

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

In the Matter of Evergy Metro, Inc. d/b/a Evergy)
Missouri Metro and Evergy Missouri West, Inc.) Case No. EO-2020-_____
d/b/a Evergy Missouri West Addressing the)
COVID-19 Pandemic in the State of Missouri)

**INFORMATIONAL FILING OF EVERGY MISSOURI METRO AND EVERGY
MISSOURI WEST REGARDING RESPONSES TO COVID-19**

COME 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 the “Company” or “Evergy”), and provide the following *Information Filing Regarding Evergy’s Response to the COVID-19 Pandemic* (“Informational Filing”):

1. The current Coronavirus (“COVID-19”) pandemic is confronting the world and the United States with a variety of fundamental and even unprecedented health, economic and social challenges. A number of governmental and private sector measures aimed at restricting travel, crowd sizes, the operation of schools, businesses, and churches as well as sporting and other events have been implemented in an effort to mitigate the spread and impact of COVID-19. As a consequence of these measures, many of Evergy’s customers are being forced to stay at home for lengthy periods of time and avoid work, social gatherings and other interactive activities.

2. As these events unfold, Evergy is committed to avoiding any utility-related actions that would impair the ability of its customers to remain in their homes or obtain vital services and thereby help mitigate the spread of COVID-19. To that end, Evergy is temporarily suspending payment related disconnection activities for all customers and will waive late payment charges that might accrue for service provided on and after March 1, 2020 for

residential and small general service customers and add payment agreement options. Evergy's press release announcing the details of these plans is attached hereto as **Exhibit A**.

3. Evergy believes that its tariffs¹ already permit it to take the above steps and is providing this filing to the Commission to make it aware of its customer assistance efforts.

4. Evergy is also taking a number of steps to optimize the number of customer service representatives ("CSR") available to take calls from customers. However, the availability of customer service employees is highly fluid and dependent on various government mandates and school closings. The steps Evergy is taking to optimize CSR availability and address the COVID-19 pandemic internally include:

- Personal care: The best defense for reducing infection risk is personal conduct. We expect our team to utilize these items to reduce the risk, such as handwashing and social distancing.
- Sanitation practices: Ensure that all surfaces are cleaned and disinfected routinely, in addition to what custodial staff are currently doing.
- Islanding and distancing: Beginning Monday, March 16, 2020, Contact Center Operations will make use of alternate work locations.
 - We plan to shift 10-20% of the workforce to alternate work sites to provide islanding and to avoid having all critical resources in one location (each center). Additionally, more distancing within the primary facilities will occur as a result of moving personnel to alternate sites.
 - Supervisory presence will still be a business requirement.
 - Once identified, the personnel will work at these office locations until further notice.
- Work from Home: Contact Center Operations has work from home personnel (AHA: At Home Agents). Approximately 10% of the current front line (Customer Service Representatives) workforce

¹ Evergy Missouri Metro tariff sheet 1.26 (section 8.02 (A) and (B)) provides that the Company may impose a late fee for unpaid bills and tariff sheet 1.13 (section 3.13) gives the Company the right to disconnect service upon customer default. Evergy Missouri West tariff sheet R-45 (section 6.09) provides that the Company may impose a late fee for unpaid bills and tariff sheet R-11 (section 2.05) provides that the Company may disconnect a customer for non-payment.

works from home today. Aligned with company communication, CCO leadership is making reasonable effort to increase the number of work from home positions.

- Beginning March 17, 2020, we will deploy a limited number of additional work from home CSRs.
- CCO leadership will continue to monitor and adjust as necessary.
- Inter-office travel: All staff shall discontinue travel between offices. We need to work from home if possible, and when personnel are required to report to an office, they will remain at that office.
- Technology utilization: In our business, there is a need for meetings and other communication. We will leverage technology whenever possible to promote collaboration and business need.
- Team meetings with Meals: Effective immediately, there shall be NO buffet style meals served in Contact Center Ops. Boxed/Individual meals are provided when appropriate.
- Reporting: Any and all personnel are required to report to through their management chain immediately with potential exposure or symptoms associated with the coronavirus COVID-19. The employee shall follow corporate direction for reporting through the HR department as well. It is required by leadership staff to report any known information concerning the illness all the while maintaining HIPAA requirements.
- Future Considerations & Response:
 - Expanded local, state, and/or federal guidelines: These may have resulting impact on availability of resources. Example: Extended school closures could have larger impact on Contact Center workforce given the make-up of personnel.
 - Direct exposure response: Should personnel at a Contact Center location (either primary and/or alternate) have direct exposure, measures may include quarantine of larger group of available resources resulting in less personnel to serve.
 - Expanded company policy: As result of response to local, state, and/or federal guidelines the company may relax policies to support these decisions which could impact availability of resources.

- Response: Contact Center leadership will continue to monitor, communicate, and adjust as needed in order to continue to provide the best service possible however if workforce was severely impacted, we would look to identify the most critical customer needs (calls) to handle.

5. Evergy is not currently experiencing customer service issues with reliability or in its contact centers; however, there is a possibility that circumstances caused by the COVID-19 pandemic could lead to such issues. If Evergy sees a change in the status of its reliability or customer service statistics, it will let Commission Staff know of the change in a timely manner.

6. Evergy intends to keep the Commission apprised of the situation related to COVID-19 and any future changes in how Evergy is operating through informational filings in this docket.

WHEREFORE, Evergy requests that the Commission take notice of this Informational Filing and hold this docket open as a repository for possible future filings related to Evergy and COVID-19.

Respectfully submitted,

/s/ Robert J. Hack

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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 all counsel of record on this 18th day of March 2020, via e-mail.

/s/ Robert J. Hack

Robert J. Hack

Evergy extends payment options, waives late fees in response to coronavirus

KANSAS CITY, Mo., March 17, 2020 – In addition to the suspension of disconnections announced last week, Evergy will waive late fees and add payment agreement options for residential and small business customers as the coronavirus continues to affect local communities, causing financial hardship for some.

“These measures reflect Evergy’s commitment to our customers and communities as we face uncertainty in light of the coronavirus,” said Terry Bassham, Evergy president and chief executive officer. “We serve our communities and it is important to us that we are there for our customers during this crisis. The steps we are announcing today will hopefully provide some relief for customers worried about the near future.”

Evergy announced Friday its temporary suspension of nonpayment service disconnections for residential and small business customers. Today, the company took several additional steps to help its customers. Late fees will be waived, and residential and small business customers who had been disconnected prior to Friday’s announcement may re-establish service by paying one-twelfth of their account balance. These changes will be in place through at least May 1.

While service won’t be disconnected in the coming weeks, Evergy encourages customers to continue to make payments toward their energy use to avoid higher balances later. Evergy customer service representatives can assist customers with payment arrangements and budget billing options. In addition, by calling 2-1-1, customers may learn about community resources for financial assistance. Customers will continue to receive reminders, including collection notices, calls, and texts even though they will not be disconnected. These notifications are important to remind customers of past-due balances and, if eligible, customers need the notifications to receive energy assistance funds from community organizations.

“Our employees are committed to keeping the lights on for our communities and are working hard despite the challenging circumstances,” Bassham continued. “The health and safety of our employees, customers and communities continues to guide us as we work through this together.”

To protect the health of our employees and customers, Connect, which is Evergy’s walk-in customer service center in Kansas City, is closed through March 28. Customers may access their Evergy account online at evergy.com, receive assistance by calling Evergy customer service centers or make payments at an authorized [pay station](#).

Evergy call centers are open 7 a.m. to 7 p.m. Monday through Friday and may be experiencing high call volumes. Much like grocery stores, to minimize the number of people gathered in its contact centers, the



company isn't bringing in additional staff, so customers' patience is appreciated while customer service representatives work through the anticipated high volume of customer calls. Evergy Missouri and Kansas Metro customers can reach customer service at (816) 471-5275 or toll-free at 1-888-471-5275. Evergy Kansas Central customers can call 1-800-383-1183.

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About Evergy, Inc.

Evergy, Inc. (NYSE: EVRG) serves approximately 1.6 million customers in Kansas and Missouri. We were formed in 2018 when long-term local energy providers KCP&L and Westar Energy merged. We generate nearly half the power we provide to homes and businesses with emission-free sources. We support our local communities where we live and work, and strive to meet the needs of customers through energy savings and innovative solutions.

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