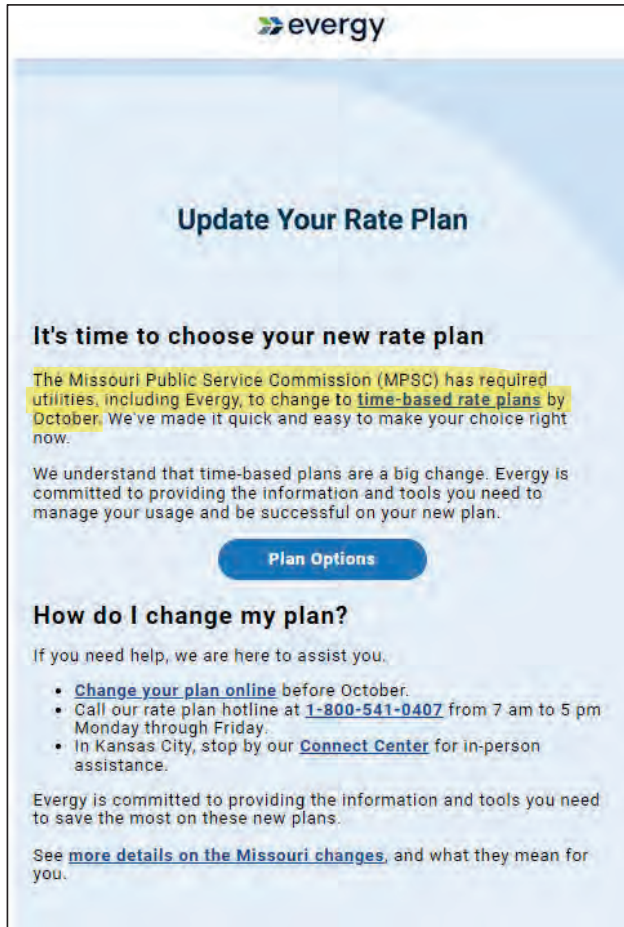
- Delay running your dishwasher**  
Use your dishwasher timer to delay running it until after peak hours.
- Adjust when you use your dryer**  
Electric dryers use more energy than washing machines, so you'll save even more money when you wait for off-peak hours to dry your clothes.
- Use a smart thermostat 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



**evergy**

## 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](#)

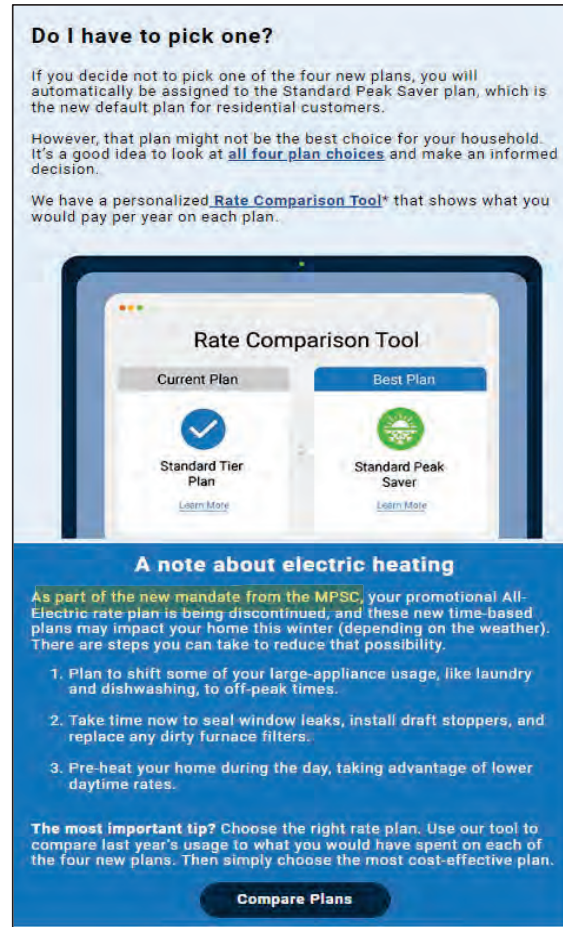
### How do I change my plan?

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** 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.

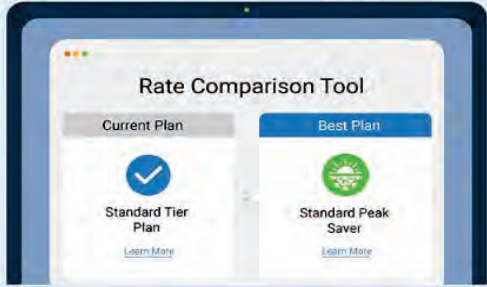


### Do I have to pick one?

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 Energize, 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 [energize.com/SaverPlans](http://energize.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



**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.

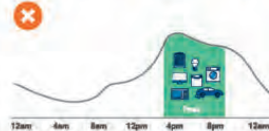
Visit [evergy.com/SaverPlans](https://www.evergy.com/SaverPlans) or call **1-800-541-0407** to learn more about the plan options and to select your new plan.

\*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...

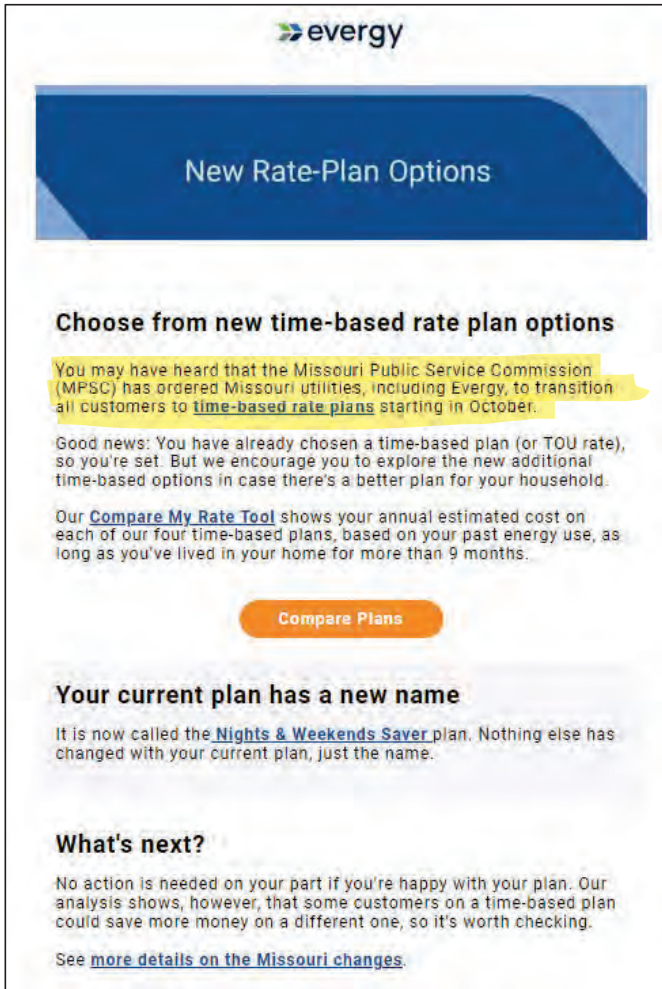
- Delay running your dishwasher**  
Use your dishwasher timer to delay running it until after peak hours.
- Adjust when you use your dryer**  
Electric dryers use more energy than washing machines, so you'll save even more money when you wait for off-peak hours to dry your clothes.
- Use a smart thermostat 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.



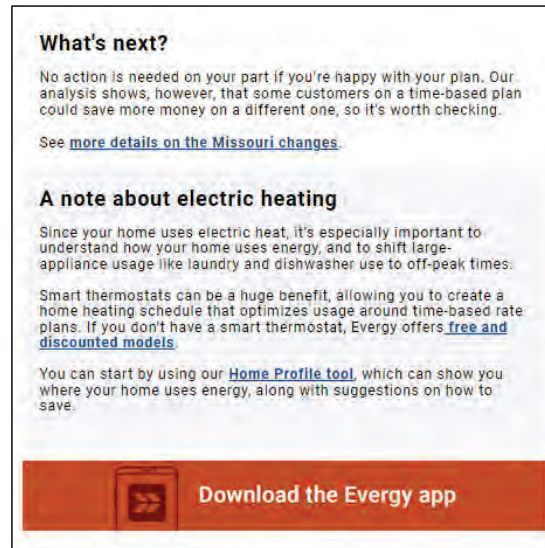
# Pilot TOU Customers: September Email



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**
- A highlighted paragraph: "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."
- Text: "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."
- Text: "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."
- A button labeled "Compare Plans".
- Your current plan has a new name**
- Text: "It is now called the [Nights & Weekends Saver](#) plan. Nothing else has changed with your current plan, just the name."
- What's next?**
- Text: "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."
- Text: "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



The screenshot shows the 'What's next?' section of the email with the following content:

- What's next?**
- Text: "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."
- Text: "See [more details on the Missouri changes](#)."
- A note about electric heating**
- Text: "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."
- Text: "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](#)."
- Text: "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."
- A button labeled "Download the Evergy app" with an app icon.

# Request for Information: Packet Mailed by Request

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

**energy**

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

- **Call us at night:** 800-247-2427 from 7 am to 5 pm Monday through Friday.
- **Visit us in person:** Energy Center from 9 am to 4 pm Monday through Friday, 1700 The Power Blvd., Kansas City, MO 64108
- **Visit us online:** [energy.com/SavePlans](http://energy.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 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 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.

Rate Plan	Off-Peak Rate	Peak Rate	Price Difference
Default Time Based Plan	\$0.084	\$0.101	\$0.017
Other Time Based Plan	\$0.084	\$0.118	\$0.034

**Want a different rate plan?**  
 Energy has three other time-based rate plans. If you want to switch to one of these other rate plan options to better suit 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.

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

**Energy's Missouri customers will be automatically enrolled in the Default Time Based Plan if you don't choose one of the other plan options. The Default Time Based Plan is very similar to the rate plan you have today, and has the lowest price difference between peak and off-peak times.**

**Why is Missouri transitioning to time-based rates?**  
 The Missouri Public Service Commission has ordered Missouri utilities, including us, to transition to mandatory time-based rate plans. The goal of time-based rates is 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 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. Use 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**  
 Similar to the rate plan you use today. It has the lowest price difference between peak and off-peak times.

**Nights & Weekends Plan**  
 Save time during the week with off-peak rates, and get a discount during the weekend.

**Nights & Weekends Max Plan**  
 Save time during the week with off-peak rates, and get a larger discount during the weekend.

**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 energy when you use it off-peak hours to dry your clothes.
- **Use a smart thermostat to minimize 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.

**Energy Missouri Metro**

**Default Time Based Plan**      **Nights & Weekends Plan**      **Nights & Weekends Max Plan**      **Default Time Based Plan (Formerly Peak Forward Cover)**

Rate Plan	Off-Peak Rate	Peak Rate	Price Difference
Default Time Based Plan	\$0.084	\$0.101	\$0.017
Nights & Weekends Plan	\$0.084	\$0.118	\$0.034
Nights & Weekends Max Plan	\$0.084	\$0.135	\$0.051
Default Time Based Plan (Formerly Peak Forward Cover)	\$0.084	\$0.152	\$0.068

**Energy Missouri Metro**

**Default Time Based Plan**      **Nights & Weekends Plan**      **Nights & Weekends Max Plan**      **Default Time Based Plan (Formerly Peak Forward Cover)**

Rate Plan	Off-Peak Rate	Peak Rate	Price Difference
Default Time Based Plan	\$0.084	\$0.101	\$0.017
Nights & Weekends Plan	\$0.084	\$0.118	\$0.034
Nights & Weekends Max Plan	\$0.084	\$0.135	\$0.051
Default Time Based Plan (Formerly Peak Forward Cover)	\$0.084	\$0.152	\$0.068

# 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](https://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](https://evergy.com/myrate).

### Sample Public Comments and Complaints - Evergy Missouri West - TOU

Consumer Comment No.	Date Filed	City	State	Consumer Comments
P202400287	11/30/2023	St. Joseph	MO	The TOU rates are discrimination against all-electric based customers who will see large increases in their bills. I have an all-electric heat pump and it is not designed to be off for 4 hours during peak times like the company wants. These plans do not have the customers in mind and none of these companies have any idea what they're doing. I have testified in federal cases regarding energy matters and know what I'm talking about and these rates are not good for anyone.
P202400256	10/5/2023	n/a	MO	Evergy has had a lot of changes lately. Many people don't understand. Too many changes all at one time. The State is allowing/requiring too many last minute changes. They are affecting periods not in at the time. Tough on everyone especially the disabled like myself. They shouldn't get the increase with the Time of Use as an already big change.
P202400254	10/3/2023	Weatherby Lake	MO	I object to any new price increases for Evergy for any reason. They say the increase may be as little as a penny. We live in the city of Weatherby Lake, MO which gets a 10% lug added to our electrical bill just for Weatherby Lake. So every cent Evergy increases my bill, there is another 10% added to my bill. Another question I have is "Why is Evergy advertising on tv?" We have no choice but to use Evergy and why should they be spending money to advertise? Further, if Evergy wants to save money, they can quit sending out and paying postage for those stupid letters telling me how much electricity I have used vs my neighbors. Evergy is a monopoly that needs to mind it's own spending and get out of my purse. I object!
P202400247	9/29/2023	St. Joseph	MO	"I am on a very low fixed income and I feel like these new rate plans are going to hurt me. These disproportionately effect the poor. Those of us on disability should receive some kind of discount. I have a very small home and live alone and this has affected me. Missouri Public Utilities Commission,
P202400242	9/29/2023	Weston	MO	Your goal... your only goal is to keep prices low for us Missourians and keep us on a path to enrich our lives. Well you have failed, and miserably so. Why would you deny KCP&L the right to raise our rates for years, then this year give them a way to murder our rates. 4X's what our former plan was is now the norm. Not only that... it is time based rates so it kills us because Missouri kids get home at 3:30pm and parents get home at 5:00pm and now we can't run an air conditioner or even heat our homes till 8pm without a major surcharge! That is an outrage and I will look for every possible way to replace every single one of you on the MPUC.
P202400241	9/28/2023	Gower	MO	Fellow Missourian (co) Customer called stating that it seems like they're screwing the public and not helping us. No matter what he does his rates are going up. Everything has gone up in price. Just wanted to add my opinion of the new Evergy time-based rate plans migration.
P202400239	9/26/2023	St. Joseph	MO	I totally agree with MO Representative Dean VanSchoiack's letter that he sent you. It was posted on FaceBook and gave your email address to remind patrons to email you with what they think of the new plans. (see attached pdf)
P202400238	9/26/2023	Fillmore	MO	I am writing to request that we, Evergy customers, can keep our current plans. I had no idea that five people had the power to force us to lose our current rate plan, tell us when we should and should not use our appliances and air-conditioners. The people on fixed incomes, the elderly, the impoverished will feel the brunt of this "big-brother" power move. Reconsider placing yet another financial burden on your fellow Missourians.

### Sample Public Comments and Complaints - Evergy Missouri West - TOU

Consumer Comment No.	Date Filed	City	State	Consumer Comments
P202400237	9/26/2023	Saint Joseph	MO	<p>This has to be repealed for the sake of working families. You come home from work around 5 pm, hot and tired from working all day and the power company is going to take advantage of you by charging you more for the electricity. If that is right you do not know wrong. Working mothers come home need to cook dinner, and get a load or two of washing done. She is tired and needs to get things done and the power company is going to take advantage of her by charging her more for the electricity she needs to use to keep the family running. Again if that is right you do not know wrong. Please reconsider your plan.</p> <p>Thanks for listening to my grumbling.</p>
P202400228	9/22/2023	DeKalb	MO	<p>I'm wanting to let you know, I'm very confused, and disappointed with your imposed rate changes , and I do not approve of the mandated "time of use" rates that you have mandated to the customers "me" of Evergy!</p> <p>I'm asking that you allow Evergy to keep their current rate plans and allow users to opt- in to the "time of use" rate plans if they choose to!</p> <p>Thank You</p>
P202400227	9/22/2023	Country Club	MO	<p>Missouri Public Service Commission</p> <p>My wife and I are adamantly opposed to the "time of use" rate changes being mandated by MPSC.</p> <p>This has been extremely confusing for most people, especially senior citizens like us. We feel the Commission has overstepped their bounds and don't have the best interests of consumers in mind.</p> <p>We strongly recommend you withdraw this mandate.</p>
P202400223	9/21/2023	Blue Springs	MO	<p>I have a few concerns about the Evergy proposed tier rate system. First, their own website will not allow me to review or pick a plan because their system shows "insufficient information". Hmm, I have lived here over 12 years, there should be plenty of records of electrical usage. Second, if there is insufficient information, how are they going to properly charge me for "peak time" usage? Random numbers? (see attached pdf)</p>
P202400220	9/20/2023	St. Joseph	MO	<p>I am a resident of St. Joseph, MO and a customer of Evergy at my personal home as well as a rental house.</p> <p>I am totally opposed to any mandate -- so-called mandate -- to have a "time of use" rate imposed on my home.</p> <p>I do not have one of the NEST thermostats and do not like the idea of a public utility having control over my heating and cooling options.</p> <p>I am confused and disappointed that we even have to comment on any rate changes!!</p>
P202400219	9/20/2023	Cosby	MO	<p>To whom it may concern,</p> <p>With the upcoming mandated change in rate plans that is being required by the PSC, it is going to cost many Missourians, my self included, more money who rely on all electric heating and cooling. The benefit to requiring this change for those all electric customers will be marginal. The phrase "benefit at other's expense" comes to mind.</p> <p>I urge the psc to allow Evergy to keep the all electric plan for those customers that are currently on it. There is absolutely zero benefit that TBRP's will have for these customers besides costing them more to provide heat when needed most.</p> <p>Thanks</p>



### Sample Public Comments and Complaints - Evergy Missouri West - TOU

Consumer Comment No.	Date Filed	City	State	Consumer Comments
P202400216	9/19/2023	St. Joseph	MO	I received a notice from Evergy stating that the all-electric plan which we have been on for nearly 16 years is going to be eliminated, and we will be forced onto a time-based rate plan. I have checked all four of these new time-based plans, and we will end up paying much for electricity no matter which plan we choose. (See attached pdf)
P202400206	9/18/2023	Carrollton	MO	The reason for this letter is I'm concerned with the time of use plans Evergy is coming out with that you seem so happy to mandate. (see attached pdf)
P202400200	9/15/2023	Glasgow	MO	Do to your decision Evergy says they have been forced to go to a time based rate energy rate. This should be highly illegal, A company should not be able to charge different rates for the same energy just because of the time the energy is used. This is price gouging, and is immoral. Who ever came up with this plan to force Missouri citizens to be forced into this energy plan should be removed from office immediately. I'm asking you to do the right thing here. This should not be forced on anyone. Especially in this current inflation and economy.
P202400198	9/14/2023	Mount City	MO	To Whom It May Concern: Why are we about to regulate the use of electricity in private homes? Most homes are two family income homes now and the typical time to be at home is between the hours you have told our electric company to charge us up to 4 times more for usage. Are we to be a 3rd world country? Sit in the dark, wash our clothes by hand and fold up the paper to fan ourselves in the evenings? This is America. We are to be free & prosperous. What you are doing--especially as unelected officials is wrong.
P202400191	9/14/2023	Maryville	MO	I am sending this letter to ask that you do not change the billing to time based. All of my family in Maryville are scared they will have to go without AC or Heat at some time due to the astronomical costs associated with the new structure. (see attached pdf)
P202400185	9/12/2023	Clinton	MO	Hello, I am writing today to express my concerns with the new time of rate plans. When rates go up from 4-8 PM this really affects a lot of people that work till 5. When I get off work it is time to start cooking. Everything we use to cook with requires power. To keep my bill from going up I am now going to have to make my kids starve until we can start cooking at 8 PM and then when the food is done it might be 9 or 10 pm. So my kids will have to stay up later at night getting less sleep which in turn is going to cause their grades to suffer at school due to lack of sleep. (see attached pdf)
P202400182	9/12/2023	St. Joseph	MO	What is going on with Evergy electric? They say we have to choose a plan that they say your mandating them to do. Between 4 and 8 they can charge up to 10 times more for electricity. In my opinion this is price gauging the public just because there is more demand for electricity at that time when people get off work. Need to look at Facebook, I think this problem is going viral and Evergy says you're making them do this. I wonder how many commissioners have stock in these utilities, Makes a person wonder..
P202400179	9/8/2023	Blue Springs	MO	(co) Customer called stating that the rates have doubled over the past year. This is destroying the middle class. He feels trapped. They're one utility company around. They're using price to control when consumers use their electricity. They made it seem like they're designed to save you money.

### Sample Public Comments and Complaints - Evergy Missouri West - TOU

Consumer Comment No.	Date Filed	City	State	Consumer Comments
P202400177	9/7/2023	Liberty	MO	<p>Evergy is asking for me to choose between 4 plans now charging by the non-peak- peak hours and is penalizing people between hours of 4-8 pm. This is a monopoly rate hike as I don't have the ability to use another utility company that is competitive. It's almost organized crime as the rates can be as much as 10x more money when people are home the most. Evergy obviously have been irresponsible with their infrastructure and future plans to adopt to much costly renewable energy, so now the consumer is paying the bill for poor management decisions. Extreme profit shares, Extreme luxury offices and extreme wages are also some of the reasons we are now seeing this unfair practice. This peak time will only move once people adjust around the hours.</p>
P202400175	9/7/2023	Adrain	MO	<p>I would like to voice my extreme disapproval for our commission allowing time based electric rates. Using a 4-8 pm time slot for the higher rate is detrimental to working families. Those are the only hours you have to get things done and kids to bed. You have benefited the welfare and social security customers at the expense of the working middle class. It does not cost more to generate electricity during certain times. The employees at the power plant make the same, the coal is the same, and many business shut down that would shift power from commercial to residential. This was a move that the only motive is profit. As officials representing the public, this was beyond a poor move for your people.</p>
P202400157	8/31/2023	Windsor	MO	<p>But Evergy has been stuffing my bill with inserts about time-based rates taking effect in October. When I investigate these new rates, I find that my rate will increase over 300% between the hours of 4 and 8 pm. I am retired and living on Social Security and my meager life savings. Where is my PUBLIC SERVICE commission when I need them? How can you allow this to happen and still sit on this commission? (see attached pdf)</p>
P202400152	8/31/2023	Warrensburg	MO	<p>As a Missouri citizen I feel like you owe all of us an explanation on why you agreed to legalized price gouging in the form of time based rates? In what universe is commifornia a good example of how to do anything? (see attatched pdf)</p>
P202400142	8/31/2023	Dearborn	MO	<p>I'd like to know if the same due diligence was done in Missouri as it was in Kansas in relation to Evergy's new rate hikes. And if it was, how did Missouri come to a different conclusion? It seems like Evergy was given carte blanche to do whatever they wanted.</p>
P202400128	8/25/2023	Platte City	MO	<p>As a former VP of sales I would never present my customer with an array of confusion like Evergy has done. No one I have talked to understands the plans. (see attached pdf)</p>
P202400122	8/23/2023	Dearborn	MO	<p>The fact that Evergy stockholders are excited about these new rate options tells me everything I need to know but quadrupling rates from 4-8 pm is going to hurt working people the most. I can not afford my utility bills already. (see attached pdf)</p>
P202400107	8/14/2023	Belton	MO	<p>I am an Evergy customer that will be forcibly subjected to the policy changes coming this fall. Your vote to implement these changes far surpasses your duty as commissioners to simply ensure we have access to AFFORDABLE energy without overstepping your authority to telling us what behaviors we should or should not be modifying. This needs to be delayed indefinitely and I am calling upon you to reverse course immediately.</p>
P202400105	8/14/2023	OFallon	MO	<p>My complaint is with the blatant overreach and incredible dishonesty of the Public Services Commission itself with regard to their unilateral, dictatorial decision to force time-of-use rates on the people of Missouri. (see attached pdf)</p>

### Sample Public Comments and Complaints - Evergy Missouri West - TOU

Consumer Comment No.	Date Filed	City	State	Consumer Comments
P202400100	8/11/2023	Belton	MO	I do not understand why we are being forced into these time of use rates. We need government officials that are standing up for us! Not allowing all of this! (see attached pdf)
P202400099	8/9/2023	St. Joseph	MO	We are being forced to change our home electrical service plans by Evergy, and they are telling us that it is because of requirements of the PSC. (see attached pdf)
P202400098	8/9/2023	Clinton	MO	We were wondering what is the purpose of the new rate plans since all of them raise our rates. We thought you were suppose to be looking out for the consumer.
P202400090	8/7/2023	Raymore	MO	Homeowners on an All Electric plan are going to see their rate under the Time Based plans nearly double. Simple math shows this. The justification for eliminating all electric rates is it helps other residential customers. This argument doesn't hold water. As an all-electric customer, I'm not polluting the environment burning wood, natural gas, or propane. Yet, I'm being punished. Why aren't the rates increasing for the largest consumers of energy—businesses? Missouri is lost.
P202400087	8/4/2023	Blue Springs	MO	(JP) "This new TOU is very confusing and difficult to understand for those of us who are not savvy with technology. Groceries, gas, mortgages and now utilities are going up but wages are not going up. I cannot work due to health issues. These increases have been going on for years and it isn't fair. This is a nightmare and not fair."
P202400086	8/4/2023	Blue Springs	MO	(JP) "I am disgusted on how Evergy and the PSC went about this new TOU rates. You are charging more during the times that most people use electricity. I just found out about this today through facebook. I have been trying to log onto my online account to see which plan works for me but I can't get on. They have gone about this the wrong way."
P202400085	8/4/2023	Calhous	MO	I am currently on Evergy's All Electric Rate. No matter which TOU rate plan I choose, I'm going to be paying a lot more, because they're eliminating the All Electric discount. If you're going to get rid of the discount for me, you should get rid of the discounts for commercial and business accounts, too. Yet they're not affected by this. If the goal is to reduce energy use, then everybody should be on the same playing field.
P202400029	7/10/2023	Lees Summit	MO	(tb) Steve is upset/opposed to the TOU rates. Says this is extraordinarily publicly stupid to make a decision like this when people are being reassessed on property taxes. This is being forced on them & is so dumb. He says he is speaking for thousands of people on his neighborhood facebook page who are upset about this.
P202400022	7/7/2023	Saint Joesph	MO	I cannot believe you would allow Evergy to have a rate increase and then allow this latest's scam too the public where we have to select some energy program by October. This selection only lines the pockets of the company by more than doubling the kilowatt cost between the the hours of 4-8PM. This is prime time for workers but as a retired person I will still be doubling my costs because I will not be turning off my air conditioner. (See attached)
P202400018	7/6/2023	Blue Springs	MO	(JE) Donna received notice on her billing statement about Time of Use rates starting in October. She does not agree with Time of Use rates & that I was able to explain Time of Use rates better than anyone else at Evergy she has spoke with.
P202400009	7/5/2023	Liberty	MO	(JP) "I don't understand why this TOU thing was approved by the Commission or why residential customers are taking the hit but businesses aren't being forced to do this. Why not charge everyone a flat rate? Evergy is a monopoly so I can't choose another provider. And they aren't even improving the infrastructure because there are frequent power outages and surges in my area b/c they overloaded the grid. Evergy keeps saying they're working on but still no improvement."

**Sample Public Comments and Complaints - Evergy Missouri West - TOU**

Consumer Comment No.	Date Filed	City	State	Consumer Comments
P202302304	6/30/2023	Elmo	MO	Your approval of evergys time stamped energy usage plans is absolutely ridiculous and too supportive of the corporation. There was no consideration of the people who pay those bills. This approval needs to be revoked. 4 plans with specific time to where your energy is more expensive is far too confusing for the general public and this is a money grab because they know people will not understand the criteria.
P202302301	6/29/2023	Oak Grove	MO	(JE) Jason called regarding bill message concerning Time of Use rates that will go into effect October 1st. Jason is against Time of Use rates & the rates approved in Evergy's last rate case. Does not think people should be penalized for peak usage when most work day jobs to come home and cook, clean, dishes, and normal everyday usage.
P202302285	6/28/2023	NA	MO	(co) Customer called asking if they're thinking about the working class. She stated that this is a 400% increase. This is just another burden. It's like we're pushing for more usage on one end and trying to cut it on the other end. (JP) "It's not a free market when it comes to utility companies here so I don't have another choice other than Evergy. I don't want them telling me I am tired of accepting things I'm not happy with. I don't think it's right that we're being forced into these new rate schedule tiers."
P202302283	6/28/2023	Kansas City	MO	Do to your decision Evergy says they have been forced to go to a time based rate energy rate. This should be highly illegal, A company should not be able to charge different rates for the same energy just because of the time the energy is used. This is price gouging, and is immoral. Who ever came up with this plan to force Missouri citizens to be forced into this energy plan should be removed from office immediately. I'm asking you to do the right thing here. This should not be forced on anyone. Especially in this current inflation and economy.
CI202400303	9/20/2023		MO	Evergy's proposed "peak saver" utility use rate schedule with rate increases during "peak" hours will put most seniors and low income persons at a health risk of heat stroke as they propose to incur higher costs for running the air conditioner during the hottest time of day . This will force many to turn off the fans & a/c and suffer in the unbearable 94° temp with heat indexes of @ or over 100°.
C202301046	6/29/2023		MO	