

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

Barbara Edwards, )  
 )  
 Complainant, )  
 v. ) File No. EC-2020-0252  
 )  
 Evergy Metro, Inc. d/b/a Evergy Missouri Metro )  
 )  
 Respondent. )

**AFFIDAVIT OF PAIGE MACNAIR**

**STATE OF MISSOURI )**  
 ) ss  
**COUNTY OF JACKSON )**

COMES NOW, Evergy Missouri West, Inc. d/b/a Evergy Missouri West (“Evergy Missouri West”) and, for its response to the Missouri Public Service Commission’s (“Commission”) *Order Directing Filing of Affidavits* (“Order”) issued in this docket on October 26, 2020, states as follows:

Paige MacNair, being first duly sworn on his oath, states:

1. My name is Paige MacNair. I work in Wichita, Kansas, and I am employed by Evergy Metro, Inc. and serve as Senior Manager Billing – Billing Services for Evergy Missouri West.

**EXHIBIT NO. 105**

*In regard to Exhibit No. 105, the affidavit(s) should include basic information about each affiant’s experience and knowledge regarding Evergy West’s billing system and an explanation about how billing statements are generated and preserved by Evergy West and how they were recovered for purposes of providing the documents to the Commission. In addition, the Commission requests an explanation regarding why multiple statements, stating a variety of amounts due and amounts credited, are dated June 25, 2019. Finally, the Commission requests that an affidavit explain whether all of the statements were*

*mailed to Ms. Edwards in the ordinary course of business, or whether some of the statements were generated but not mailed.*<sup>1</sup>

2. I have worked at Evergy Missouri West for 19 years including five years' experience in Billing where I gained experience in the creation and preservation of billing statements.

3. Evergy Missouri West's billing statements are generated and preserved by Evergy Missouri West's Customer Care and Billing ("CCB") Oracle System and sent to a vendor (Broadridge) for the printing and mailing of statements.

4. In this matter, the process for recovering the billing statements for purposes of providing documentation to the Commission was to access the Broadridge client portal and retrieve a Portable Document Format ("PDF") copy of each billing statement requested by the Commission. The billing statements were then compiled to create Ex. 105.

5. Several statements in Ex. 105 are dated June 25, 2019 (although each statement with the June 25, 2019 date does contain the actual dates of service), because that is the date the bills were generated by Evergy Missouri West. For several months, Evergy Missouri West did not have usage information to generate a bill which contained Complainant's usage.

6. All of the statements contained in Ex. 105 were mailed to the Complainant in the ordinary course of business to the Complainant at her residence.

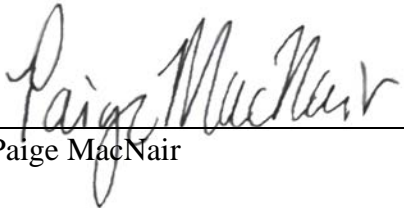
7. Once Evergy Missouri West was able to access the meter and get a company read, it calculated a per day usage amount and spread the per day usage amongst the days per month throughout the 12 months. The usage for each service period was entered and billed via the Oracle billing system based on the Complainant's established rate (Residential Heating) and included all applicable taxes and fees. The consumption values entered via the Oracle billing

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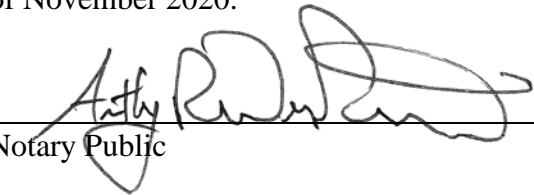
<sup>1</sup> See, *Order*, p. 2.

system can be found in Ex. 105 and Ex. 106 for the rebilled months of May 2018 thru May 2019 where no usage information was previously received.

8. I have knowledge of the matters set forth therein. I hereby swear and affirm that my answers contained herein, including any attachments thereto, are true and accurate to the best of my knowledge, information and belief.

  
\_\_\_\_\_  
Paige MacNair

Subscribed and sworn before me this 5<sup>th</sup> day of November 2020.

  
\_\_\_\_\_  
Notary Public

My commission expires: 4/26/2021



**CERTIFICATE OF SERVICE**

A copy of the foregoing has been served this 6<sup>th</sup> day of November 2020 upon parties of record in this proceeding.

*/s/ Roger W. Steiner*

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Roger W. Steiner