

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

In the Matter of a Collaborative Workshop for )  
Customer Education and Outreach Regarding )  
the Introduction of Default Time-of-Use Rates ) File No. EW-2023-0199  
by Evergy Metro, Inc. d/b/a Evergy Missouri )  
Metro and Evergy Missouri West, Inc. d/b/a )  
Evergy Missouri West )

**STATUS REPORT**

**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”) and for this *Status Report* (“Status Report”) respectfully states as follows:

1. On December 8, 2022, the Missouri Public Service Commission (“Commission”) issued its *Amended Report and Order* in Case Nos. ER-2022-0129 and ER-2022-0130 (“Order”). The Order stated that the Commission would open a separate working case to allow stakeholder collaboration with the Company related to the details of Evergy’s Time-of-Use (“TOU”) rate implementation plan.

2. Evergy’s new default TOU rates were ordered by the Commission to have a phased-in implementation from October 1, 2023, through December 31, 2023. The time prior to October 1, 2023, has been ordered as a lead-in time for customer education and outreach.

3. On December 21, 2022, the Commission opened a working case (File No. EW-2023-0199) and ordered Evergy to file a status report addressing the operations, communications, and expectations of the workshop no later than January 17, 2023. This Status Report is being filed in response to that Order.

4. Since the Order and Commission approval of the compliance tariffs for a rate implementation of January 9, 2023, Evergy has been diligently implementing the approved rates through system configuration, testing and other critical preparation. The Company appreciates the Commission's consideration that little time has elapsed to advance its customer education and outreach plan, but it offers this status report to update the Commission and stakeholders as to its forthcoming plans as the Company engrosses itself in planning for a successful implementation of the mandatory TOU rate and other optional rates.

5. The Company appreciates the 10-month lead-in time that the Commission provided for in its Order to make necessary customer facing system changes and effectively educate customers, especially those who cannot effectuate immediate behavioral change(s) or who do not have the technological or financial resources to mitigate the impact of a higher priced peak period at the start of a summer.

6. In its Order, the Commission also authorized the tracking of the customer education and outreach costs associated with the implementation of mandatory and optional TOU rates for consideration and possible recovery in Evergy's next rate case.

7. The Company's implementation plan for the mandatory TOU and optional rates is focused on customer education and understanding, implementation of digital tools and system enhancements, and development of effective processes that will yield customers' smooth transition to new rates.

8. It is important that the Company incorporate best practices from its electric utility peers that have implemented or in the process of implementing default TOU rates to effectively transition, educate and support customers before, during and after the transition.

9. Evergy believes it is important to seek input from Staff (“Staff”) for the Commission and the Office of the Public Counsel (“OPC”) before it develops the details of its marketing and education plan. Evergy is developing a scope of work in a request for proposal (“RFP”) that marketing agencies will respond in the coming months, which will include (but not limited to) development of a marketing campaign, education materials and customer communications. Engaging with Staff and OPC early will be important to ensure that Evergy is thoughtfully incorporating stakeholder feedback as it develops and evaluates responses to the RFP.

10. Evergy offers to engage with Staff and OPC in an initial workshop in March 2023 that will include a further update on Evergy’s activities that have occurred and planned for the upcoming months related to the implementation; share best practices from other utilities that have implemented (or are preparing) mandatory TOU rates; and solicit ideas from Staff and OPC. At a minimum, Evergy also offers to engage with Staff and OPC in a second workshop in May to share a firmer education and marketing plan with milestones, as well as a continued update on activities. Evergy would be amenable to a further stakeholder workshop(s) and/or Commission presentation prior to October 2023.

11. In its Order, the Commission also ordered Evergy to submit quarterly reports detailing the types and amounts of any education and outreach expenses deferred that Evergy will seek to recover in its next rate case. Evergy proposes to submit a quarterly report beginning May 31, 2023 (for the period January 1, 2023 through March 30, 2023) and August 31, 2023 (through June 30, 2023); November 30, 2023 (through September 30, 2023) and February 29, 2024 (through December 31, 2023).

**WHEREFORE**, Evergy submits this Status Report for the Commission’s information and will collaborate with Staff and OPC to determine specific dates for the March and May workshops.

Respectfully submitted,

*/s/ Roger W. Steiner*

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**Attorneys for Evergy Missouri Metro and  
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**CERTIFICATE OF SERVICE**

I hereby certify that the above document was filed in EFIS on this 17<sup>th</sup> day of January 2023, with notification of the same being sent to all counsel of record.

*/s/ Roger W. Steiner*

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Roger W. Steiner