

**STATE OF MISSOURI
PUBLIC SERVICE COMMISSION**

At a session of the Public Service Commission held at its office in Jefferson City on the 30th day of August 2023.

In the Matter of a Collaborative Workshop)
for Customer Education and Outreach)
Regarding the Introduction of Default)
Time-of-Use Rates by Evergy Metro, Inc.)
d/b/a Evergy Missouri Metro and Evergy)
Missouri West, Inc. d/b/a Evergy Missouri)
West)

File No. EW-2023-0199

**ORDER DIRECTING TIME-OF-USE CUSTOMER CHOICE
TRANSITION REPORTING**

Issue Date: August 30, 2023

Effective Date: August 30, 2023

The Commission opened this working case to allow stakeholder collaboration with Evergy Metro, Inc. d/b/a Evergy Missouri Metro and Evergy Missouri West, Inc. d/b/a Evergy Missouri West (together, “Evergy”) related to the details of Evergy’s Time-of-Use (TOU) rate implementation plan. As previously ordered by the Commission, Evergy’s new default TOU rates will have a phased-in implementation from October 1, 2023, through December 31, 2023.¹ The time prior to October 1, has been ordered as a lead-in time for customer education and outreach.

Presentation Follow-Up Questions

As discussed during Evergy’s presentation to the Commission on August 10, there is interest in receiving more information. The Commission will direct Evergy to file ongoing

¹ All dates refer to 2023 unless otherwise indicated.

updates to the below inquiries. The page numbers accompanying each inquiry refer to the page numbers of Evergy's August 10 presentation, which is filed in EFIS.²

1. **TOU Campaign Dashboard** (page 17) – provide an update of the information contained on this page.
 - a. Provide an Enrollment Summary by certain customer segmentations to include but not be limited to Electric Heat Customers, Non-Digital Customers, Senior Customers, Rural Customers, Low Income Customers and Less Energy Engaged Customers.
 - b. Provide additional occurrence details with regard to Contact Center Engagements, including Customer Complaints, to include the resolution type for each call. Example categories include but are not limited to premature disconnection by customer, premature termination by company, customer selection to utilize IVA assistance, customer election to utilize the call-back feature, transfer to TOU CSR for education, transfer to TOU CSR for rate coaching, transfer to TOU CSR to change plan, escalation to Resolution Team member, transfer to receive billing assistance, transfer or referral to receive information regarding energy efficiency programs or demand response program enrollment, and transfer or referral to receive energy efficiency financing program information which could include PAYS, PACE, rebate programs and federal tax incentives, referral to a community service provider such as United Way/211, referral to a specific Community Action Agency, referral to a state agency to determine eligibility to receive energy assistance or weatherization services, or referral to the Public Service Commission.
2. **Marketing Channel Results** (page 22) – provide an update of the information contained on this page.

² Notice of Agenda Presentation, Exhibit A, filed August 11, 2023.

3. **Customer Engagement** (pages 28-31) – provide an update of the information contained on these pages.
 - a. Specific to Online Customer Survey Findings (page 31) –provide a report on the number of customers surveyed.
4. **Monitor feedback and adapt communications**
 - a. Weekly spending booked in the deferral account.
 - b. Copies of all customer facing media communications including start/stop dates;
 - c. Describe the communications plan and specific outreach provided to particular customer types and detail how those strategies have been modified during the reporting period. Particular customer types refers to the “Special Customer Groups” and “Hard-to-Reach” Customer Segments, as described in Evergy’s Time of Use Workshop 2 slides presented on May 23, 2023 (page 33) as well as those identified to be more likely to be adversely impacted including:
 - i. Low Income Customers
 - ii. Senior Customers
 - iii. “Hard-to-Reach” customers including
 1. Rural Customers
 2. Non-digital Customers
 3. Less Energy Engaged
 - iv. Electric Space Heat Customers
 - v. Net Metered Customers
 - vi. Customers currently enrolled in the Average Pay Plan
 - vii. Customers currently enrolled in any other payment arrangement plan

- d. If applicable, any modifications that Evergy implemented to communications and messaging specifically based on customer feedback; and

5. **Customer Data:**

- a. Total usage per rate plan by week.
- b. Cumulative frequency of total usage by month and bill cycle for each rate plan – provide a quarterly update.
- c. Cumulative frequency of total usage by time period and by month and bill cycle for each rate plan – provide a quarterly update.
- d. List of accounts that switch more than once a year, including the frequency or switches if more than one – provide a quarterly update.

Campaign Measurement Follow-Up Questions

On August 9, Evergy filed its response to OPC’s July 14 comments regarding metrics to measure the effectiveness of the TOU educational messages. Evergy described several measurement methods it is already using.³ The Commission will direct ongoing updates to the below measurement methods being employed by Evergy.

- 6. Internal Monthly Survey results
- 7. Third Party Survey results, provided on a quarterly basis.

Average Payment Plan Follow-Up Questions

On August 1, Evergy filed its response to Staff’s July 19 request for additional information. Evergy’s response explained which customers must re-enroll in the Average

³ Reply to OPC Comments, and Response to Other Prior Filings, filed August 9, 2023, p. 8.

Payment Plan (APP).⁴ The Commission will direct Evergy to also file ongoing quarterly updates to the below inquiries regarding the APP.

8. The number of customers that were removed from the APP each month because they enrolled in a new rate option using self-service.
9. The number of customers that called in to make a payment arrangement to avoid paying the large balance owed.
10. Total number of calls/customer contacts regarding the removal of APP and new enrollments.
11. Total number of re-enrollments in APP after the new TOU rates are effective – provide a monthly update of the information beginning with information from the month of October 2023.

Evergy may find that some of the above eleven requests for information may overlap or be duplicative of other information about which Evergy has provided an update. If that is so, then Evergy does not need to update the overlapping request and shall state where the Commission can find the other analysis.

On-The-Record Presentations and Stakeholder Meeting

Evergy shall present three on-the-record presentations regarding TOU education and implementation to the Commission, to be scheduled for November 2023, January 2024, and April 2024. Evergy shall hold a stakeholder meeting to be scheduled to occur in 2023 to solicit stakeholder feedback and input.

The Commission will allow, but not require, other parties to also provide an on-the-record presentation.

⁴ Evergy Response to Staff's Request for Additional Information, p. 3.

THE COMMISSION ORDERS THAT:

1. Everyg shall file monthly updates of all items set forth in this order unless otherwise set out in the body of this order until otherwise ordered by the Commission.
2. Everyg shall make a progress report presentation regarding TOU education and implementation process at an on-the-record presentation to be scheduled for November 2023, January 2024, and April 2024. Scheduling details will be provided at a later date.
3. Other parties are allowed, but not required, to make their own presentation. Any parties so interested shall contact the regulatory law judge via email.
4. This order shall be effective when issued.



BY THE COMMISSION

Nancy Dippell

Nancy Dippell
Secretary

Rupp, Chm., Coleman, Holsman, Kolkmeier
and Hahn CC., concur.

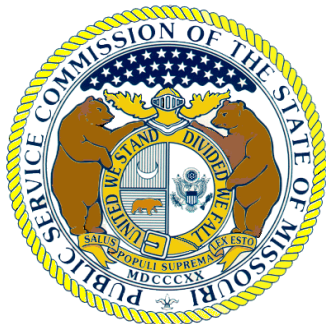
Hatcher, Senior Regulatory Law Judge

STATE OF MISSOURI

OFFICE OF THE PUBLIC SERVICE COMMISSION

I have compared the preceding copy with the original on file in this office and I do hereby certify the same to be a true copy therefrom and the whole thereof.

WITNESS my hand and seal of the Public Service Commission, at Jefferson City, Missouri, this 30th day of August, 2023.



Nancy Dippell

Nancy Dippell
Secretary

MISSOURI PUBLIC SERVICE COMMISSION

August 30, 2023

File/Case No. EW-2023-0199

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Enclosed find a certified copy of an Order or Notice issued in the above-referenced matter(s).

Sincerely,



**Nancy Dippell
Secretary**

Recipients listed above with a valid e-mail address will receive electronic service. Recipients without a valid e-mail address will receive paper service.