

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

In the Matter of Kansas City Power & Light            )  
Company’s Request for Authority to Implement        )  
A General Rate Increase for Electric Service        )        Case No. ER-2018-0145

In the Matter of KCP&L Greater Missouri            )  
Operations Company’s Request for Authorization to    )  
Implement A General Rate Increase for Electric        )  
Service    )        Case No. ER-2018-0146

**NOTICE**

**COME NOW**, Evergy Metro, Inc. d/b/a Evergy Missouri Metro and Evergy Missouri West, Inc. d/b/a Every Missouri West (collectively, the “Company”)<sup>1</sup> and respectfully state as follows to the Missouri Public Service Commission (“Commission”):

1.        On September 25, 2018, the Company filed a *Non-Unanimous Stipulation and Agreement Concerning Rate Design Issues* (“Rate Design Stipulation”) which included an agreement between the Company, Staff, the Office of the Public Counsel (“OPC”), Missouri Division of Energy (“DE”), and Renew Missouri Advocates (“Renew MO”) (collectively, the “Signatories”) on a Solar Subscription Rider (“SSR”).<sup>2</sup>

2.        On October 31, 2018, the Commission issued its *Order Approving Stipulations and Agreements* (“Order”) which approved the various settlements between the Signatories in these dockets, including the Rate Design Stipulation referenced above.

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<sup>1</sup> Effective October 7, 2019, Evergy Metro Inc. d/b/a Evergy Missouri Metro adopted the service territory and tariffs of KCP&L and Evergy Missouri West, Inc. d/b/a Evergy Missouri West adopted the service territory and tariffs of GMO.

<sup>2</sup> The Company shall submit reports to the Commission Staff, OPC, Renew MO, and DE detailing an evaluation of the program and lessons learned. Reports shall be filed quarterly until the first Pilot facility(ies) is/are fully constructed. Thereafter, a report shall be filed annually for the next four years. This sequence shall be repeated for construction of the next Pilot facility(ies), if applicable. Thereafter, reports shall be filed every three years until the Pilot facilities are retired.” See Rate Design Stipulation, p. 15, Section 11(i).

3. Pursuant to the provisions of the Rate Design Stipulation, the Company is filing the attached annual report reflecting an evaluation of the program and lessons learned designated as **Exhibit A**.

**WHEREFORE**, the Company respectfully requests the Commission take notice of the attached.

Respectfully submitted,

*/s/ Roger W. Steiner*

Roger W. Steiner, #39586

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**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, transmitted by facsimile or electronically mailed to all counsel of record this 28th day of March 2025.

*Roger W. Steiner*

Roger W. Steiner

**2024 Annual Program Report  
Solar Subscription Rider (Schedule SSP)  
Eversource Missouri Metro and Eversource Missouri West  
Case Nos. ER-2018-0145, ER-2018-0146, and Docket No. EA-2022-0043**

**Report Summary**

Following its last Annual Report submitted on March 3, 2024, the Company provides this annual report to comply with the Stipulation and Agreement in Docket No. EA-2022-0043. The following bullets summarize activities for calendar year 2024:

- As of December 31, 2024, the SSP program enrollment of the resource for its Missouri jurisdictions' allotted capacity is at 100% of resource capacities. Eversource is maintaining a waitlist of 68 customers or 534 shares in Missouri Metro and 94 customers or 562 shares in Missouri West.
- In accordance with the Stipulation and Agreement in Case No. ER-2022-0129/0130, Eversource surveyed Solar Subscription participants in Q4 2024 covering, but not limited to, economic considerations and customer service. Results show that Solar Subscription customers are satisfied with the program with 44% reporting high satisfaction on a ten-point scale with eight or higher reflected as very satisfied: 8% higher than the prior year.
- Renewable Energy Certificates (RECs) from the 2024 operation year at the Hawthorn Solar facility will be retired at the end of Q1 2025 by Eversource on behalf of subscribers in the North American Renewables (NAR) Registry.

**2024 Hawthorn Solar Facility Generation**

In 2024 the 22,000 solar panels at Hawthorn generated over 11,650 megawatt hours (MWh) of clean, renewable energy. Hawthorn's net capacity factor was 13%, which reflects a lower output due to downtime in Q4, 2024.

On August 24th Hawthorn 8 generator experienced a major fault in the stator windings. The repair required a full rewind of the generator. Due to the integrated design of Hawthorn 10 solar the array was taken out of service to make repairs. Restoration occurred in early October and concluded December 10<sup>th</sup> with the resource returning to full service.

**2024 Marketing Outreach and Spend for Solar Subscription Program**

Eversource communicated updates to Solar Subscription customers about the final price update in July 2024. The website and fact sheet were kept current to ensure customers questions were answered.

Consistent to the tariff changes made on September 29, 2024, it was communicated on October 25, 2024 that the billing lag would be applied to the monthly billing within one to two bill cycles. Customers were also notified that Hawthorn was offline for maintenance.

In November 2024, it was communicated with low-income Solar Subscription customers that they were enrolled in the program and their February bill would note their Solar Subscription offset for the first time.

Notifications were provided to customers during the month of November. Customers were provided sixty days to ensure that all customers had received notice prior to receiving their first bill statement.

Evergy included information out to new potential customers via marketing emails, social media, and the weekly energy reports to all Missouri customers. Evergy utilized social media as a marketing tactic the first part of the year to engage with more customers and to bring more awareness to the program. This was followed up with emails to all Missouri customers (callouts in brand emails and weekly energy reports) and supplemented with online magazine ads and eblasts.

Program marketing efforts in 2024 consisted of the following activities.

- Ongoing Program Recruitment: As each waitlist of Evergy Missouri West or Evergy Missouri Metro customers independently reaches 1,000 shares (0.5 MWac), Evergy will move each additional 0.5 MWac portion from the 393.1665 allocation to the Solar Subscription program for that respective jurisdiction. Currently there are 68 customers or 534 shares in Missouri Metro and 94 customers or 562 shares in Missouri West on the active waitlist..

Examples of marketing included, but were not limited to, the following:

- Email: Included in brand emails sent to all Missouri Evergy customers
  - Social media posts across all service territories
  - Postcards at Connect Center
  - Sustainability email blast sent to Missouri Metro customers speaking to the benefits of the program.
  - Updated web enhancements including offering a no obligation estimate.
- Waitlist Management: Waitlist customers are proactively enrolled in the Solar Subscription program as shares become available. These efforts are intended to maintain full capacity in the 5 MWac portion under Schedule SSP. In addition, waitlist customers will be transitioned to the remaining 4 MWac under RSMo. 393.1665 to Schedule SSP once each additional 0.5 MW increments per jurisdiction are enrolled.
  - Communication with Participants: Participants received an email regarding the billing schedule update per the approved tariff changes by the Missouri Public Service Commission. The notification also contained an update pertaining to maintenance at the solar facility and estimated return to service.

Evergy expended \$2,264 in 2024 on marketing and communication efforts for the Solar Subscription program.

Below are three examples of marketing collateral: a magazine ad (Greenability), a weekly energy report, and a brand email. All marketing collateral directs customers to the Solar Subscription web page, which includes a current billing example and estimate form.



# Solar Subscription

*Support renewable energy without installing your own solar panels*

The Solar Subscription program is a high-impact way for you to support clean energy through solar power, without the need to install solar panels on your home, apartment or business.

Through a monthly subscription, you can subscribe to solar panel shares. **Subscriptions are available in 10 percent increments**, offering the ability to offset percents of annual energy usage with the solar energy equivalent.

[Sign up today](#)

Greenability E-Blast

### Support solar without investing in panels



Want to help increase clean energy production without investing in roof panels? Enroll in our Solar Subscription Program to help run local solar sites that provide energy to your community. Choose your level of support today—and start feeling good about the difference you’re making with every kilowatt!

[JOIN TODAY](#)



### Solar energy, right here at home

Installing solar panels at your home has a high up-front cost, and a long payback period before you see a return on that investment. Instead, consider investing in locally produced community solar.

**Solar Subscription** is a way to show your support for solar energy, produced here in Missouri, without going all-in on home solar panels.

When you join Solar Subscription, you'll be supporting a "share" of the energy produced at our community solar site located near downtown Kansas City, MO, which helps power the homes of thousands of your neighbors.

Solar Subscription is a small way to show your support for renewable, emission-free energy without doing a huge home-improvement project.

[Learn How](#)

Brand email



Items 3 and 4 are your total Solar Subscription charges:  
The **Solar Block Energy Charge** and the **Services and Access Charge**.

- |                            |                                    |                           |                            |
|----------------------------|------------------------------------|---------------------------|----------------------------|
| <b>1</b>                   | <b>2</b>                           | <b>3</b>                  | <b>4</b>                   |
| Total monthly energy usage | Energy usage at residential charge | Solar Block Energy charge | Services and Access charge |

## Billing Example on Website

### How much does Solar Subscription cost?

**Participating in Solar Subscription will increase your monthly bill.**

The Solar Block Subscription Charge (residential) is \$0.13131 per kWh.

Your monthly charge is based on the actual kWh produced by your shares for the month, which can vary depending on the season and the weather. On long, sunny summer days, your shares will produce more. On cloudy days, or in the winter, when there are fewer hours of daylight, they'll produce less.

On your bill, the energy produced by your solar shares replace some or all of the kWh of energy you used during the month, and instead of paying your regular rate-plan price, you pay the Solar Subscription rate. Sometimes, your shares will produce more energy than your home used during the month, and other months, they'll produce less, and what you see on your bill is based on a three-month delay.

Here's an example:

Bill period	Total energy used in your home	Amount produced by your solar shares	You pay
January	<a href="#">Viewed these Features on Solar ...</a> 650 kWh	350 kWh (produced in October)	350 kWh at solar price 300 kWh at regular price
September	700 kWh	850 kWh (produced in June)	850 kWh at solar price 0 kWh at regular price

Right now, the kWh price for Solar Subscription is higher than regular residential rates. However, residential rates are expected to rise over the next 25 years, while your Solar Block charge will remain the same, and will eventually be less than normal residential rates.

Your total "Solar Block Subscription Charge" is made of two parts:

- The **Solar Block Energy** charge includes your portion of the fixed costs for the Hawthorn solar facility, consisting of a \$0.09131 charge per kWh, which will remain the same for 25 years.
- The **Services and Access** charge covers the cost to transmit and deliver solar energy back to the grid, currently \$0.04 per kWh. This is the part of your total Solar Subscription charges that can change when Evergy submits rate-change requests to our Missouri regulator.

# Solar Billing Details

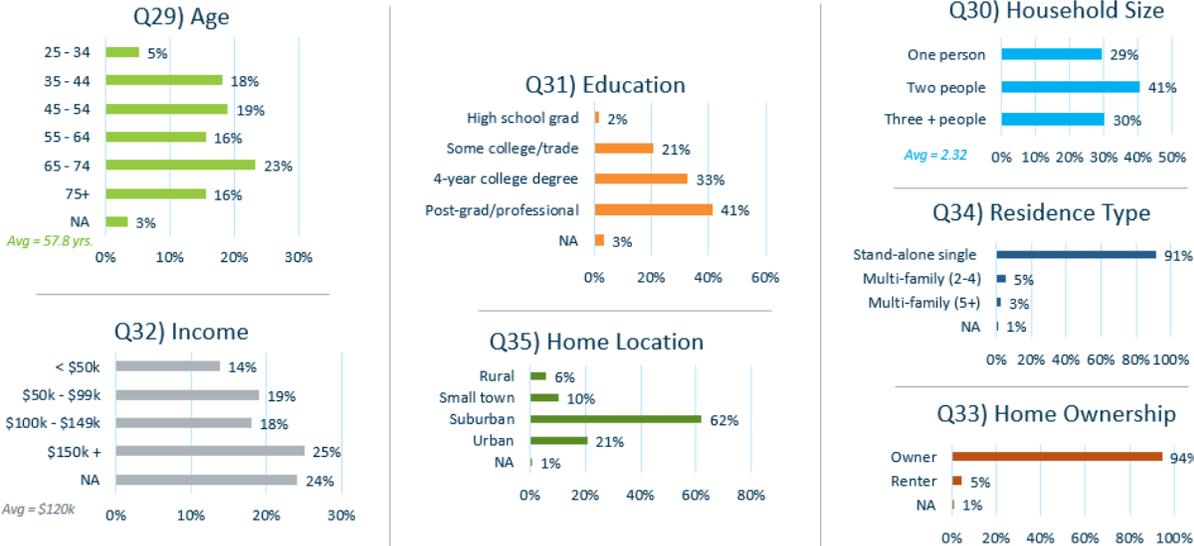
## Program Survey and Pilot Evaluation

Evergy conducted its second annual customer survey to Solar Subscription participants in October 2024. Of the 116 Missouri survey respondents, 44% are highly satisfied with an average customer satisfaction rate of 7.0/10. (up from 6.4/10 in 2023). Seventy-two percent of participants joined the program for its positive environmental impact. The majority of customers have expressed interest in staying enrolled in the program as long as they can and support future growth and expansion opportunities for the program in the future.

### Customer Demographics

Demographics show that enrolled customers tend to be older, with higher education, and higher income. They also tend to live be suburban, single-family homeowners in a two-person household.

## Demographic Summary



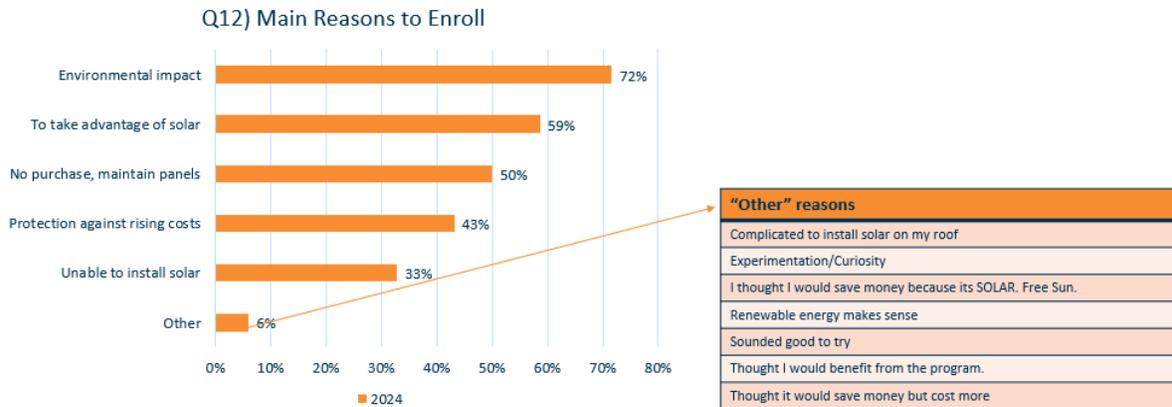
### Reasons for Enrollment

The top three reasons that customers enrolled in Solar Subscription were to support the environmental impact of renewable energy, the ability to take advantage of solar, and no purchase or maintenance costs of the solar.



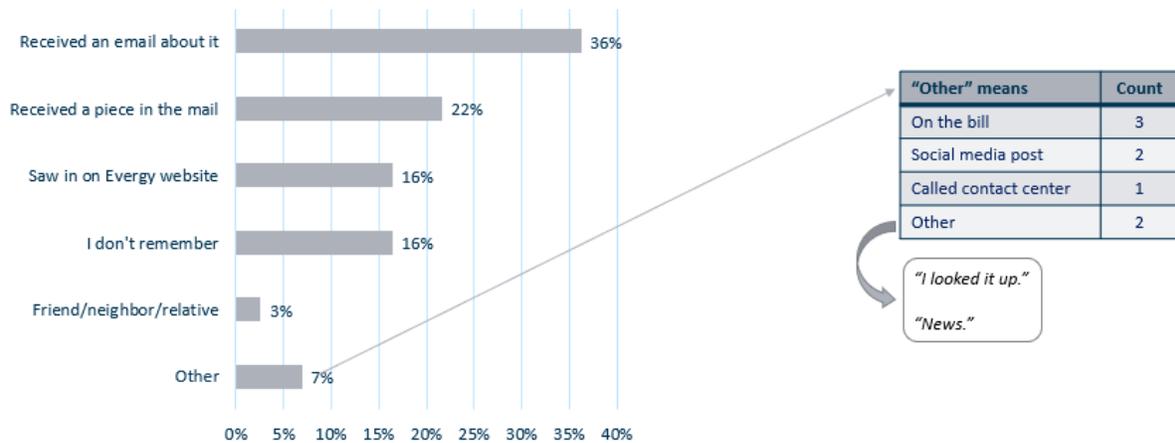
## Main Reasons to Enroll in SS Program

Top reasons: environmental impact, taking advantage of solar

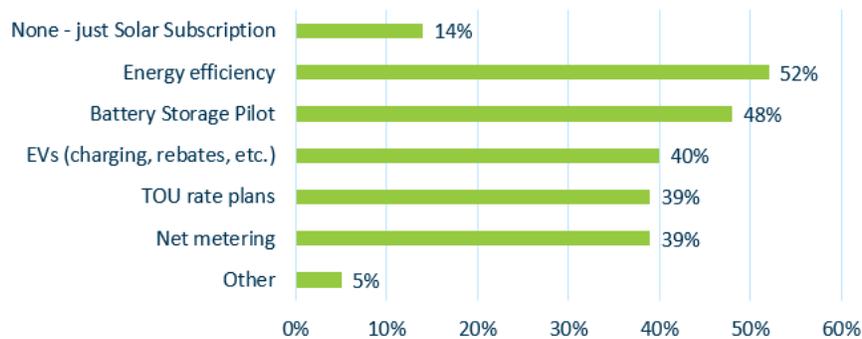


## Customer Communications

Most customers first learned about the program by receiving a sign-up email about it.



Most subscribers (80%) expressed interest in a newsletter including additional Evergy energy solutions topics. Energy Efficiency and the Residential Battery Storage pilot programs were the most requested additional topics.



## Lessons Learned

### *Enrollment*

Solar Subscription participants have expressed interest in recurring updates from Evergy on additional energy solutions topics. Tactics such as newsletters and email updates are opportunities to maintain engagement and build customer satisfaction with enrolled customers.

### *Marketing*

Targeted email campaigns remain the most cost-effective outreach method. They are a cost-effective option to identify similar customer segments to the enrolled population that result in higher conversion rates. Other complimentary tactics are valuable in raising awareness of the program to a larger audience which complements the precision and efficiency of email campaigns in driving enrollments.

### *Operations and Maintenance*

In August 2024, the Hawthorn 8 generator experienced a fault in the stator windings, which took it offline. Due to the integrated design of Hawthorn 10 Solar on the existing Hawthorn 8 non-segmented bus (13.8 kV), it was also taken out of service while working on the Hawthorn 8 generator and switchgear. Hawthorn 10 Solar operated normally October 10-24 but was out of service October 25-December 10. Repair work was completed in December and the Hawthorn 8 generator and Hawthorn 10 Solar were both returned to market status. This outage directly affected customers enrolled in the Solar Subscription program due to the fact that they receive monthly bill charges based on the prior month's production.

Weekly inspections of the solar panels revealed that a small number of panels were experiencing back plane glass cracking. These cracks could have allowed moisture ingress, which can cause

electrical failure of the panel. The panel OEM and site EPC collaborated to replace the panels and return a sample set of cracked panels for factory inspection and RCA.

The inverter OEM provided upgraded air system filters. These new filters were installed while performing the annual inspection of the inverters. This inspection included removal of all modules to clean and inspect the rear heat sinks. Most of the heat sinks were found with moderate debris, which was removed. The upgraded filters were cleaned weekly after inspection. No temperature limiting events were observed over the summer.

As part of the annual inspection routine, the module bays were scanned with an IR camera to check for hot spots, which could be caused by poor air circulation or high resistance electrical connections.

### *Lessons Learned*

Utilization of the improved filters with weekly cleaning

- Weekly walk downs for inspection of components
- Thermal scan inspections

### *Warranty*

The following items were replaced under warranty by the inverter OEM.

- Solar Panels (160)
- Ground Fault fuses (1)



Inverter module bay cleaning (as found)



Inverter module heat sink inspection



Inverter module heat sink cleaning



Inverter module thermal scan



Cracked solar panel (rear glass)