



Evergy Missouri West
Case Name: 2022 Evergy MO West Rate Case
Case Number: ER-2022-0130

Requestor Marke Geoff -
Response Provided June 08, 2022

Question:2158

With reference to page 6, lines 17 through 21 of Mr. Caisley's Direct Testimony, please list all routine, repeatable services that the Company is referring to as being handled digitally and through self-service to leave more time for Evergy employees to advise customers on the "best outcomes" for them such as renewable energy, rate choice, or energy efficiency programs. Please provide the Company's definition in Mr. Caisley's context used in his statement of "best outcomes."

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:

Response:

The referenced lines are a general summary statement by Mr. Caisley that the company is focused on automating and digitizing routine and repeatable service functions, in order to leave more time for human customer service interactions that are unique, involved getting or giving advice and feedback or employ the use of judgment. The statement speaks for itself and this data request is way too broad and overly burdensome.

"Best outcomes," in this case, refers to advice given to customers regarding service questions, issues or options that through talking to an Evergy employee result in the best choice of available options to address their need. Witness Caisley will be available for cross-examination.

Information provided by: Chuck Caisley SVP Public Affairs Chief Customer Officer



Attachment(s):

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