

Executive Summary

Customer Operations Update

There has been no change in Evergy's J.D. Power and Associates residential customer score and ranking for Overall Customer Satisfaction (CSAT) since the last committee meeting. Year to date, Evergy is ranked eleventh out of fifteen Midwest large utility peers, after placing in the second quartile for calendar year 2022. We expect the fourth quarter and full year scores in the third week of December.

Year to date, Evergy's call centers have been challenged, with performance impacted by headwinds from attrition and the higher call volume driven by the shift time-of-use rates in Missouri. We expect our Kansas call center to meet or exceed service standards set for 2023. Meeting service standards in our Missouri call center remains jeopardized. Safety performance in the Customer Operations group has fallen short of targets but has improved in the fourth quarter.

Over the last two months, Evergy has transitioned nearly 400k residential customers in Missouri to time-based rates. Including the 155k customers who proactively enrolled in time-based rates prior to the mandatory transition, Evergy has nearly completed this required transition. It is running ahead of schedule and without complication to date. Time-of-use (TOU) rates continue to negatively impact overall customer satisfaction—particularly in Missouri. Customers believe that these rates will not save them money or lower their overall bills. Now that Evergy has met the compliance requirements for the mandatory time-of-use transition – and achieved levels of awareness and adoption far ahead of benchmarks – Evergy is significantly reducing its marketing spend in mass communication and awareness channels in 2024.