

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

In the Matter of Kansas City Power & Light)
Company’s Request for Authority to Implement)
A General Rate Increase for Electric Service) Case No. ER-2018-0145

In the Matter of KCP&L Greater Missouri)
Operations Company’s Request for Authorization to) Case No. ER-2018-0146
Implement A General Rate Increase for Electric)
Service)

NOTICE

COME NOW, Eversource Energy Metro, Inc. d/b/a Eversource Missouri Metro and Eversource Missouri West, Inc. d/b/a Eversource Missouri West (collectively, the “Company”)¹ and respectfully state as follows to the Missouri Public Service Commission (“Commission”):

1. On September 25, 2018, the Company filed a *Non-Unanimous Stipulation and Agreement Concerning Rate Design Issues* (“Rate Design Stipulation”) which included an agreement between the Company, Staff, the Office of the Public Counsel (“OPC”), Missouri Division of Energy (“DE”), and Renew Missouri Advocates (“Renew MO”) (collectively, the “Signatories”) on a Solar Subscription Rider (“SSR”).²

2. On October 31, 2018, the Commission issued its *Order Approving Stipulations and Agreements* (“Order”) which approved the various settlements between the Signatories in these dockets, including the Rate Design Stipulation referenced above.

¹ Effective October 7, 2019, Eversource Energy Metro Inc. d/b/a Eversource Missouri Metro adopted the service territory and tariffs of KCP&L and Eversource Missouri West, Inc. d/b/a Eversource Missouri West adopted the service territory and tariffs of GMO.

² The Company shall submit reports to the Commission Staff, OPC, Renew MO, and DE detailing an evaluation of the program and lessons learned. Reports shall be filed quarterly until the first Pilot facility(ies) is/are fully constructed. Thereafter, a report shall be filed annually for the next four years. This sequence shall be repeated for construction of the next Pilot facility(ies), if applicable. Thereafter, reports shall be filed every three years until the Pilot facilities are retired.” See Rate Design Stipulation, p. 15, Section 11(i).

3. Pursuant to the provisions of the Rate Design Stipulation, the Company is filing the attached annual report reflecting an evaluation of the program and lessons learned designated as **Exhibit A**.

WHEREFORE, the Company respectfully requests the Commission take notice of the attached.

Respectfully submitted,

/s/ Roger W. Steiner

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**Attorneys for Evergy Missouri Metro
and Evergy Missouri West**

CERTIFICATE OF SERVICE

I hereby certify that copies of the foregoing have been mailed, hand-delivered, transmitted by facsimile or electronically mailed to all counsel of record this 10th day of March 2026.

Roger W. Steiner

Roger W. Steiner

**2025 Annual Program Report
Solar Subscription Rider (Schedule SSP)
Eversource Missouri Metro and Eversource Missouri West
Case Nos. ER-2018-0145, ER-2018-0146, and Docket No. EA-2022-0043**

Report Summary

Following its last Annual Report submitted on March 10, 2026, the Company provides this annual report to comply with the Stipulation and Agreement in Case Nos. ER-2018-0145/0146. The following bullets summarize activities for calendar year 2025:

- As of December 31, 2025, the SSP program enrollment of the resource for its Missouri jurisdictions' allotted capacity is at 100% of resource capacities. Eversource maintains a waitlist of 28 customers or 142 shares in Missouri Metro and 84 customers or 572 shares in Missouri West. Income Eligible Solar Subscription program maintains a total of 29 customers (22.4% subscribed) or 218 shares in Missouri Metro and 20 customers (15.4% subscribed) or 154 shares in Missouri West.
- In accordance with the Stipulation and Agreement in Case No. ER-2022-0129/0130, Eversource surveyed Solar Subscription participants in Q4 2024 covering, but not limited to, economic considerations and customer service. Results show that Solar Subscription customers are satisfied with the program with 44% reporting high satisfaction on a ten-point scale with eight or higher reflected as very satisfied: 8% higher than 2023. Eversource has plans to conduct a customer survey in 2026 to continue monitoring customer experience and inform program enhancements.
- Renewable Energy Certificates (RECs) from the 2025 operation year at the Hawthorn Solar facility will be retired at the end of Q1 2026 by Eversource on behalf of subscribers in the North American Renewables (NAR) Registry.

2025 Hawthorn Solar Facility Generation

In 2025, the 22,000 solar panels at Hawthorn generated over 16,173 megawatt hours (MWh) of clean, renewable energy. Hawthorn's net capacity factor was 18.5%, up from 13% in 2024 due to downtime in Q4, 2024.

On April 22, 2025, inverter 2 experienced a failure of two inverter power conversion modules. The repair required an upgrade to the module, which included relocating the switching board away from other components, improving operation in high ambient temperatures. Six modules were replaced in inverter 1 and inverter 2. The module replacements were under warranty, which runs until December 2027.

2025 Marketing Outreach and Support for Solar Subscription Program

The Solar Subscription program remained fully subscribed throughout 2025 in both Missouri Metro and Missouri West. Because enrollment capacity was consistently met, marketing efforts in 2025 focused on low- or no-cost tactics to maintain communication with existing subscribers and support ongoing enrollment for the Income Eligible Solar Subscription (IESS) program, which continues to actively enroll eligible Missouri customers.

Evergy prioritized recurring customer communications through owned channels, including email newsletters, weekly energy reports, website updates, and other standard email placements. These cost-efficient approaches helped sustain customer engagement and awareness of program offerings.

To support consistency and streamline messaging, Evergy also developed standardized customer communication templates covering program details, frequently asked questions, enrollment, billing, and overall program expectations.

Program marketing efforts in 2025 consisted of the following activities:

Marketing Outreach

- General Visibility and Awareness Efforts
 - Select weekly energy reports and email placements were utilized throughout the year to maintain general program awareness.
 - Launched a renewables newsletter to promote Solar Subscription to customers identified as participating in or interested in renewable and sustainable programs.
- Digital Experience and Web Updates
 - Website enhancements ensure customers can access current information and request estimates when needed.

Customer Communications

- Core Customer Communications:
 - Communications, including web content, were kept current to ensure accurate information regarding program availability, enrollment steps, and billing details.
 - Utilized the renewables newsletter to update Solar Subscription customers and share information on Evergy's broader renewable programs and initiatives.
- Program Availability and Waitlist Management:
 - The Solar Subscription program remained largely fully subscribed, while the IESS program continued to enroll eligible Missouri customers.
 - Waitlist customers were proactively managed and enrolled as shares became available, helping maintain full program capacity and ensuring timely notification as openings occurred.
- Content and Customer Journey Support:
 - Marketing developed updated customer communication templates to support the implementor with enrollment workflows, onboarding communications, and general customer touchpoints and inquiries.

Evergy expended \$1,500 in 2025 on marketing and communication efforts for the Solar Subscription and Income Eligible Solar Subscription programs.

Below are examples of marketing collateral: weekly energy reports, email newsletters, and a product email. All marketing collateral directs customers to the Solar Subscription webpage, which includes a current billing example and estimate form.

Subscribe to support local solar



When you join Solar Subscription, you'll be supporting a "share" of the green energy produced at our solar sites, which helps provide emissions-free power to the homes of you and thousands of your neighbors. Simply choose your level of support based on a percentage of your energy use and it shows up as a monthly contribution on your bill—no need to install solar panels at home.

LEARN MORE

Go solar without investing in panels



Our Solar Subscription program is a high-impact way for you to support clean energy through solar power without having to install solar panels on your home or business. With a monthly solar subscription, a portion of your energy usage comes from Evergy's local solar network—a great way to support sustainable, renewable energy in your community!

LEARN MORE

Weekly Energy Reports

Income Eligible Solar Subscription Program from Evergy

Support clean and sustainable solar energy with no increase to your current monthly bill. With our Income Eligible Solar Subscription program, you can get a portion of your monthly electricity from local solar. It's a way to support green energy without the cost, hassle, and maintenance of installing your own solar panels.

Discover more at [evergy.com/noincrease](https://www.evergy.com/noincrease).



IEMF Newsletter



PROGRAM UPDATE

Solar Subscription

If you're not quite ready to install solar panels on your home, consider participating in Evergy's community solar program.

Why become a subscriber?

Renewable, emissions-free solar energy benefits everyone. It helps improve air quality, reduces the need for traditional fuels like coal, and supports energy independence.

When you join [Solar Subscription](#), you'll be supporting a "share" of the energy produced at our solar sites, which helps power the homes of you and thousands of your neighbors.

How does it work?

Each month, the amount you pay for Solar Subscription goes directly towards offsetting the installation and maintenance costs of the solar panels and infrastructure.

Solar Subscription is a small way to show your support for renewable, emission-free energy without doing a huge home-improvement project.

[Solar Subscription](#) →

Renewables Newsletter



Solar energy, right here at home

Installing solar panels on your home has a high up-front cost, and a long payback period before you see a return on that investment. Instead, consider participating in Evergy's community solar program.

Why become a subscriber?

Renewable, emissions-free solar energy benefits everyone. It helps improve air quality, reduces the need for traditional fuels like coal, and supports energy independence.

When you join [Solar Subscription](#), you'll be supporting a "share" of the energy produced at our solar sites, which helps power the homes of you and thousands of your neighbors.

How does it work?

When you participate, you pick your level of support based on a percentage of **your** energy use. No need to install any solar panels at your home—just a monthly contribution on your bill.

Solar Subscription is a small way to show your support for renewable, emission-free energy without doing a huge home-improvement project.

Learn more and join the waitlist today!

[Solar Subscription](#) →

Product Email



Solar Subscription

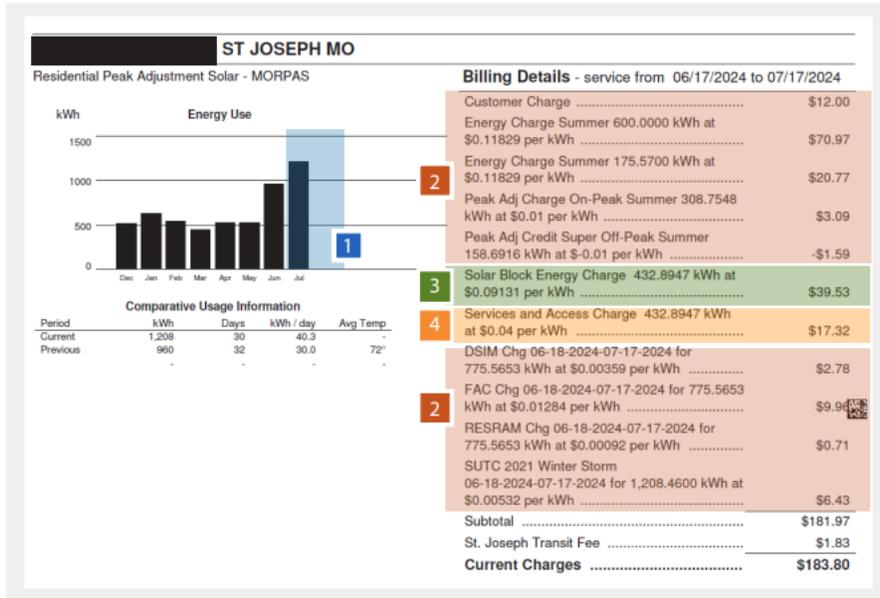
Support renewable energy without installing your own solar panels

The Solar Subscription program is a high-impact way for you to support clean energy through solar power, without the need to install solar panels on your home, apartment or business.

Through a monthly subscription, you can subscribe to solar panel shares. **Subscriptions are available in 10 percent increments**, offering the ability to offset percents of annual energy usage with the solar energy equivalent.

[Sign up today](#)

Greenability E-Blast



Items 3 and 4 are your total Solar Subscription charges:
The Solar Block Energy Charge and the Services and Access Charge.

- | | | | |
|----------------------------|------------------------------------|---------------------------|----------------------------|
| 1 | 2 | 3 | 4 |
| Total monthly energy usage | Energy usage at residential charge | Solar Block Energy charge | Services and Access charge |

Billing Example on Website

How much does Solar Subscription cost?

Participating in Solar Subscription will increase your monthly bill.

The Solar Block Subscription Charge (residential) is \$0.13131 per kWh.

Your monthly charge is based on the actual kWh produced by your shares for the month, which can vary depending on the season and the weather. On long, sunny summer days, your shares will produce more. On cloudy days, or in the winter, when there are fewer hours of daylight, they'll produce less.

On your bill, the energy produced by your solar shares replace some or all of the kWh of energy you used during the month, and instead of paying your regular rate-plan price, you pay the Solar Subscription rate. Sometimes, your shares will produce more energy than your home used during the month, and other months, they'll produce less, and what you see on your bill is based on a three-month delay.

Here's an example:

Bill period	Total energy used in your home	Amount produced by your solar shares	You pay
January	Viewed these Features on Solar ... 650 kWh	350 kWh (produced in October)	350 kWh at solar price 300 kWh at regular price
September	700 kWh	850 kWh (produced in June)	850 kWh at solar price 0 kWh at regular price

Right now, the kWh price for Solar Subscription is higher than regular residential rates. However, residential rates are expected to rise over the next 25 years, while your Solar Block charge will remain the same, and will eventually be less than normal residential rates.

Your total "Solar Block Subscription Charge" is made of two parts:

- The **Solar Block Energy** charge includes your portion of the fixed costs for the Hawthorn solar facility, consisting of a \$0.09131 charge per kWh, which will remain the same for 25 years.
- The **Services and Access** charge covers the cost to transmit and deliver solar energy back to the grid, currently \$0.04 per kWh. This is the part of your total Solar Subscription charges that can change when Evergy submits rate-change requests to our Missouri regulator.

[Missouri Metro Solar Billing Details](#)

Program Survey and Pilot Evaluation

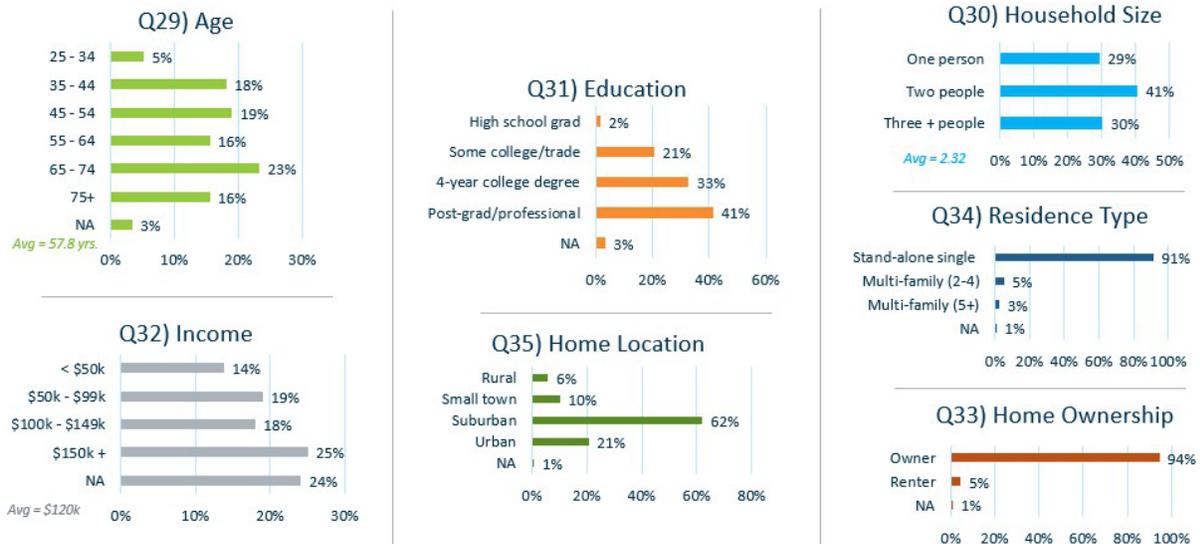
Evergy conducted a customer survey to Solar Subscription participants in Q4 2024. Customer satisfaction with Evergy’s Solar Subscription Program improved meaningfully in 2024, with overall satisfaction rising from an average of 5.9 to 6.9 and the proportion of highly satisfied subscribers increasing from 32% to 44%. Subscribers also rated their satisfaction with Evergy as a utility higher than the general residential population, and more than half reported that participation in the program improved their opinion of the company.

Looking ahead, the program shows stability, with 51% of subscribers planning to stay enrolled long-term and only 7% indicating they intend to leave after one year. Support for expansion is also high: 87% believe Evergy should continue building additional community solar facilities.

Customer Demographics

Respondents skewed older, with an average age of 57.6 years, and most lived in suburban areas, which represented the largest share of participants. Households were typically small, with two-person households being the most common, and the vast majority—94%—owned their homes.

Demographic Summary



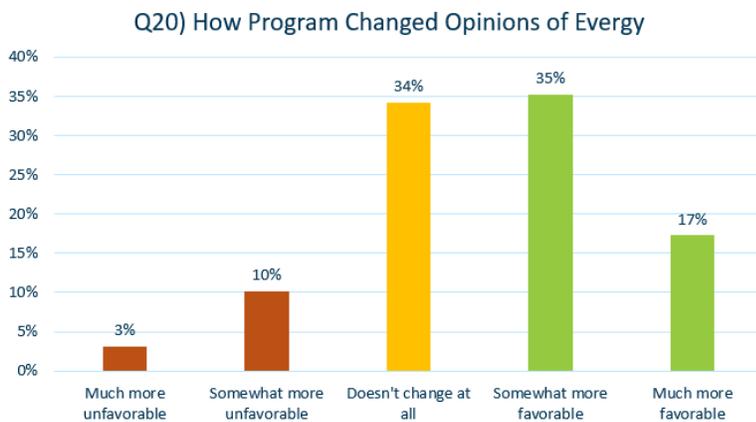
How the Program Changed Opinions of Evergy

Participation in the Solar Subscription Program has had a strong positive impact on customers' perceptions of Evergy. More than half of surveyed subscribers—53%—reported that the program made them feel more favorable toward the company, while only 13% felt more unfavorable. This net positive shift reflects the value customers see in Evergy's renewable energy efforts, as well as the program's role in reinforcing Evergy's commitment to sustainability and customer-focused offerings. The data shows that as subscribers engage with the program and better understand its benefits, their overall confidence and trust in Evergy grow accordingly.



How Program Changed Opinions of Evergy

Net positive shift in opinions of Evergy, due to Solar Subscription program



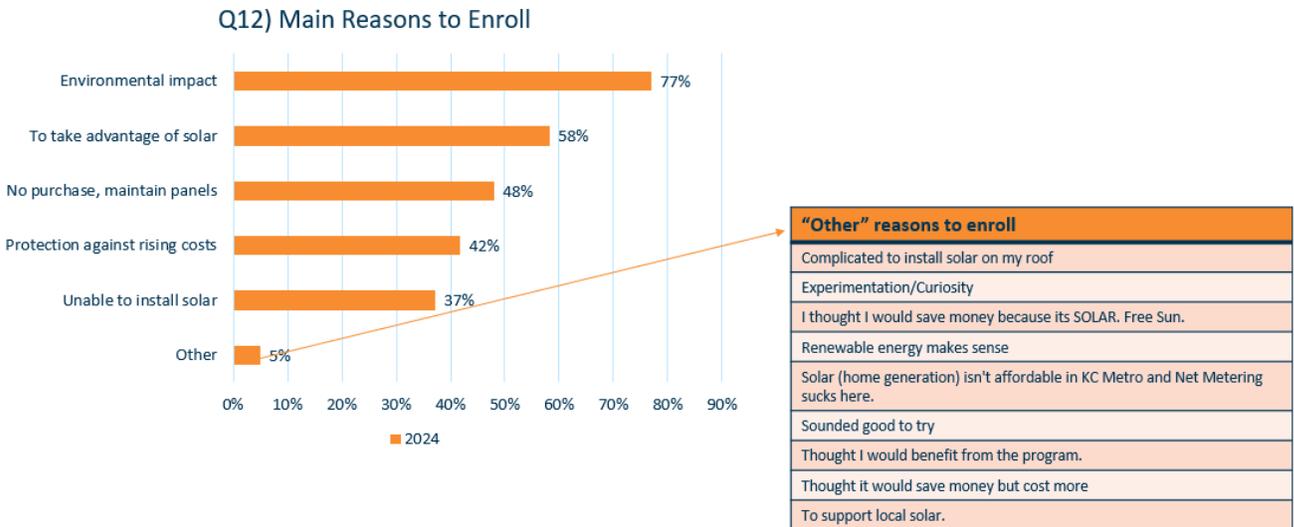
Main Reasons to Enroll in Program

Customers enrolled in Evergy’s Solar Subscription Program primarily to support renewable energy and gain access to solar power that otherwise wasn’t feasible for their households. The top motivations included the program’s positive environmental impact—selected by 77% of respondents—and the opportunity to “take advantage of solar” without needing to purchase or maintain rooftop panels. Many participants also cited protection against rising energy costs and the convenience of a no-installation option as key drivers. For more than half of subscribers (56%), the program provided a solar solution that simply wouldn’t have been possible due to cost, housing type, or installation limitations. Other reasons included curiosity, supporting local solar development, and the belief that participation could help reduce reliance on fossil fuels.



Main Reasons to Enroll in SS Program

Top reasons: environmental impact, taking advantage of solar



Lessons Learned & Opportunities for Improvement

Enrollment

Program findings to date demonstrate that income-eligible customers often seek billing assistance, weatherization services, and other immediate energy-burden relief measures prior to engaging with discretionary programs such as solar subscription offerings. This dynamic has contributed to slower enrollment growth in the Income-Eligible Solar Subscription (IESS) program relative to the fully subscribed standard Solar Subscription program. These findings indicate that solar participation among this customer segment is most effectively supported when presented as part of a broader portfolio of essential assistance services.

In response, the Company in 2026 will enhance its efforts to reach income-eligible customers by leveraging established and trusted customer-facing channels, including the Community and Public Affairs organization, the Evergy Connect Center, Weatherization Assistance partners, and Income-Eligible Demand-Side Management (DSM) programs.

Through these engagement points, the Company will integrate solar education and awareness into ongoing assistance interactions, positioning the IESS program as a complementary resource within a comprehensive set of energy-burden mitigation tools. This approach is expected to improve program visibility, strengthen customer trust, and increase understanding of the benefits of participation.

To further reduce barriers to enrollment, the Company will refine and streamline income eligible solar web content, program collateral, and customer communication materials to ensure clarity regarding program benefits, billing impacts, eligibility, and enrollment procedures. Standardizing materials across customer-facing teams will also reinforce clear and consistent messaging.

Collectively, these actions aim to improve customer comprehension, minimize friction during the enrollment process, and enhance overall satisfaction with the Income-Eligible Solar Subscription program.

Marketing

Targeted email campaigns remain the most cost-effective outreach method. They are a cost-effective option to identify similar customer segments to the enrolled population that result in higher conversion rates. Other complimentary tactics are valuable in raising awareness of the program to a larger audience, which complements the precision and efficiency of email campaigns in driving enrollments.

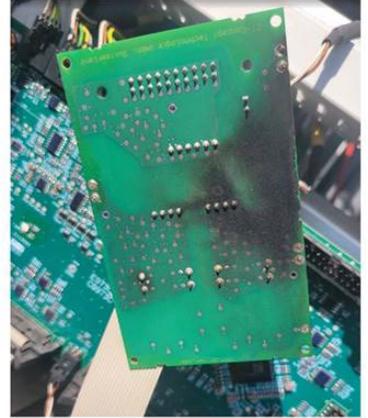
Operations and Maintenance

The DC communications cables were replaced in inverter 1 and inverter 3 to address intermittent alerts related to grounding concerns. The alerts were resolved with this replacement.

Warranty

In April 2025, the following items were replaced under warranty by the inverter OEM.

- Inverter modules (12)
- AC contact



Failed power conversion module – switching board