

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

Ramey Chisum,)	
Complainant,)	
)	<u>File No. EC-2025-0192</u>
v.)	
)	
Evergy Metro, Inc. d/b/a Evergy Missouri)	
Metro,)	
Respondent.)	

STAFF’S REPORT AND RECOMMENDATION

COMES NOW the Staff of the Missouri Public Service Commission (“Staff”), by and through the undersigned counsel, and files this Report and Recommendation:

1. On December 31, 2024, Ramey Chisum filed a Complaint against Evergy Metro, Inc. d/b/a Evergy Missouri Metro (“Evergy”). The Commission has set March 11, 2025. as the deadline for Staff’s Recommendation.

2. Ms. Chisum alleges that (a) Evergy is overcharging and keeping her on the Average Payment Plan (“APP”) and (b) Evergy Missouri refuses to show her her actual bill. The relief which she requests is that a charge of \$265.65 be removed from her account and that she be removed from the APP.

3. The Staff has conducted a full investigation of Ms. Chisum’s Complaint. Its investigation, findings and conclusions are set out in its Official Case File Memorandum, contained **Attachment A** of this Pleading.

4. As described fully and in detail in its Official Case file Memorandum, Staff fully audited Ms. Chisum’s relevant billing records. On the basis of this audit, Staff found that on January 13, 2025, Ms. Chisum’s APP was terminated because of a

past-due balance and the remaining balance on her account of \$252.95 then became due.

5. Staff recommends that the Commission find that Every violated no relevant Commission rules, tariffs or statutes.

WHEREFORE, Staff prays that the Commission will accept this Report and Recommendation as compliant with its Orders.

Respectively Submitted,

/s/ Paul T. Graham

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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 March 11, 2025.

/s/ Paul T. Graham