



# Customer Sentiment - Positive

Evergy has received significant customer feedback through our IVA, call center, website and monthly surveys. It has been a mix of positive and negative; however, the majority have expressed negative sentiment. The following pages are examples:

- "I got great news on my rates, and what my cost per kwh." - July 7
- "I wanted to learn about the special rate programs and the person I spoke with explained everything very clearly and told me what to do to save energy." – July 22
- "Fast response times and easy to find rate plan changes." – July 30
- "Give us lower rates all year long. I do everything to cut cost. I use most 4 to 8 pm cooking supper and it honestly part of Days" – July 29
- "Good explanation of rate plan choices, good coaching." – July 21



# Customer Sentiment - Negative

- “Your change for Missouri rates sucks” – July 5
- “We are unhappy about the new rate change plan. It penalizes working families and people who need to cook dinner, use the internet for homework or work, who use fans to keep the air cooler between 4-8 pm, seniors, disabled and poor people who need electricity for medical equipment, etc. I would prefer to see a plan that allows for these situations. Thank you.” – July 3
- “Contact State commission, better justification for future rate hikes. Demand accountable for Corporate expenses that are wasted.” – July 15
- “this new rate thing IS BULL \*\*\*\*- you want me to use less engey when its he hottest out. thats \*\*\*\*\* stupid how about you penalize ppl that go over. or crank there thermastat down to like 50?” – July 12
- “I'm trying to figure out which of your new rate programs is going to screw me the least , because I'm a Disabled Veteran on a FIXED INCOME . Your new way to charge sounds just like Texas Electric company.” – July 12



# Customer Sentiment - Negative

- “Nothing changed about your plan to rate hike in Oct during peak hours, so what is us seniors and the others that live here who are disabled, I guess we turn off AC and or Heat for 4 hours to please Biden” – July 7
- “You are trying to fool the public! That tier system is nothing but a rate increase.” – July 31
- "I question the new rate program announced which is nothing more than an unjust, overall rate hike. Such actions will result in many individuals having to sacrifice in other budget areas in order to have “Evergy”, the only energy choice. I would hope the proposal is not put in place." - July 8
- “If it is not clear, the new plans I am forced to contemplate do nothing to help me find a good program for me. I use very little electricity, i’m comparison to other customers, but because I live in a rented apartment, I have little to control over our antiquated heating and cooling. juxtapose this with the rate plan options and there is not a good plan for me. in the past when I have tried to switch plans to get the true cheapest option the evergy rep said I could not do that because it would cost evergy money. shameful.” – July 12



# Customer Sentiment - Negative

- “I am upset with your new energy rate hike during the hours of 4-8 pm. That is the time people get home from work. In our case, when the sun is setting in the west our house is the hottest. If you are allowed to raise my rates like this I should have the option of choosing which electric company deserves my business.” – July 10
- “The only reason I like evergy is now gone with these time based rates that is exactly what the rest of these companies already do and that makes it so much harder on low income families. So disappointing.” – July 7
- “Regarding "embracing" the new rate changes. I'm sure the only thing I will be embracing is a new higher energy bill. Yes, all customers should sweat in the darkness of their home between 4 and 8 pm when it is 100 F outside. That's going to be the new "Evergy Experience." – July 7