

**BEFORE THE PUBLIC SERVICE COMMISSION  
FOR THE STATE OF MISSOURI**

In the Matter of Application of Evergy Metro, Inc. )  
d/b/a Evergy Missouri Metro and Evergy Missouri )  
West, Inc. d/b/a Evergy Missouri West Request ) File No. EE-2025-0084  
For a Waiver for Various Tariffs and Regulations )  
Related to Automated Metering Infrastructure )

**EVERGY MISSOURI METRO’S AND EVERGY MISSOURI WEST’S  
APPLICATION FOR VARIANCES**

COMES NOW, Evergy Metro, Inc. d/b/a Evergy Missouri Metro (“Evergy Missouri Metro”) and Evergy Missouri West, Inc. d/b/a Evergy Missouri West (“Evergy Missouri West”) (collectively, “Evergy” or the “Company”),<sup>1</sup> and, pursuant to and in accordance with 20 CSR 4240-2.060 and 20 CSR 4240-13.065, requests from the Missouri Public Service Commission (“Commission”) approval of variances from portions of 20 CSR 4240 Chapter 13, and provides exemplar tariffs<sup>2</sup> implementing those variances. In support of this *Application for Variances* (“Application”), the Company respectfully states:

**I. General Information**

1. Evergy Missouri Metro is a Missouri corporation with its principal office and place of business at 1200 Main Street, Kansas City, Missouri 64105. It is engaged in the generation, transmission, distribution, and sale of electricity in western Missouri and eastern Kansas, operating primarily in the Kansas City metropolitan area. Evergy Missouri Metro is an “electrical corporation” and a “public utility” subject to the jurisdiction, supervision, and control of the Commission under Chapters 386 and 393.

---

<sup>1</sup> Effective October 7, 2019, Evergy Metro Inc. d/b/a Evergy Missouri Metro adopted the service territory and tariffs of Kansas City Power & Light Company (“KCP&L”) and Evergy Missouri West, Inc. d/b/a Evergy Missouri West adopted the service territory and tariffs of KCP&L Greater Missouri Operations Company (“GMO”).

<sup>2</sup> See exemplar tariffs identified as **Schedule KG-1 – Proposed Tariff Changes** and attached to the direct testimony of Kevin Gunn, filed concurrently herewith.

2. Evergy Missouri Metro’s certificate of good standing was filed in Case No. EN-2020-0063 and is incorporated by reference pursuant to 20 CSR 4240-2.060(1)(G).

3. Evergy Missouri West is a Delaware corporation with its principal office and place of business at 1200 Main Street, Kansas City, Missouri 64105. It is engaged in the generation, transmission, distribution and sale of electricity in western Missouri, including the suburban Kansas City metropolitan area, St. Joseph, and surrounding counties. Evergy Missouri West is an “electrical corporation” and a “public utility” subject to the jurisdiction, supervision and control of the Commission under Chapters 386 and 393.

4. A certificate of authority for a foreign corporation to do business in Missouri was filed with the Commission in Case No. EN-2020-0064 and is incorporated by reference pursuant to 20 CSR 4240-2.060(1)(G).

5. Evergy Missouri Metro and Evergy Missouri West are wholly owned subsidiaries of Evergy, Inc. They have no annual reports or regulatory assessment fees that are overdue.

6. Evergy Missouri Metro has no pending actions or final unsatisfied judgments or decisions against it from any state or federal agency or court which involved customer services or rates, which action, judgment or decision has occurred within three years of the date of this application except for: *William Gregoric v. Evergy Missouri Metro*, File No. EC-2025-0143 and *Ramey Chisum v. Evergy Missouri Metro*, File No. EC-2025-0192.

7. Evergy Missouri West has no pending actions or final unsatisfied judgments or decisions against it from any state or federal agency or court which involved customer services or rates, which action, judgment or decision has occurred within three years of the date of this application except for: *Timothy Allegri, et al. v. Evergy Missouri West*, File No. EC-2024-0015.

8. As provided for in 20 CSR 4240-13.065(2), Evergy has mailed, contemporaneously with the filing of this Application, a copy of this Application by first class mail to the newspaper

with the largest circulation in each county within the utility's service area affected by the variance, the public counsel and each party in the utility's most recent rate cases (File No. ER-2024-0189 and ER-2022-0129), who represented residential customers. Further, as required by 20 CSR 4240-13.065(3), Evergy will reflect any and all variances authorized by the Commission pursuant to this Application in the relevant tariffs.

9. In addition to serving counsel named below, all correspondence, pleadings, notices, orders and other communications regarding this proceeding should also be sent to:

Kevin D. Gunn  
Vice President, State and Federal Regulatory Policy  
1200 Main Street  
Kansas City MO 64105  
(tel.) (816) 652-1157  
[Kevin.gunn@evergy.com](mailto:Kevin.gunn@evergy.com)

Anthony R. Westenkirchner  
Senior Paralegal, Legal Department  
Evergy, Inc.  
1200 Main Street Kansas City, MO 64105  
(tel.) (816) 652-1100  
[Anthony.Westenkirchner@evergy.com](mailto:Anthony.Westenkirchner@evergy.com)

## **II. Chapter 13 Variances Requested Related to AMI Meter Deployment**

10. With Evergy's initial deployment of Advanced Metering Infrastructure Service Disconnect ("AMI-SD") meters complete, the Company is seeking variances to maximize benefits related to the capabilities of AMI-SD meters to remote disconnect and reconnect services. Specifically, the Company is requesting a variance from Commission Rules 20 CSR 4240-13.050(9), 13.055(3)(C) and (D).

11. The Commission's rules 20 CSR 4240-13.050(9), 13.055(3)(C) and (D) require that Evergy provide a door knock or door hanger at the time of the service disconnection. To meet this requirement, a truck roll must occur which sends an Evergy employee to the customer's premises. Not only is this at significant cost to the company but it increases the safety risk to the line employees

affecting the disconnect as well. When this happens, a key benefit of the ability to remotely disconnect/reconnect is nullified.

12. The Commission's rules (and Evergy's tariffs) as they currently stand, prohibit the Company and its customers from fully realizing the AMI-SD meter's capability to remotely disconnect and reconnect services. These benefits include cost savings opportunities, increased customer satisfaction, and reduced safety risks to Evergy employees.

13. Consequently, the Company requests variances that will allow Evergy to utilize the remote disconnect/reconnect capabilities of the AMI-SD meters already deployed by the Company in parts of its Missouri service territory. This will reduce costs for all Missouri customers through lower operating costs and lower service fees because it eliminates the cost associated with going to the customer residence to disconnect service when technology does not require it. As Company witness Dragoo testifies, the benefits of remote disconnect and reconnect are significant and include better employee safety, less customer fraud, increased scam prevention, reduced theft risk, more cost savings, faster response times, improved communication, and increased operational efficiency.

14. While not all Evergy customers have AMI-SD meters with remote disconnect and reconnect capabilities, all customers will benefit from the requested variance. By not having to roll trucks for these services, operation and maintenance cost savings will be shared amongst all customers. Specifically, if this request is granted, Evergy proposes to eliminate the Company's connection/reconnection fees entirely and in lieu of those fees assess a significantly reduced disconnection fee for all Evergy Missouri customers, regardless of meter type. This is consistent with the Company's Kansas operations where a similar variance has been granted. In addition to the benefits listed above, a reduction in the Company's fees will also provide immediate relief for eligible customers who struggle with financial hardship.

15. This Commission has previously granted variances for remote disconnect/reconnect to other similarly situated utilities in Missouri. For example, Union Electric Company d/b/a Ameren Missouri (“Ameren”) requested variances to support the deployment of AMI meters for its customers<sup>3</sup>. Ameren’s request included a variance from Commission Rule 20 CSR 4240-13.050(9). In that same case, Ameren subsequently filed for a variance from the Commission Rules 20 CSR 4210-13.055(3)(C) and (D)<sup>4</sup>. On July 29, 2020, the Commission ultimately issued an Order which granted the above requests.<sup>5</sup>

16. Similarly, Evergy Kansas Central and Evergy Kansas Metro, affiliated companies of Evergy Missouri Metro and Evergy Missouri West, which are public utilities providing electric services in Kansas, were granted variances from similar Kansas rules in 2021.<sup>6</sup>

### **III. Chapter 13 Variances Requested Related to Changes to the TCPA**

17. Additionally, as a result of the amendments to the Federal Communications Commission’s Telephone Consumer Protection Act (“TCPA”) which took effect on July 20, 2023, the Company is seeking variances from the Commission Rules 20 CSR 4240-13.050(8), 13.055(3)(A) and (B). The TCPA amendments require Evergy to provide an opt-out mechanism for automated phone calls and text notifications made to residential customers. This has impacted Evergy’s customer notification process for impending discontinuances of service.<sup>7</sup>

---

<sup>3</sup> See, *Application For Waiver, Re Union Electric Company, d/b/a Ameren Missouri’s Request for a Waiver of Various Tariffs and Regulations Enable the Deployment of Automated Metering Infrastructure Beginning in 2020*, File No. EE-2019-0382 (filed October 8, 2019).

<sup>4</sup> See, *Supplemental Application For Variances, Re Union Electric Company, d/b/a Ameren Missouri’s Request for a Waiver of Various Tariffs and Regulations Enable the Deployment of Automated Metering Infrastructure Beginning in 2020*, File No. EE-2019-0382 (June 12, 2020).

<sup>5</sup> *Order Approving Unanimous Stipulation and Agreement, Re Union Electric Company, d/b/a Ameren Missouri’s Request for a Waiver of Various Tariffs and Regulations Enable the Deployment of Automated Metering Infrastructure Beginning in 2020*, File No. EE-2019-0382 (July 29, 2020).

<sup>6</sup> On February 4, 2021, in Docket No. 15-GIMX-344-GIV, the Kansas Corporation Commission (“KCC”) granted a permanent waiver from the KCC’s Knock and Collect requirements. The KCC Order modernized billing standards, permitted Evergy to fully utilize the capabilities of the AMI meters already deployed by the Company in Kansas and reduced costs for Evergy’s Kansas customers through lower operating costs and lower service fees.

<sup>7</sup> Rules and Regulations Implementing the Telephone Consumer Protection Act of 1991, CG Docket No. 02-278, Report and Order, 35 FCC Rcd 15188 (2020) and Order on Reconsideration and Declaratory Ruling, 37 FCC Rcd 15472 (2022).

18. Per the Commission's notification rules 20 CSR 4240-13.055(8) and CSR 4240-13.055 (3)(B), Evergy must notify customers prior to disconnection with written communication, a door hanger or phone calls. Under the TCPA, customers can opt-out of automated phone calls and texts. Evergy utilizes automated phone calls when notifying customers of pending disconnections along with other communications. When a customer elects to opt-out under the TCPA, Evergy is currently manually making a phone call to the customer in order to comply with the TCPA and the Commission's Chapter 13 rules. Additionally, Company witness Dragoo describes the inefficiencies of using a second written communication or door hanger as an alternative option to communicate a pending disconnection.

19. As noted above the, Evergy uses automated phone calls to notify customers of upcoming disconnections. Evergy is asking for a variance from 20 CSR 4240-13.050 (8) and 20 CSR 4240-13.055 (3)(A) and (3)(B) to waive the requirement that the notification must be a phone call. Evergy seeks the ability to provide the customer with the option of choosing how they receive that notification by phone call, SMS text, or email. This will allow Evergy to provide the customer the option of choosing how they receive notifications, comply with the TCPA, and remain compliant with the intent of the Chapter 13 notification requirements.

20. As is discussed by Company witnesses Gunn and Dragoo, Evergy also requests a variance from 20 CSR 4240-13.050 (8) and 20 CSR 4240- 13.055(3)(B) for customers who opt-out of communications under TCPA and have not elected email as the preferred method of contact, so that the Company's obligation to notify those customers is considered satisfied with the initial written notice sent via mail.

#### **IV. Proposal**

21. To replace the knock and door hanger notification, the Company proposes two additional communication attempts to ensure customers can address disconnections quickly and

efficiently. Evergy will make the attempts utilizing the customers preferred method of contact (“PMOC”) or by a default method if there is no PMOC associated with the customer account. The additional attempts would occur five (5) days prior to disconnection and one (1) day prior to disconnection. In their testimony, Company witness Dragoo goes into greater detail on this proposal and Company Witness Kevin Gunn addresses how contacting customers via their PMOC promotes compliance with federal law.

22. In its variance proposal, the Company proposes several enhancements to existing processes, new outreach and engagement for vulnerable customers, and revising programs such as expanding the Special Friend Notification from November 1 – March 31 to a year-round program.

23. With an enhanced customer disconnection notification process in place as described above, Evergy is confident that it can effectively communicate to customers and provide access to service reconnect and disconnect information without the added costs or increased risk of truck rolls.

24. Evergy’s requests for variances, as required by 20 CSR 4240-2.060(4) and associated tariff revisions, and its proposed alternative customer communications, are summarized in Exhibit A. The Company requests timely decisions for the variances and tariff revisions which will allow the Company to fully utilize the remote disconnect/reconnect capabilities of the AMI meters currently deployed in Missouri. With these variances, costs will be reduced for the Company and customers which should, in turn, increase customer satisfaction<sup>8</sup>. As noted, safety risks to Evergy employees will be reduced as well. The Company will file compliance tariffs that reflect the Commission’s Order in this case. The Company anticipates it will need approximately six months to implement the Order.

---

<sup>8</sup> During the Kansas Central Knock and Collect Waiver Pilot program, customers were surveyed several times to gauge their satisfaction with the program. The customers surveys indicated a positive view of the Company’s procedures during the pilot. The final survey completed in November 2020 indicated that over 90% of Kansas customers said Evergy’s current method of payments, without the knock and collect option, “meet” or “completely meet” their needs.

**WHEREFORE**, Evergy Missouri Metro and Evergy Missouri West respectfully request that the Commission grant the requested variances of Commission Rules 20 CSR 4240-13.050(9), 13.055(3)(C) and (D) which requires the Company to make physical trips to the customers residence. This variance allows the Company to maximize benefits related to the capabilities of AMI-SD meters deployed in the field.

Additionally, to provide the customer the option of choosing how they receive notifications, and also as a result of amendments to the Federal Communications Commission's ("FCC") Telephone Consumer Protection Act ("TCPA"), effective July 20, 2023, the Company is also seeking variances from the required notification method in Commission Rules 20 CSR 4340-13/050(8) and 13.055 (3)(A) and (B). A variance from these rules is needed so that the Company has the flexibility to notice customers using their preferred method of contact ("PMOC"), such as email if the customer has opted out of receiving telephone and texting notifications per the new TCPA rules. PMOC facilitates alignment with the TCPA amendments and allows Evergy to communicate notices more efficiently and effectively based on the customer's preference for phone, text, or email communications. Evergy's requested variance from 20 CSR 4340-13/050(8) and 20 CSR 4240-13.055(3)(B) helps ensure that Evergy's obligations under these two rules have been met with only the initial disconnection notice in the event that a customer opts out of receiving phone or text messages under TCPA and does not provide a working email address as their PMOC, as well as other relief as the Commission may find appropriate.



Respectfully Submitted,

*/s/ Roger W. Steiner*

Roger W. Steiner, MBN 39586  
Cole A. Bailey, KS 27586  
Evergy, Inc.  
1200 Main Street  
Kansas City, MO 64105  
Phone: (816) 556-2791  
Fax: (816) 556-2787  
[roger.steiner@evergy.com](mailto:roger.steiner@evergy.com)  
[cole.bailey@evergy.com](mailto:cole.bailey@evergy.com)

James M. Fischer, MBN 27543  
Fischer & Dority, P.C.  
101 Madison, Suite 400  
Jefferson City, MO 65101  
Phone: (573) 353-8647  
[jfischerpc@aol.com](mailto:jfischerpc@aol.com)

-  
**Attorneys for Evergy Missouri Metro and  
Evergy Missouri West**

**CERTIFICATE OF SERVICE**

I hereby certify that copies of the foregoing have been mailed, hand-delivered, or transmitted by facsimile or electronic mail to counsel of record as reflected on the certified service list maintained by the Commission in its Electronic Filing Information System this 17<sup>th</sup> day of January 2025.

*/s/ Roger W. Steiner*

Roger W. Steiner

**VERIFICATION**

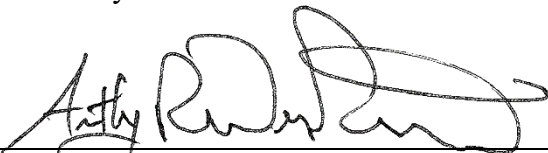
STATE OF MISSOURI     )  
  ) ss  
COUNTY OF JACKSON    )

I, Darrin R. Ives, state that I am Vice President, Regulatory Affairs for Evergy, Inc., that I have reviewed the foregoing Application, that I am familiar with its contents, and that the statements contained therein are true and correct to the best of my knowledge and belief. Evergy has had no communication with the Office of the Commission within the prior 150 days regarding any substantive issue likely to arise in this case.

Under penalty of perjury, I declare that the foregoing is true and correct to the best of my knowledge and belief.

  
\_\_\_\_\_  
Darrin R. Ives

Subscribed and sworn before me this 17<sup>th</sup> day of January 2025.

  
\_\_\_\_\_  
Notary Public

My commission expires: 4/26/2025



## Exhibit A

### ***Variance Request Regarding Portions of Commission Rules 20 CSR 4240 Chapter 13***

**VARIANCE: 20 CSR 4240-13.050(8):**

At least twenty-four (24) hours preceding discontinuance, a utility shall make reasonable efforts to contact the customer to advise the customer of the proposed discontinuance, and what steps must be taken to avoid it. Reasonable efforts shall include either a written notice following the notice pursuant to section (4), a doorhanger, or at least two (2) telephone call attempts reasonably calculated to reach the customer.

**VARIANCE: 20 CSR 4240-13.050(9):** Immediately preceding the discontinuance of service, the employee of the utility designated to perform this function, except where the safety of the employee is endangered, shall make a reasonable effort to contact and identify him/herself to the customer or a responsible person then upon the premises and shall announce the purpose of his/her presence. When service is discontinued, the employee shall leave a notice upon the premises in a manner conspicuous to the customer that service has been discontinued and the address and telephone number of the utility where the customer may arrange to have service restored.

**VARIANCE: 20 CSR 4240- 13.055(3)(A): Notice Requirements.** From November 1 through March 31, prior to discontinuance of service due to nonpayment, the utility shall – Notify the customer, at least ten (10) days prior to the date of the proposed discontinuance, by first-class mail, and in the case of a registered elderly or handicapped customer the additional party listed on the customer’s registration form of the utility’s intent to discontinue service. The contact with the registered individual shall include initially two (2) or more telephone call attempts with the mailing of the notice.

**VARIANCE: 20 CSR 4240- 13.055(3)(B): Notice Requirements.**

From November 1 through March 31, prior to discontinuance of service due to nonpayment, the utility shall – Make further attempts to contact the customer within ninety-six (96) hours preceding discontinuance of service either by a second written notice as in subsection (3)(A), sent by first class mail; or a door hanger; or at least two (2) telephone call attempts to the customer

**VARIANCE: 20 CSR 4240- 13.055(3)(C): Notice Requirements.** From November 1 through March 31, prior to discontinuance of service due to nonpayment, the utility shall – (C) Attempt to contact the customer at the time of the discontinuance of service in the manner specified by [20 CSR 4240-13.050(9)

**VARIANCE: 20 CSR 4240- 13.055(3)(D): Notice Requirements.** From November 1 through March 31, prior to discontinuance of service due to nonpayment, the utility shall – (D) Make a personal contact on the premises with a registered elderly or handicapped customer or some member of the family above the age of fifteen (15) years, at the time of the discontinuance...

**Summary of Variances Requested:**

- Evergy is requesting variances from 20 CSR 4240-13.050(9), 13.055(3)(C) and (D) in order to cease the required practice of physically visiting the customers premises and putting doorhangers on doors before service is discontinued. The variances will allow Evergy to utilize the capabilities of AMI-SD meters.
- Evergy is requesting variances from 20 CSR 4240-13.050(8), 13.055 (3)(A), and (B) in order to allow Evergy to utilize the customers preferred method of contact (PMOC) when sending notifications. These variances are also needed in order to comply with the recent changes to the Telephone Consumer Protection Act (TCPA). Evergy also requests a variance from 20 CSR 4240-13.050(8) and 20 CSR 4240- 13.055(3)(B) for customers who opt-out of communications under TCPA and have not elected email as the preferred method of contact, so that the Company’s obligation to notify those customers is considered satisfied with the initial written notice sent via mail.

**SPECIFIC TERMS AND CONDITIONS PROPOSED**

- **Enhanced Disconnection Notice Insert:** Evergy will include the following information in its residential disconnection notices so that qualifying customers can explore available options for assistance:
  - Information regarding payment options
  - Link to a dedicated website for information on Medical Customer Programs, Medical Hardship Extension, and Financial Assistance Options.
- **Enhanced Disconnection Notice Communications Schedule:** Evergy will provide notices of disconnection utilizing the timing and communications means as follows:

<b>Days Before Disconnection</b>	<b>Communication</b>
at least 10 days before	Written notice provided via US Mail
<b>at least 5 days before</b>	<b>Contact via Customers PMOC (phone call, text message, email)</b>
at least 2 days before	<b>Contact via Customers PMOC (phone call, text message, email)</b>
<b>1 business day before</b>	<b>Contact via Customers PMOC (phone call, text message, email)</b>

*Bold font in table above denotes new communication*

The schedule will apply in both Cold Weather Rule ("CWR") and non-CWR time periods and includes (3) communication attempts using the customers preferred method of contact ("PMOC"). This means customers will receive (1) additional notification during the CWR period and (2) additional notifications during the non-CWR period. If a customer has indicated they want a third-party notified when their account is subject to potential disconnection, that third-party will also receive the same mailed written notice.

Evergy will ensure that the 1-day notification attempt happens one business day prior to the disconnection. If the 1-day notification via the customer’s PMOC cannot be executed one business day prior to the disconnection, the disconnection order will be canceled. If the disconnection order cannot be executed on the date scheduled, an additional 1-day notification via PMOC attempt must be made prior to issuing another disconnect order.

- **Timing of Disconnections & Reconnections:** Evergy will issue disconnections between 8:00 AM and 4:00 PM on business days. Evergy will only attempt phone calls and text messages between 8:00 AM and 8:00 PM, however, email notifications will be delivered at any time. Evergy will not make notification attempts or issue disconnections on any observed Evergy holiday. These holidays include New Year’s Day, Martin Luther King Day, Memorial Day, Independence Day, Labor Day, Veteran’s Day, Thanksgiving Day, Day after Thanksgiving, Christmas Eve, Christmas Day. Evergy will reconnect customers with SD AMI 7-days a week. For customers with Non-SD meters, the standard one business day reconnect timeline will still apply.

- **Disconnect / Reconnect / Collection Fees:** Evergy agrees to eliminate the \$25 collection and \$30 reconnection fees for *all* customers who pay to restore service. Evergy will establish and assess a \$5 disconnection fee for all customers who are disconnected for non-pay.
- **Outreach to Elderly and Disabled Customers:** Evergy provides all customers with the ability to add another individual to the account to receive bills and disconnect notifications at the time service started. These individuals receive the bills and paper disconnect notifications only.
  - Evergy agrees to expand its *Special Friend Notification* program for elderly and disabled from November 1 – March 31 to year-round.
  - Evergy agrees to continue to work with the Family Support Division of the Low-Income Home Energy Assistance Program (“LIHEAP”) and the Missouri Department of Health and Senior Services to coordinate outreach to “elderly” and “disabled” customers to promote programs and options such as:
    - Medical Customer Program
    - Medical Hardship
    - LIHEAP
    - ERPP
    - Critical Needs Pilot Program
  - Evergy partners with agencies at KC Connect weekly and will provide local public health authorities, area agencies on aging, and other relevant entities information regarding available programs and options.
  - Evergy will continue to include an annual notice of options to *all* customers via bill inserts.
  - Evergy will maintain a dedicated budget and program for promotion of these options.
  - Evergy will maintain the list of customers designated as “elderly” and “disabled” customers from one year to the next on the utility’s *Special Friend Notification* list of vulnerable customers, even if such customers do not apply or receive LIHEAP grants each year.
  - Evergy will reach out annually to customers with *Special Friend* contact information on file to confirm accuracy of contact information.
- **Enhanced Medical Customer Program:** Offered by Evergy voluntarily.
  - Evergy agrees to maintain practices at a minimum, and not to adopt lesser measures without Commission approval.
  - Evergy may adopt policies with stronger consumer protections without approval.
  - Evergy uses a Medical Customer Program form that includes the medical equipment listed as presumptively qualifying a customer for the Medical Customer Program. The Medical Customer Program form will also include a space for a doctor, physician’s assistant, hospice nurse, or nurse practitioner to list other additional medical equipment along with a justification for why, in the opinion of such professional, this equipment qualifies as critically necessary to sustain the life of the patient (whether the patient is a customer or someone residing in the customer’s household). Evergy agrees to continue to make the form available online for doctors, physician’s assistants, hospice nurses, and nurse practitioners to print for completion.
  - Evergy will maintain its current practice of contacting approved Medical Program Customers who are in danger of disconnect for non-payment and have not utilized the 21-day Medical Extension. This is a manual process that includes at least (1) phone call attempt between (10) and (2) days prior to disconnection.

- **Dedicated Web Page:** Evergy will create and launch, as soon as practical, a web page containing information specifically aimed at vulnerable customers. The web page will have its own URL and will be a resource where customers can find information including, but not limited to, the Medical Customer form, *Special Friend* registration form, energy assistance program information, and energy saving tips.
- **Reporting:** Evergy will provide to Staff and OPC the reporting consistent with the approved monthly disconnection data in compliance to 20 CSR 4240-13.075 that became effective in December 2023.

#### **Variations Requested Related to the Telephone Consumer Protection Act (TCPA)**

- As a result of amendments<sup>1</sup> to the Federal Communications Commission's ("FCC") Telephone Consumer Protection Act ("TCPA"), effective July 20, 2023, the Company is also seeking variations from Commission Rules 20 CSR 4340-13/050(8) and 13.055 (3)(A) and (B). Effective July 20, 2023, per the amended TCPA rules, Evergy was required to provide an opt-out mechanism for calls made to residential customers using an automatic telephone dialing system by way of an artificial or prerecorded voice. This includes both landlines and mobile phones. This has impacted Evergy's customer notification process for impending discontinuances of service, where we are currently using a manual phone call for these customers.

A variance from these rules is needed so that the Company has the flexibility to notice customers using their preferred method of contact ("PMOC").

- For customers who have opted-out of receiving communications under the Telephone Consumer Protection Act (TCPA) and not selected email as the preferred method of contact, Evergy also requests a variance from 20 CSR 4240-13.050(8) and 20 CSR 4240-13.055(3)(B) so that the Company's obligation to notify those customers is considered satisfied with the initial written notice sent via mail.

1. Rules and Regulations Implementing the Telephone Consumer Protection Act of 1991, CG Docket No. 02-278, Report and Order, 35 FCC Rcd 15188 (2020) and Order on Reconsideration and Declaratory Ruling, 37 FCC Rcd 15472 (2022).