

February 17, 2025

Mr. Jay Eastlick  
Missouri Public Service Commission  
Harry S. Truman State Office Bldg.  
P. O. Box 360  
Jefferson City, MO 65102

To Whom It May Concern:

Enclosed is the Cold Weather monthly report for January 2025.

If you have any questions, please do not hesitate to contact me.

Sincerely,

David Austin, Manager  
Credit and Collections Department  
(816) 242-6400

Enclosure

Office of Public Counsel  
P. O. Box 2230  
Jefferson City, MO 65102

**Missouri Residential Heat-Related Service Cold Weather Report**  
**Eversource Missouri West, Inc.**  
**For the Month of January 2025**

		Energy Assistance	Non-Energy Assistance
The number of days that disconnection could occur, weather permitting pursuant to 4 CSR 240-13.055		1	1
(A) How many customers were:			
A1. Disconnected, at the end of the period		13	29
A2. Of those disconnected, how many customers had service discontinued for non-payment during the period		6	11
A3. Of those discontinued during the period, how many customers were restored to service during the period		31	108
(B) Of customers reported as disconnected at the end of the period:			
B1. How many had broken a Cold Weather Rule pay agreement		0	0
B2. How many had broken a non- Cold Weather Rule pay agreement		0	0
B3. How many had not been on a pay agreement		6	11
(C) Of those customers reconnected during the period:			
C1. How many customers received energy assistance (pledged or paid) from:			
C1a. LIHEAP		6	
C1b. ECIP		11	
C1c. Other sources known to the utility		0	
C2. How much energy assistance was provided by:			
C2a. LIHEAP		\$1,908.00	
C2b. ECIP		\$4,245.00	
C2c. Other sources known to the utility		\$0.00	
C2d. Customer (customer payment)		\$40,971.19	
(D) Of customers restored to service during the period:			
D1. How many were put on a Cold Weather pay agreement;		31	104
D2. How many were put on a non- Cold Weather Rule pay agreement		0	5
(E) How much was owed by those disconnected at the end of the period:			
E1. How much was owed by those disconnected during the period		\$8,219.00	\$15,058.00
E2. How much was owed by those reconnected during the period		\$11,510.00	\$55,900.74
(F) How many customers were registered under 4 CSR 240-13.055 (1)(D) at the end of the period:			
F1. How many customers registered during the period:		0	0
F2. How many of such registered customers had service discontinued during the period		0	0
(G) For how many customers during the period did the utility receive:			
G1. LIHEAP		1056	
G2. ECIP		382	
G3. Other assistance known to the utility		90	
(H) How much cash did the utility receive on behalf of customers during the period from:			
H1. LIHEAP		\$335,808.00	
H2. ECIP		\$150,827.57	
H3. Others known to the utility		\$18,343.21	
(I) How many customers who requested reconnection under terms of this rule were refused service pursuant to section 4 CSR 240-13.055(9)		0	0
(J) How many customers received energy assistance insufficient in amount to retain or restore service		2	
(K) The number of customers who agreed to pay for their heat- related utility service under a payment agreement in accordance with 4 CSR 240-13.055		487	4596

\*Disconnection could occur in at least one geographical area.

**Missouri Cold Weather Report  
Evergy Metro, Inc (MO) January 2025**

	Energy Assistance	Non-Energy Assistance
The number of days that disconnection could occur, weather permitting pursuant to 4CSR 240-13.055	1	1
<b>(A) How many customers were:</b>		
A1. Disconnected at the end of the period	10	31
A2. Of those disconnected, how many customers had service discontinued for non-payment during the period	3	11
A3. Of those discontinued during the period, how many customers were restored to service during the period	11	84
<b>(B) Of customers reported as disconnected at the end of the period:</b>		
B1. How many had broken a Cold Weather Rule pay agreement	0	0
B2. How many had broken a non-Cold Weather Rule pay agreement	0	0
B3. How many had not been on a pay agreement.	3	10
<b>(C) Of those customers reconnected during the period:</b>		
C1. How many customers received energy assistance (pledged or paid) from:		
C1a. LIHEAP	0	
C1b. ECIP	1	
C1c. Other sources known to the utility	0	
C2. How much energy assistance was provided by:		
C2a. LIHEAP	\$0.00	
C2b. ECIP	\$690.00	
C2c. Other sources known to the utility	\$0.00	
C2d. Customer	\$22,636.78	
<b>(D) Of customers restored to service during the period:</b>		
D1. How many were put on a Cold Weather pay agreement;	11	75
D2. How many were put on a non-Cold Weather Rule pay agreement.	0	0
<b>(E) How much was owed by those disconnected at the end of the period:</b>		
E1. How much was owed by those disconnected during the period.	\$6,878.00	\$19,533.00
E2. How much was owed by those reconnected during the period.	\$1,074.00	\$32,302.58
<b>(F) How many customers were registered under 4 CSR 240-13.055(1)(D) at the end of the period:</b>		
F1. How many customers registered during the period;	0	0
F2. How many of such registered customer had service discontinued during the period	0	0
<b>(G) For how many customers during the period did the utility receive:</b>		
G1. LIHEAP	926	
G2. ECIP	494	
G3. Other assistance known to the utility.	143	
<b>(H) How much cash did the utility receive on behalf of customers during the period from:</b>		
H1. LIHEAP	\$294,468.00	
H2. ECIP	\$188,022.76	
H3. Others known to the utility.	\$34,910.63	
<b>(I) How many customers who requested reconnection under terms of this rule were refused service pursuant to section 4 CSR 240-13.055 (9).</b>		
	0	0
<b>(J) How many customers received energy assistance insufficient in amount to retain or restore service.</b>		
	0	
<b>(K) The number of customers who agreed to pay for their heat-related utility service under a payment agreement in accordance with 4 CSR-240-13.055.</b>		
	744	5,758

\*Disconnection could occur in at least one geographical area.