



Evergy Missouri Metro  
Case Name: 2022 Evergy MO Metro Rate Case  
Case Number: ER-2022-0129

Requestor Kremer Lisa -  
Response Provided June 07, 2022

Question:5043

With reference to page 15, lines 10 through 13 of Mr. Ives' testimony and his discussion of why the Company needs a bad debt tracker, please indicate whether the Company's growth in accounts receivables was impacted by matters other than those attributed to COVID-19 such as failures in the Company's billing system or other operational restrictions. Please provide a complete description of all internal operational impediments, such as billing system limitations, the prevented the Company from performing non-pay service disconnections. For the billing system errors and all other operational impediments impacting non-pay service disconnections, please provide the specific time frames that the Company could not perform non-pay service disconnections.

**RESPONSE:** (do not edit or delete this line or anything above this)

**Confidentiality:** PUBLIC

**Statement:** This response is Public. No Confidential Statement is needed.

**Response:**

Other than the voluntary moratorium on disconnects the company implemented during the height of the pandemic, the only other operational impediments to non-pay service disconnections was the implementation of Evergy's Customer Forward project. This was the project that brought both legacy companies (KCPL and Westar Energy) onto the same CIS platform. This project went live on January 17<sup>th</sup>, 2021. There were no system limitations preventing the non-pay service disconnections as the project went live; however, Evergy did voluntarily suspended collections and severance activities to ensure success for our customers and the project implementation. The resumption of the collections and severance events occurred on April 9<sup>th</sup>. The first disconnection notices sent out on April 15<sup>th</sup>, with the first Non-Pay Disconnects resumed on May 3<sup>rd</sup>, 2021.

**Information provided by:**

David Austin – Mgr, Credit Management



**Attachment(s):**

None

**Missouri Verification:**

I have read the Information Request and answer thereto and find answer to be true, accurate, full and complete, and contain no material misrepresentations or omissions to the best of my knowledge and belief; and I will disclose to the Commission Staff any matter subsequently discovered which affects the accuracy or completeness of the answer(s) to this Information Request(s).

Signature /s/ *Brad Lutz*

Director Regulatory Affairs