



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

Requestor Kremer Lisa -  
Response Provided June 01, 2022

Question:5034

Please indicate whether or not Evergy, Inc.; Evergy Metro, Inc.; and/or Evergy Missouri West is of the opinion or has as a policy that it owns the regulated customer specific data that it houses within its customer information system and/or other systems and processes owned by the Companies and/or those of any affiliate that may have access to regulated customer data.

**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:**

Please see the following previously provided response to a very similar data request 2070 within rate case number ER-2022-0129.

Evergy believes the issue of ownership is not the focus of the discussion of customer usage information but instead the discussion is around the responsibility for its reasonable use and protection. Evergy's external Privacy Policy posted on its website explains to customers what information the company collects, how used, when shared, and the associated protections.

In further response, Evergy's external Privacy Policy posted on its website explains to customers who has access to customer data.

**Information provided by:** Paul M. Ling

**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



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

Requestor Kremer Lisa -  
Response Provided June 15, 2022

Question:5034S

#### SUPPLEMENTAL

Please indicate whether or not Evergy, Inc.; Evergy Metro, Inc.; and/or Evergy Missouri West is of the opinion or has as a policy that it owns the regulated customer specific data that it houses within its customer information system and/or other systems and processes owned by the Companies and/or those of any affiliate that may have access to regulated customer data.

**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:**

Please see the following previously provided response to a very similar data request 2070S within rate case number ER-2022-0129.

Evergy collects, manages, and maintains customer usage data, which is necessary for Evergy to maintain, operate, bill usage, provide services, and plan its systems. Evergy has the responsibilities of an owner of the customer usage data for its reasonable use and protection when in its possession.

Evergy's Privacy Policy posted on its website is its external written policy on how it handles customer personal information. The Policy explains to customers what information the company collects, how used, when shared, retention and the associated protections.

Link to Evergy's external Privacy Policy: <https://www.evergy.com/privacy-policy>

**Information provided by: Paul M. Ling**



**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



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

Requestor Kremer Lisa -  
Response Provided June 01, 2022

Question:5035

Please provide all dates that such customer data policies went into effect by any and all of the Companies listed above. If any of the Companies listed above verifies that they have ownership of regulated customer specific data, please provide all authorities and guidance by which the Company or Companies relies on to support its conclusion and position(s).

**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:**

Please see the following previously provided response to a very similar data request 2070 within rate case number ER-2022-0129.

Evergy believes the issue of ownership is not the focus of the discussion of customer usage information but instead the discussion is around the responsibility for its reasonable use and protection. Evergy's external Privacy Policy posted on its website explains to customers what information the company collects, how used, when shared, and the associated protections.

**Information provided by:** Paul M. Ling

**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