

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

In the Matter of a Working Case for	)	
Commission Review and	)	
Consideration of Utility Assistance	)	Case No. OW-2026-0085
Programs and Special Alternative	)	
Residential Customer Rates	)	

EVERGY’S RESPONSE

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, pursuant to the Missouri Public Service Commission’s (“Commission”) *Order Opening Working Case and Directing Responses* (“Order”) issued on October 1, 2025, states as follows:

As further described in the completed Low Income Programs template, Evergy’s approach includes a strategy of connecting low to moderate income and senior residential customers with a variety of resources that provide needed assistance. This strategy focuses on a layered approach that leverages billing/financial assistance and energy efficiency assistance; with our Evergy Connect walk-in facility, year-round mobile outreach and events managed by our customer affairs team, with knowledgeable contact center service professionals to reach and serve our low to moderate income and senior residential customers. Our work seeks to address urgent needs and braid in additional energy efficiency programs to help customers save energy by getting upgrades to their homes and manage their electric payments for the long-term. Specialty programs also address the nuanced needs of our most vulnerable customers. A significant amount of this work is done face-to-face, allowing for more holistic support and in-depth assistance to navigate the myriad programs.

Evergy has a long history and is strongly committed to working with low to moderate income and senior residential customers to connect these customers to available resources to assist with their energy bills and avoid disconnection. Evergy looks forward to working with the Commission and other Stakeholders to provide ongoing support of our vulnerable customers.

WHEREFORE, the Company submits this response to the Commission's Order.

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 a true and correct copy of the above and foregoing document was served upon counsel for all parties on this 14th day of November 2025, by EFIS filing and notification, and/or e-mail.

/s/ Roger W. Steiner

Roger W. Steiner