

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

Redacted Response to Staff's Report

COMES NOW, Show Me Ethanol, ("SME") and for this Response to Staff's Report states:

1. SME filed this complaint alleging 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 as required under Section 393.130.1, RSMo. That provision 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.”
2. SME detailed the increasing reliability issues and continued uncertainty of the cause, remedy, or plan by Evergy to improve reliability in its service. In light of those issues, SME asked for the Commission’s assistance in resolving the issue.
3. SME appreciates the Staff’s investigation and, pursuant to the Commission’s Order, provides the following response to the conclusions and suggestions therein.

Response to Staff's Conclusions

4. SME's complaint argues that it has experienced over 30 hours without power since 2023 and that it has seen increasing frequency and duration of outages since that time. Despite Everygy's assertion to the contrary, SME believes this level of power interruption is a violation of Section

393.130.1 RSMo. by failing to provide SME with safe and adequate electric service. SME appreciates Staff's investigation so far and its attempts to discern the cause of these outages.

5. In its Report, Staff states that without additional discovery it cannot conclude that Evergy considered and pursued reasonable options to mitigate the service interruptions or provide safe and adequate service.¹ SME offers that it is available to meet with the Staff to discuss the history of outages and to aid in providing additional information as may be helpful. SME believes such discussions could resolve certain gaps in the information noted in the report.

6. First, SME believes the Staff's conclusion that "SME's increased load appears to have contributed to the outages"² is inaccurate and that additional discussion with SME could change the Staff's conclusion on that point. SME contends that its own load has not significantly increased during the period of these outages but has remained at relatively stable levels. Instead, any significantly increased load is attributable to a separate customer – Reliant – that was added to Evergy's system on the same substation as SME. Below is a Confidential table showing SME's billed usage over the last ten years.³

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¹ Report at p. 13.

² Report at p. 13.

³ The chart contains customer specific information and is designated confidential under 20 CSR 4240-2.135(2)(A)1.

7. Second, it is SME's understanding that Evergy personnel knew the details of this other customer's new load and that Evergy was involved in determining the level of power that the new customer could take without issue to the system prior to it being added.

8. Third, SME points out that after the new customer began taking service, SME turned on its capacitor banks (that were formerly owned by Evergy) to help Evergy serve the new customer's load and attempt to minimize the power disruptions to its own facilities. To the extent doing has reduced the power issues at the substation, SME is the one aiding Evergy in providing adequate electric service to itself and the other customer. Notably, this service that SME is providing with its equipment has not resolved the power issues SME continues to face even after the capacitor banks were turned on – including the most recent power interruption on December 31st to close out the year.

9. To the extent additional discussion or context would aid the Staff, including the opportunity to visit SME's facilities, SME reiterates it will do its best to help further the investigation.

Response to Staff's Suggestions

10. At the end of its Report, Staff lists several suggestions to Evergy Metro and to SME.

11. For SME, the Staff's Suggestion 2 asks that SME should notify Evergy of any expected increases to ensure that Evergy's facilities and equipment settings are adequate to support the power supply needs. SME accepts this suggestion and notes that it believes it did so in the past and will continue to do so in the future.

12. Furthermore, SME offers that whenever it experiences an outage of any duration it lets its contacts at Evergy know and will continue to do so to aid in Evergy's compliance with Staff's Suggestion 3 for Evergy to "explore reasonable options to better track outages (including

momentary outages) impacting SME.”⁴ SME adds that it would be helpful if the Commission encouraged Evergy to respond and provide the cause of each outage that it reports. Understanding the cause of the outages would help SME explore and implement options to protect its equipment from momentary outages as directed in Staff’s Suggestion 1 to SME.

13. Related to Staff’s suggestions to Evergy, the Report encourages Evergy to explore ways to better track outages, investigate the causes of momentary outages, and to explore other options to improve reliability of service to SME. For outages, the Staff notes that SME provided updated outage information that included four additional outages, each lasting 1 minute, between August 26, 2025 and October 4, 2025.⁵ The Report goes on to say that “[t]hese momentary outages seem to be the primary factor that may be able to be addressed by Evergy Metro to alleviate the issues being experienced by SME.”⁶ SME agrees that resolving these momentary outages would be a significant improvement in service.

14. Staff also discusses that the momentary outages are a problem for SME and states that several of the outages were due to breaker operation. It concludes, “[t]hese outages due to breaker operations should be a primary focus of Evergy Metro to reduce the issues being experienced by SME.”⁷ SME appreciates Staff’s Suggestion 6 to Evergy and agrees that any steps Evergy can take to reduce momentary outages would significantly improve its service.

Conclusion

15. SME appreciates the Staff’s continued investigation and reiterates that it is willing to meet to provide additional information if requested.

WHEREFORE, SME respectfully submits this *Response to Staff’s Report*.

⁴ Report at p. 14.

⁵ Report at p. 9.

⁶ Report at p. 10.

⁷ Report at p.

Respectfully,

/s/ Tim Opitz

Tim Opitz, Mo. Bar No. 65082
Opitz Law Firm, LLC
308 E. High Street, Suite B101
Jefferson City, MO 65101
T: (573) 825-1796
tim.opitz@opitzlawfirm.com

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 9th day of February 2026:

/s/ Tim Opitz

Evergy Missouri Metro Inc.
Roger Steiner
Counsel
Roger.steiner@evergy.com

Cole Bailey
Counsel
Cole.bailey@evergy.com

Missouri Public Service Commission
Mark Johnson
Chief Staff Counsel
paul.graham@psc.mo.gov
Staffcounselservice@psc.mo.gov

Office of the Public Counsel

opcservice@opc.mo.gov