

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

Show Me Ethanol,)	
)	
Complainant,)	
)	
)	File No. EC-2026-_____
vs.)	
Evergy Missouri Metro Inc., d/b/a)	
Evergy Missouri Metro)	
)	
Respondent.)	

Complaint

COMES NOW, Show Me Ethanol, (“SME”) and pursuant to Section 386.390.1 RSMo. and 20 CSR 4240-2.070(4) files this Complaint and states:

Introduction

1. This matter relates to the failure of Evergy Missouri Metro Inc., d/b/a Evergy Missouri Metro (“Evergy Missouri Metro” or “Evergy”) to provide adequate and reliable service to SME at its facilities in Carrollton, Missouri.
2. SME has attempted to resolve this matter directly with Evergy without receiving an adequate explanation about what has caused the increased outages or the steps that Evergy has or will take to resolve the issue. Because its efforts to resolve these reliability issues have been unproductive, SME files this complaint asking the Commission to investigate Evergy Missouri Metro’s failure to provide adequate and reliable electric service to SME and order Evergy to take such steps as may be necessary and reasonable to resolve the problems with providing service to SME.

Complainant

3. SME is a customer of Evergy Missouri Metro receiving electric service at the following location:

Show Me Ethanol
26530 Highway 24 East
Carrollton, MO 64633

4. SME is a corn dry-mill distillery located in Carrollton, Missouri, that operates 24 hours a day and 7 days a week. SME's processes to turn corn into alcohol, grain neutral spirits, and 160,000 tons of animal feed annually requires a significant amount of electricity that makes them one of Evergy Missouri Metro's largest customers.

5. The impact SME has on the regional community is significant with the facility processing over 20 million bushels of corn annually – all purchased from local farmers. In addition, SME employs 50 talented and skilled employees.

Respondent

6. Evergy Missouri Metro is an “electrical corporation” and a “public utility” as defined in Sections 386.020(15) and 386.020(43), RSMo, and is therefore subject to the personal jurisdiction, supervision, control and regulation of the Commission under Chapters 386 and 393 of the Missouri Revised Statutes.

7. Evergy Missouri's address is:

Evergy Missouri
One Kansas City Place,
1200 Main Street
Kansas City, MO 64105

Jurisdiction

8. Pursuant to Sections 386.250(1) and 393.140(1) RSMo., this Commission is charged with the supervision and regulation of public utilities engaged in the manufacture and sale of electricity at retail. Within that regulatory framework, the Commission has a vital role in enforcing Section 393.130.1, RSMo that requires “every electrical corporation ... shall furnish and provide such

service instrumentalities and facilities as shall be safe and adequate and in all respects just and reasonable.”

9. Among the Commission’s powers to fulfill its duties, it is empowered under Section 393.140(2) to:

... examine or investigate the methods employed by such persons and corporations in manufacturing, distributing and supplying ... electricity for light, heat or power and in transmitting the same, ... and have power to order such reasonable improvements as will best promote the public interest, preserve the public health and protect those using such ... electricity ... system, and those employed in the manufacture and distribution thereof, and have power to order reasonable improvements and extensions of the works, wires, poles, pipes, lines, conduits, ducts and other reasonable devices, apparatus and property of ... electrical corporations[.]

10. This Commission has authority to hear and determine complaints against Evergy Missouri Metro pursuant to Section 386.390(1), which provides that “[c]omplaint may be made by ... any corporation or person ... in writing, setting forth any act or thing done or omitted to be done by any corporation, person or public utility in violation, or claimed to be in violation, of any provision of law subject to the commission's authority, of any rule promulgated by the commission...”

Count 1

Evergy Missouri Metro fails to comply with Section 393.130.1 RSMo. by failing to provide SME with safe and adequate electric service at its Carrollton, Missouri facilities.

11. Section 393.130.1 RSMo. provides, in relevant part that: “every electrical corporation ... shall furnish and provide such service instrumentalities and facilities as shall be safe and adequate and in all respects just and reasonable.”

12. The Commission’s regulations give an indication that adequate service necessarily means reliable service. Section 20 CSR 4240-22.010(2) of the Commission’s resource planning rules proscribes that [t]he fundamental objective of the resource planning process at electric utilities shall be to provide the public with energy services that are safe, **reliable**, and efficient, at just and reasonable rates, in compliance with all legal mandates, and in a manner that serves the public interest and is consistent with state energy and environmental policies.” Emphasis added.

13. At 20 CSR 4240-22.020(53) the Commission’s regulations define “resource planning” as the “process by which an electric utility evaluates and chooses the appropriate mix and schedule of supply-side, demand-side, and distribution and transmission resource additions and retirements to provide the public with an **adequate level, quality, and variety of end-use energy services.**” Emphasis added.

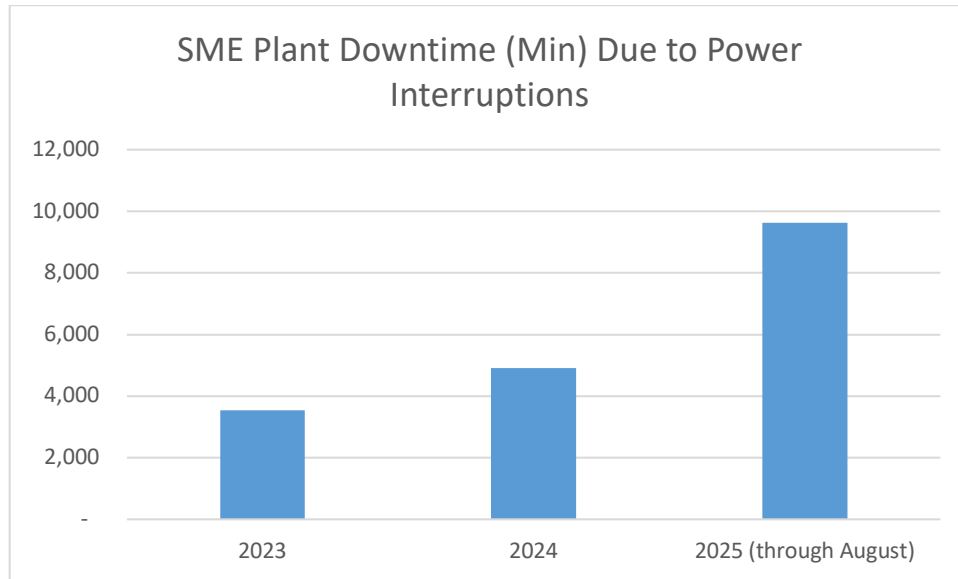
14. The Commission Staff has recently described “reliability” as the ability of the electric system to supply power at all times and withstand sudden disturbances.¹ Noting that reliability addresses high-frequency, low-impact events and focuses on preventing failures and ensuring consistent performance.²

15. Beginning in 2023, SME began experiencing an increasing number of electrical outages at its Carrollton facility. The outages and power interruptions have varied in duration but cumulatively total over 30 hours of time without power. Moreover, whenever the power service is interrupted there is associated downtime where the plant is unable to operate until the processes

¹ See Case No.ER-2024-0261, Rebuttal testimony of Claire Eubanks, EFIS Doc. No. 243, p. 2.

² *Id* at footnote 2.

can be restarted. This downtime associated with power outages is over 301 hours since 2023. Below is a chart illustrating the increasing downtime for SME due to power outages.



16. These increasing power outages create a drag on SME’s profits attributable directly to the inadequate and unreliable electric service. In addition, questions about the adequacy and reliability of its power supply impacts the feasibility of SME’s plans for growth at its plant.

17. SME has communicated its concerns about reliability and service adequacy to Evergy representatives on numerous occasions including at a meeting on April 14, 2025. Due to Evergy’s regulated monopoly status, the reliability of its power is largely outside of the control of SME. To date, Evergy has not identified a reason that SME continues to experience outages of increasing frequency and duration. Nor has Evergy been able to assure SME that the issue has been resolved or that it has a plan to improve reliability at the site. Instead, Evergy appears to view these outages and interruptions as acceptable or attributes the cause and length of outages to SME.

18. The increasing outages to SME exceed the average reliability metrics Evergy is required to track and report by the Commission’s regulations on Electric Utility Operational Standards at

20 CSR 4240-23.010. These rules require Evergy to track information related to outages on its system, including:

(A) System Average Interruption Frequency Index (SAIFI), which reflects the average frequency of service interruptions in number of occurrences per customer and is defined as the total number of customer interruptions for the period covered divided by the total number of customers served;

and,

(C) System Average Interruption Duration Index (SAIDI), which reflects the average interruption in hours or minutes per customer served for the period covered and is defined as the sum of all customer interruption durations divided by the total number of customers served; and

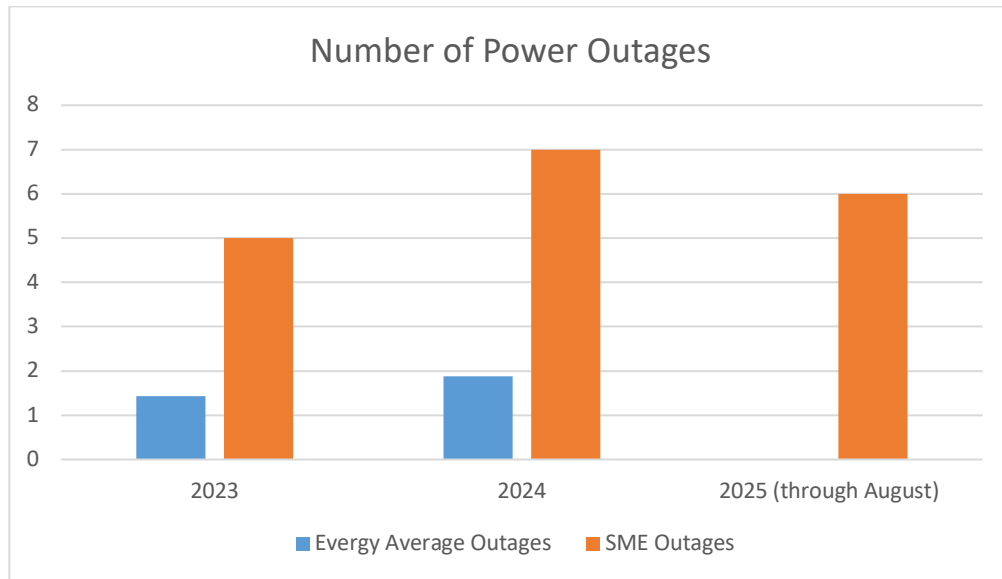
20 CSR 4240-23.010 (1)(A) through (D).

19. These metrics generally give an indication about the overall reliability and adequacy of the company's system. If a customer experiences more frequent or longer outages than the utility's SAIFI and SAIDI suggest, it indicates a localized reliability issue and could mean that the customer's location or specific infrastructure serving them is more susceptible to outages and needs additional attention. Reviewing the information Evergy Missouri Metro has provided in these reports and comparing those figures to SME's outages it is apparent that there is some ongoing, and increasing reliability issues with the electric service provided to SME.

20. In 2023, Evergy Metro had an unadjusted SAIFI of 1.433 which means that the average customer on the system experienced approximately 1.433 power outages during the year. EO-2024-0329, Doc. No. 1 at p. 2. During 2023, SME experienced five outages. As a result of these five outages, SME had downtime of 3,540 minutes.

21. In 2024, Every Metro's SAIFI value was 1.872 meaning each customer within the system experienced 1.872 sustained power interruptions during the year. EO-2025-0302, Doc. No. 1 at p. 2. In 2024, SME experienced seven outages. This led to plant downtime of 4,916 minutes.

22. So far in 2025, SME has experienced six outages totaling 719 minutes of power outage. This has led to SME downtime of 9,635 minutes through July. Below is a chart illustrating that, while the number of outages experienced by Everygy Metro’s average customer is relatively stable the outages seen by SME have increased relative to the system average.

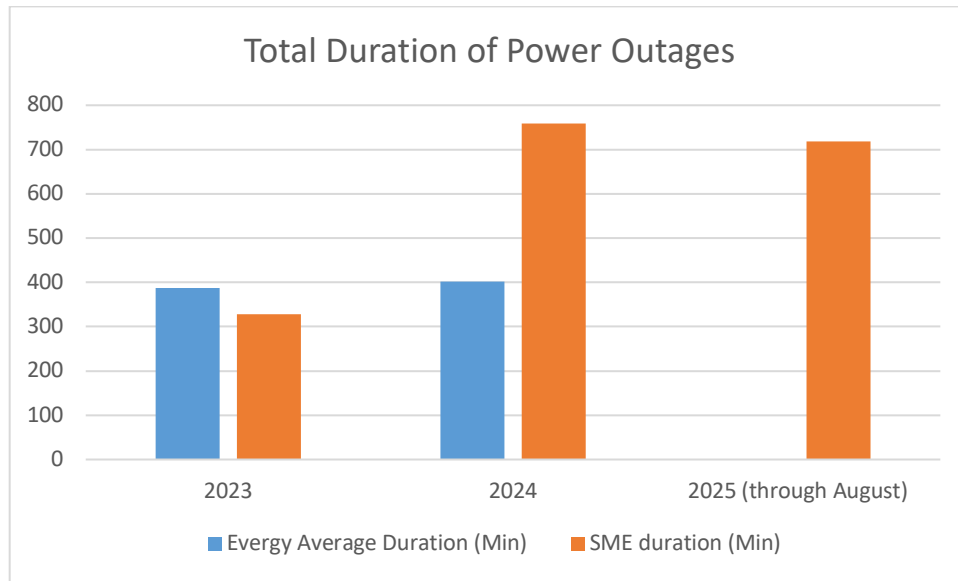


23. In addition to the number of outages, the adequacy and reliability of power provided to SME is deficient in that the duration of those outages experienced by SME is higher than the system average and increasing.

24. In 2023, Everygy Metro had an unadjusted SAIDI value of 387.46 which means that the average customer experienced 387.46 minutes of power interruptions. EO-2024-0329, Doc. No. 1 at p. 2. That year, SME experienced 328 minutes of power outages.

25. In 2024, Everygy Metro had an unadjusted SAIDI value of 401.68 meaning the average customer within the system experienced a total of 401.68 minutes of power interruption. EO-2025-0302, Doc. No. 1 at p. 2. That year, SME experienced 759 minutes of power outages – almost double the average. This led to plant downtime of 4,916 minutes and caused significant disruption in the operations of SME.

26. As noted above, so far in 2025 SME has already experienced six power interruptions totaling 719 minutes without power. The most recent power interruption occurring on August 26, 2025. The increasing duration of outages for SME relative to Every’s system is illustrated in the chart below:



27. As with the number of outages, the total duration of power outages experienced by Everygy Metro’s average customer is relatively stable while the total outage duration seen by SME has increased both relative to the system average as well as the total amount of time.

28. SME is certain the outages were not fault of its own processes and equipment. If the outages continue SME will likely continue to incur profit losses and plans to expand operations may be jeopardized.

29. Absorbing these types of damages is unsustainable for SME, particularly when the reliability and adequacy of its power supply is wholly in control of Everygy Missouri Metro at this time.

30. Everygy Missouri Metro has a duty to provide safe, adequate, and reliable power to its customers. As shown above, Everygy Missouri Metro has failed to fulfill this duty causing SME to incur significant operational delays and financial damages.

31. Pursuant to 20 CSR 4240-2.070 (4) (F) SME discussed this complaint with representatives of Evergy Missouri on August 27, 2025.

Requested Relief

32. Given the increasing reliability issues and continued uncertainty of the cause, remedy, or plan by Evergy to improve reliability in its service, SME asks the Commission's assistance in resolving the issue by:

- Investigating and requiring Evergy to take steps to assure SME that it will have adequate and reliable service in the future, and establish a deadline for such action;
- Engaging in discussions to permit SME to develop its own on-site power supplies in the event Evergy cannot assure adequate and reliable power; and
- Any and all appropriate relief as the Commission deems just and reasonable in the circumstances.

WHEREFORE, SME respectfully requests that the Commission find that Evergy Missouri Metro has violated Section 393.130.1 RSMo. by failing to provide SME with safe and adequate electric service at its Carrollton, Missouri facilities.

Respectfully,

/s/ Tim Opitz

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ATTORNEY FOR SHOW ME ETHANOL

Certificate of Service

I hereby certify that copies of the foregoing have been emailed to the following counsel on this 10th day of September 2025:

/s/ **Tim Opitz**

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VERIFICATION

STATE OF MISSOURI)
)
COUNTY OF Carroll)

I, Brian Pasbrig, have reviewed the foregoing pleading, state that I am authorized to make this affidavit on behalf of Show Me Ethanol, and that the facts set forth are true and correct to the best of my knowledge, information and belief.

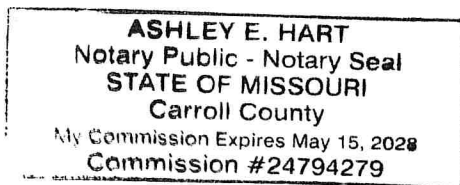
Dated this 5 day of September 2025.




Brian Pasbrig

Show Me Ethanol
Employer / Party

Subscribed and sworn before me this 5 day of September 2025.





Notary Public