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November 9, 2026
Missouri Public
Service Commission

# Exhibit No. 130

Staff – Exhibit 130
Rebuttal Testimony of Kim Cox
Case No. ER-2026-0143

| | |
|---|---|
| *Exhibit No.:* | |
| *Issue(s):* | *Customer Growth and Normal Use Per Customer* |
| *Witness:* | *Kim Cox* |
| *Sponsoring Party:* | *MoPSC Staff* |
| *Type of Exhibit:* | *Rebuttal Testimony* |
| *Case No.:* | *ER-2026-0143* |
| *Date Testimony Prepared:* | *August 11, 2026* |

# MISSOURI PUBLIC SERVICE COMMISSION

## INDUSTRY ANALYSIS DIVISION

## TARIFF/RATE DESIGN DEPARTMENT

## REBUTTAL TESTIMONY

## OF

## KIM COX

## EVERGY METRO, INC. d/b/a EVERGY MISSOURI METRO

## CASE NO. ER-2026-0143

***Jefferson City, Missouri***
***August 2026***

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**KIM COX**

**EVERGY METRO, INC. d/b/a EVERGY MISSOURI METRO**

**CASE NO. ER-2026-0143**


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**REBUTTAL TESTIMONY**

**OF**

**KIM COX**

**EVERGY METRO, INC. d/b/a EVERGY MISSOURI METRO**

**CASE NO. ER-2026-0143**

Q. Please state your name and business address.

A. My name is Kim Cox, 200 Madison Street, Jefferson City, Missouri 65101.

Q. By whom are you employed and in what capacity?

A. I am employed by the Missouri Public Service Commission ("Commission") as a Senior Research/Data Analyst in the Tariff and Rate Design Department of the Industry Analysis Division of the Commission Staff.

Q. Have you previously filed testimony in this case?

A. Yes. I provided direct testimony as part of the Cost of Service on June 30, 2026.

Q. What is the purpose of your rebuttal testimony?

A. The purpose of my testimony is to:

1. Address Evergy Missouri Metro ("EMM") witness Graham A. Jaynes' customer counts.
2. Address EMM witness Graham A. Jaynes' application of weather normalized blocks.
3. Address EMM witnesses Albert R. Bass, JR.'s and Graham A. Jaynes' customer growth adjustment.

**CUSTOMER COUNTS**

Q. Please provide the background on customer counts.

A. In rate case, ER-2024-0189 Evergy Missouri West, the Commission approved the Unanimous Stipulation and Agreement that in part stated:[1]

**Revenues for Future Cases:**

a. The Company and Staff agree to the following definitions related to customer count:
    I. Customer Charge Count – The number of customer charges charged in a given billing month. This count is subject to fluctuations that might occur within the billing process such as partial and final bills. This count has a direct relationship to billing/revenues and is a specific billing determinant.
    II. Customer Service Agreement Count – The number of unique service agreements in the Company's billing system at a given point in time. This count is not directly linked to billing/revenues and is not a specific billing determinant. This count is not subject to billing fluctuations.
b. The Company shall provide the Customer Charge Counts and Customer Service Agreement Counts for all applicable test year, update, and true-up months, when available, in the next EMW rate case.
c. In the next EMW rate case, the Signatories will in good faith cooperate in evaluation of Customer Charge Counts and Customer Service Agreement Counts for usage per customer and shall determine which count is the appropriate count for use in Company rate cases going forward.
d. Customer Charge Counts shall be used for customer growth adjustments in future Company rate cases unless changed as a result of the evaluation detailed in Paragraph 21c.

Q. How is this relevant to the EMM rate case?

A. Staff reached out to EMM on December 19, 2025, to set a time to discuss customer counts in the current case. A conference call was held on January 5, 2026. As noted in Mr. Jaynes's direct testimony,[2] the underlying considerations of customer

[1] Rate Case No. ER-2024-0189, Unanimous Stipulation and Agreement, pages 15 and 16.
[2] Direct testimony of EMM witness, Graham A. Jaynes, page 8, lines 1-5.

charges and number of bills are similar for EMM. EMM provided both metrics to help move towards a common understanding across all Evergy Missouri filings.

Q. Did Staff ask EMM for the definitions in this case?

A. Yes. In Mr. Jaynes' workpaper, the counts are titled, Customer/Bill Count and Customer Charge. Data Request ("DR") 271 provided the following definitions:

> Bill Count is the number of unique service agreements in the billing system for each month for each rate code. Customer Charge Count is the sum of the Customer Charge billing determinants for each month for each rate code.

During Staff's analysis, it was discovered that the bill counts were greater than the customer charge counts, which is inconsistent with Staff's observations from EMM's last general rate case ER-2022-0129. The counts for rate case ER-2022-0129 and this case are attached as Schedule KC-r1. Staff asked[3] if Evergy would expect the customer charge counts to be greater than the bill counts. Evergy stated:

> Evergy would not expect either metric to be consistently higher or lower than the other. While Bill Count and Customer Charge count are similar and will be close to each other, they are unique measurements and it is not expected that they maintain the exact same directional relationship every month."

Q. Did the monthly direction remain the same?

A. Yes. The monthly direction remained the same[4] for each month of the twelve months for the last two general rate cases. However, for the current rate case the bill count is consistently greater than the customer charge count every month. In the 2022

[3] *See* Staff DR 271.3

[4] The direction remained the same in Case No. ER-2022-0129 except for the last month. This could be due to timing of running the report.

case the customer charge count was consistently higher as attached as Schedule KC-r2.

Q. Did Staff ask EMM to explain the different directions?

A. Yes. EMM provided the following response:

> For a bill to have 1.0 Customer Charge units, it will have between 26 and 35 days on the bill. If the amount of days are outside of that range, the Customer Charge unit will either be above or below 1.0. Depending on customer activity and a particular month, that is how you can have periods that sometimes have Customer Charge counts as higher and other periods where Bill Counts are higher.

In addition, Staff asked EMM if any adjustments were made in the preparation of billing determinants or the data management system; EMM responded, "no."[5] While Staff agrees with the explanation of the customer charge counts, Staff has concerns about the accuracy of the data. In addition to the counts noted above, EMM reported the counts attached as Schedule KC-r3 in rate case ER-2018-0145.

Q. How does Staff use the bill counts and customer charge counts in its analyses?

A. Staff has used customer bill counts to calculate the normal use per customer ("NUPC") and customer charge counts to calculate the customer growth for rate cases since approximately 2016. Given the data and DR responses provided by EMM, Staff recommends the Commission order EMM to add the definitions to the tariff and to continue to provide both counts in general rate cases.[6]

[5] See EMM response to Staff DR 271.3.
[6] The bill count and customer charge counts for every month from the last general rate case through the true-up cutoff date.

**WEATHER NORMALIZED BLOCKS**

Q. What are weather normalized blocks?

A. Staff witness, Michael Stahlman provided the following in his direct testimony.

> Some of the residential rate schedules have three winter and summer block rates: one rate for usage at or below 600 kWh and another rate for usage between 601 kWh and 1000 kWh, and another rate for usage above 1000 kWh. Similarly, some of the SGS rate schedules have rates that vary based on the calculated level of Hours Use rates and season.[7] The rate block adjustments estimate how the overall energy consumption in a given revenue month will be distributed into the different rate blocks.

Mr. Stahlman provided the monthly normalized usage for each rate code in each block.[8]

Q. How did EMM determine the weather normalized blocks?

A. EMM applied a monthly weather factor to each block.

Q. Given the discussion above on counts, did EMM utilize the bill counts or customer charge counts to determine the Usage per Customer ("UPC") and Normal Usage per Customer ("NUPC")?

A. EMM's response to Staff DR 271.2 stated that the bill count was used to determine UPC.

Q. Did EMM use the NUPC to determine the normal kWh in each block in the last general rate case, ER-2022-0129?

A. Yes.

[7] Evergy Missouri Metro's 9th Revised Sheet No. 9E states, "Hours Use shall be determined by dividing the total monthly kWh on all meters by the Monthly Maximum Demand in the current month."
[8] Staff witness, Michael Stahlman direct testimony, page 4, lines 8-19.

Q. Did EMM use the NUPC to determine the normal kWh in each block in this case?

A. No. Staff reviewed EMM workpapers and discovered what was thought to be a formula error in EMM analysis. The formula to determine the relationship between percentage of usage priced in the first rate block and the second rate block referenced a wrong cell. By doing so, it ultimately applied a blank cell which led to the normalized block percents to be the same as the actual block percents.

As an example, below is a snapshot from EMM workpapers for the current case and Rate Case No. ER-2022-0129.

| **ER-2022-0129** | | | **ER-2026-0143** | |
|---|---|---|---|---|
| Usage per Customer (kwh) | 1,235 | | Usage per Customer (kwh) | 1,156 |
| Block 1 % | 44.39% | | Block 1 % | 47.72% |
| Block 2 % | 22.70% | | Block 2 % | 22.31% |
| Block 3 % | 32.92% | | Block 3 % | 29.97% |
| | | | | |
| Normal Usage per Customer | 1,154.5 | | Normal Usage per Customer | 1,152.4 |
| Block 1 Rep | 48.6% | | Block 1 Rep | 0.0% |
| Block 2 Rep | 81.0% | | Block 2 Rep | 0.0% |
| Block 1 Norm Diff | 3.39% | | Block 1 Norm Diff | 0.00% |
| Block 2,1 Diff | 32.4% | | Block 2,1 Diff | 0.0% |
| Norm Rep Diff | 10.5% | | Norm Rep Diff | 0.0% |
| | | | | |
| Norm Block 1 | 46.8% | | Norm Block 1 | 47.72% |
| Norm Block 2 | 22.7% | | Norm Block 2 | 22.31% |
| Norm Block 3 | 30.5% | | Norm Block 3 | 29.97% |

The Norm Block 1, 2, and 3 are the same as the Block 1%, 2%, and 3% for this case.

Staff asked EMM if the UPC and NUPC were utilized to determine the weather normalized usage in each block. EMM responded, "UPC and NUPC metrics are not utilized in any calculation in any adjustment."[9]

[9] EMM Response to Staff DR 271.2, question 1.

Q. After much discussion about what counts should be utilized, EMM chose to not apply the NUPC to determine the normalized usage in each block. Does Staff agree that the normalized blocking percentages should be the same and the actual blocking percentages?

A. No. If the percentage of usage in each block remains the same as the actual percent of usage, the revenues may be over or under collected. As an example, Customer 1 on the Residential Peak Adjustment Service ("RPKA") used 1,200 kWh for the month of January. The first 600 kWh was billed at $0.12233; the next 400 kWh was billed at $0.07532, with the remainder 200 kWh billed at $.06681, with a total bill of $116.89. After applying normal weather,[10] the total normalized usage is 1,440 kWh. By applying EMM's method, the overall kWh is increased but not distributed to the correct blocks.[11] The revenue is overstated by $7.34 for Customer 1.

[10] The weather factor in this example is 1.2, increasing usage.
[11] Staff witness Michael Stahlman discusses the block adjustment further in his rebuttal testimony.

| | | | | |
|---|---|---|---|---|
| RPKA - used 1200 kWh | | | | |
| Energy Charge (Per kWh) | **Winter** | **Usage** | **Revenue** | |
| | **Season** | | | |
| First 600 kWh per month | $ 0.12233 | 600 | $73.40 | |
| Next 400 kWh per month | $ 0.07532 | 400 | $30.13 | |
| Over 1000 kWh per month | $ 0.06681 | 200 | $13.36 | |
| | | 1200 | $116.89 | |
| | | | | |
| Weather Factor | 1.2 | | | |
| Weather Normalized usage applying same actual blocking percents | | | | |
| Energy Charge (Per kWh) | **Winter** | **Usage** | **Revenue** | |
| | **Season** | | | |
| First 600 kWh per month | $ 0.12233 | 720 | $88.08 | |
| Next 400 kWh per month | $ 0.07532 | 480 | $36.15 | |
| Over 1000 kWh per month | $ 0.06681 | 240 | $16.03 | |
| | | 1440 | $140.26 | |
| | | | | |
| Weather Factor | 1.2 | | | |
| Weather normalized usage applying the normal blocking percents | | | | |
| Energy Charge (Per kWh) | **Winter** | **Usage** | **Revenue** | |
| | **Season** | | | |
| First 600 kWh per month | $ 0.12233 | 600 | $73.40 | |
| Next 400 kWh per month | $ 0.07532 | 400 | $30.13 | |
| Over 1000 kWh per month | $ 0.06681 | 440 | $29.40 | |
| | | 1440 | $132.93 | |

Q. Does this only impact weather normalized revenues?

A. No. Every revenue adjustment made after the weather normalization is impacted. Due to the order of EMM revenue adjustments, the following are impacted: 365-day, rate switcher, energy efficiency, and customer growth revenue adjustments. Given that EMM did not use the UPC and NUPC, Staff recommends the Commission's order include Staff's billing determinants and retail revenue adjustments that allocates normal usage to the normalized block.[12]

## CUSTOMER GROWTH

Q. Did Staff make a growth adjustment?

[12] Staff applied the normal block percents provided by Staff witness, Mr. Stahlman. He discusses the rate block adjustments in his revenue requirement direct[12] and rebuttal[12] testimonies.

A. Yes. As stated in my direct testimony,[13] Staff made a customer growth adjustment by rate code to reflect the impact in change of customer levels on the update period kWh sales, kW demand, and rate revenue.[14]

Q. Did EMM make a customer growth adjustment? If so, what counts were utilized?

A. Yes, EMM did make a customer growth adjustment. Staff's DR 271.2 asked the following:

> What counts were used to calculate the customer growth adjustment? Please provide in detail the steps taken to calculate the customer growth kWh monthly adjustment.

EMM's response to DR271.2 stated:

> Customer counts used to calculate the customer growth adjustment are calculated as a 2 month average in worksheet "Customer_2MonthAverage". The Customer growth kWh monthly adjustment is calculated by trending the customer count 2 month average from June 2024 to the end of the test year June 2025 and projecting that trend forward to the true-up date June 2026. The ratio of customers projected as of June 2026 to customer counts in each month of the test year produces a customer growth adjustment factor. Multiplying that factor by the kWh in each respective month of the test year produces a customer growth adjustment kWh.

Q. Does Staff know what "customer counts" EMM is referring to?

A. In reviewing Mr. Bass' workpapers, it appears they are referring to the customer charge counts. EMM has several rate codes within each class.

[13] Direct testimony of Kim Cox, page 7, lines 1-16.
[14] Direct testimony of Kim Cox, page 7, stated that Staff will analyze the customer charge counts through the true-up period and adjust accordingly in true-up direct.

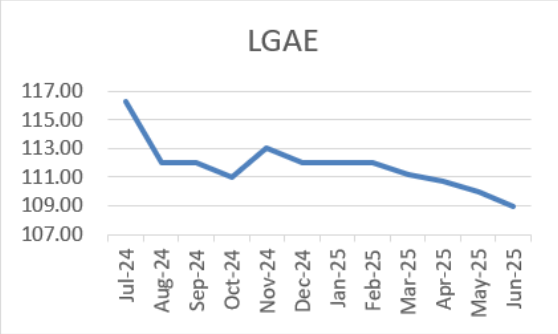
Mr. Bass combined the rate codes under the following categories to calculate the 2-month average.

| |
|---|
| Res Non TOU |
| Res Default TOU |
| Res TOU1 Three Period |
| Res TOU2 Two Period |
| Res TOU3 High Differential |
| Res TOUEV |
| Sml Sec |
| Sml Prim |
| Med Sec |
| Med Prim |
| LGS Sec |
| LGS Prim |

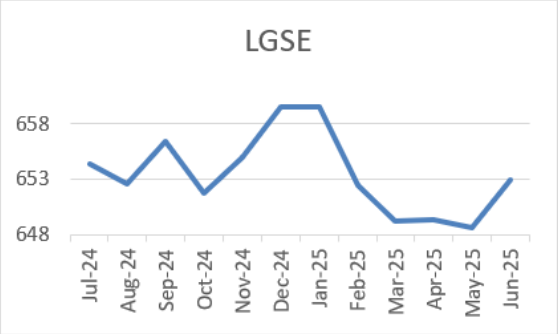
Q. Does Staff agree that the combined categories distributed the growth adjustment accurately?

A. No. Combining the rate codes may skew the individual rate code growth adjustment. As an example: graph A, the Large General Service – All Electric ("LGAE") and graph B, the Large General Service ("LGSE") are displayed as separate rate codes. Although graph B LGSE appears to align with the combined, graph C Large General Service at Secondary Voltage ("LGS SEC"), graph A does not.

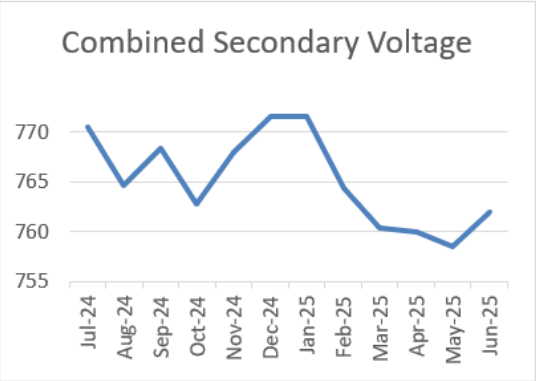
Graph A




Graph B




Graph C




Q. Did EMM only use the customer charge counts for the growth adjustment?

A. No. Mr. Jaynes's workpaper used the monthly relationship of the actual bill counts and annualized bill counts to distribute the different levels of customer charges.[15]

Q. Were all months adjusted for customer growth?

A. No. EMM applied the growth adjustment to only the months that had billing determinants. For example, the rate code, Residential Peak Adjustment Service Low-Income Solar Subscription Pilot Ride ("RPKALIS")[16] started in November 2024[17] and

[15] Rate classes except for Residential class, are billed a customer charge based upon the facilities demand.
[16] RPKALIS billing determinants are included in the chart under RES Default TOU.
[17] The are several net metering and parallel generations rate codes established during the update period. EMM's workpaper for the update period applies growth to these newly established rate codes the same as RPKALIS.

EMM increased usage for December 2024 through June 2025., Mr. Jaynes workpaper did not apply a growth adjustment for the months of July 2024 through November 2024. Going forward this rate code will have customers and usage and therefore should be annualized. Mr. Bass does state in his direct testimony[18] that once numbers become available, EMM will revise the adjustment using the actual number of customers as of the true-up date of June 2026. It is unknown how Mr. Bass will use the actual number of customers since new rate codes will not include a full twelve months.

Q. Does Staff agree that the growth adjustment should be updated in true-up direct?

A. Yes, Staff agrees that the customer charge counts should be reviewed in true-up direct. However, Staff does not agree that (1) the rate codes should be combined to calculate growth, (2) the bill count should be utilized to distribute the different level of customer charges, or (3) that the new residential rate codes that still will not have a full twelve months of billing determinants at true-up only be adjusted for growth with existing billing determinants. Staff will review EMM's true-up direct growth adjustment.

**CONCLUSION**

Q. Does this conclude your rebuttal testimony?

A. Yes.

[18] Direct testimony of Albert J. Bass, Jr., page 12, line19/-20.

**BEFORE THE PUBLIC SERVICE COMMISSION**

**OF THE STATE OF MISSOURI**

| | | |
|---|---|---|
| In the Matter of Evergy Metro, Inc. d/b/a Evergy Missouri Metro's Request for Authority to Implement a General Rate Increase for Electric Service | ) ) ) ) | Case No. ER-2026-0143 |

**AFFIDAVIT OF KIM COX**

| | | |
|---|---|---|
| STATE OF MISSOURI | ) | |
| | ) | ss. |
| COUNTY OF COLE | ) | |

**COMES NOW KIM COX** and on her oath declares that she is of sound mind and lawful age; that she contributed to the foregoing *Rebuttal Testimony of Kim Cox*; and that the same is true and correct according to her best knowledge and belief.

Further the Affiant sayeth not.

Kim Cox

**KIM COX**

**JURAT**

Subscribed and sworn before me, a duly constituted and authorized Notary Public, in and for the County of Cole, State of Missouri, at my office in Jefferson City, on this 6th day of August 2026.

D. SUZIE MANKIN
Notary Public - Notary Seal
State of Missouri
Commissioned for Cole County
My Commission Expires: April 04, 2029
Commission Number: 12412070

D Suzie Mankin

Notary Public

Table A

| Rate Case ER-202-0129 Test yr July '20 - June '21 Workpaper Actual YE 20210630-MO Metro | | | | | |
|---|---|---|---|---|---|
| **Class** | | | **Total** | | |
| RS | Customer/Bill Count | 3,059,966.00 | 3,059,966.00 | | |
| RS | Customer Charge 1 Summe | 1,043,459.60 | | | |
| RS | Customer Charge 1 Winter | 2,049,238.03 | 3,092,697.63 | | |
| | **Delta** | | **(32,731.63)** | | |
| | | | | | |
| SGS | Customer/Bill Count | 323,386.00 | 323,386.00 | | |
| SGS | Customer Charge 1 Summe | 102,189.32 | | | |
| SGS | Customer Charge 1 Winter | 200,739.98 | | | |
| SGS | Customer Charge 2 Summe | 7,272.57 | | | |
| SGS | Customer Charge 2 Winter | 13,869.80 | | | |
| SGS | Customer Charge 3 Summe | 288.55 | | | |
| SGS | Customer Charge 3 Winter | 628.65 | | | |
| SGS | Customer Charge 4 Summe | 15.48 | | | |
| SGS | Customer Charge 4 Winter | 18.85 | 325,023.20 | | |
| | **Delta** | | **(1,637.20)** | | |
| | | | | | |
| MGS | Customer/Bill Count | 62,858.00 | 62,858.00 | | |
| MGS | Customer Charge 1 Summe | 0.03 | | | |
| MGS | Customer Charge 1 Winter | 0.07 | | | |
| MGS | Customer Charge 2 Summe | 20,166.54 | | | |
| MGS | Customer Charge 2 Winter | 39,272.46 | | | |
| MGS | Customer Charge 3 Summe | 1,165.46 | | | |
| MGS | Customer Charge 3 Winter | 2,236.78 | | | |
| MGS | Customer Charge 4 Summe | 80.98 | | | |
| MGS | Customer Charge 4 Winter | 155.92 | | | |
| MGS | Other Meter Summer | 232.12 | | | |
| MGS | Other Meter Winter | 435.15 | 63,745.50 | | |
| | **Delta** | | **(887.50)** | | |
| | | | | | |
| LGS | Customer/Bill Count | 10,562.00 | 10,562.00 | | |
| LGS | Customer Charge 3 Summe | 3,113.62 | | | |
| LGS | Customer Charge 3 Winter | 6,093.75 | | | |
| LGS | Customer Charge 4 Summe | 465.50 | | | |
| LGS | Customer Charge 4 Winter | 899.17 | | | |
| LGS | Other Meter Summer | 67.48 | | | |
| LGS | Other Meter Winter | 128.22 | 10,767.73 | | |
| | **Delta** | | **(205.73)** | | |
| | | | | | |

| Table B | | | | | | |
|---|---|---|---|---|---|---|
| Workpaper Q0102.1_CONF_CONFIDENTIAL - Billed Revenue - 26 MO Metro - UPDATE - TYE 12312025 | | | | | | |
| **Class** | | | **Total** | | | |
| RS | Customer/Bill Count | 3,273,547.00 | 3,273,547.00 | | | |
| RS | Customer Charge 1 Summer | 3,263,065.38 | 3,263,065.38 | | | |
| | **Delta** | | **10,481.62** | | | |
| | | | | | | |
| SGS | Customer/Bill Count | 334,812.00 | 334,812.00 | | | |
| SGS | Customer Charge 1 Summer | 305,687.43 | | | | |
| SGS | Customer Charge 1 Winter | | | | | |
| SGS | Customer Charge 2 Summer | 27,249.00 | | | | |
| SGS | Customer Charge 2 Winter | | | | | |
| SGS | Customer Charge 3 Summer | 1,578.23 | | | | |
| SGS | Customer Charge 3 Winter | | | | | |
| SGS | Customer Charge 4 Summer | 47.00 | | | | |
| SGS | Customer Charge 4 Winter | | 334,561.67 | | | |
| | **Delta** | | **250.33** | | | |
| | | | | | | |
| | | | | | | |
| MGS | Customer/Bill Count | 60,892.00 | 60,892.00 | | | |
| MGS | Customer Charge 1 Summer | | | | | |
| MGS | Customer Charge 1 Winter | | | | | |
| MGS | Customer Charge 2 Summer | 56,871.33 | | | | |
| MGS | Customer Charge 2 Winter | | | | | |
| MGS | Customer Charge 3 Summer | 3,794.57 | | | | |
| MGS | Customer Charge 3 Winter | | | | | |
| MGS | Customer Charge 4 Summer | 217.27 | | | | |
| MGS | Customer Charge 4 Winter | | 60,883.17 | | | |
| | **Delta** | | **8.83** | | | |
| | | | | | | |
| | | | | | | |
| | | | | | | |
| LGS | Customer/Bill Count | 10,276.00 | 10,276.00 | | | |
| LGS | Customer Charge 1 Summer | | | | | |
| LGS | Customer Charge 1 Winter | | | | | |
| LGS | Customer Charge 2 Summer | | | | | |
| LGS | Customer Charge 2 Winter | | | | | |
| LGS | Customer Charge 3 Summer | 8,900.53 | | | | |
| LGS | Customer Charge 3 Winter | | | | | |
| LGS | Customer Charge 4 Summer | 1,376.07 | | | | |
| LGS | Customer Charge 4 Winter | | 10,276.60 | | | |
| | **Delta** | | **(0.60)** | | | |

| Rate Case No. ER-2026-0143 | | | | | | |
|---|---|---|---|---|---|---|
| Class | RS | | | | | |
| | Jul-2024 | Aug-2024 | Sep-2024 | Oct-2024 | Nov-2024 | Dec-2024 |
| Customer Bill Count | 271,187.00 | 270,632.00 | 271,089.00 | 271,308.00 | 271,192.00 | 271,837.00 |
| Customer Charge 1 Summer | 269,641.25 | 269,074.37 | 269,935.06 | 270,234.58 | 270,129.18 | 271,576.95 |
| Delta | (1,545.75) | (1,557.63) | (1,153.94) | (1,073.42) | (1,062.82) | (260.05) |
| | Jan-2025 | Feb-2025 | Mar-2025 | Apr-2025 | May-2025 | Jun-2025 |
| Customer Bill Count | 272,282.00 | 272,656.00 | 272,140.00 | 272,242.00 | 272,687.00 | 272,652.00 |
| Customer Charge 1 Summer | 272,204.88 | 272,436.51 | 272,104.50 | 271,005.75 | 271,767.25 | 271,612.81 |
| Delta | (77.12) | (219.49) | (35.50) | (1,236.25) | (919.75) | (1,039.19) |

| Rate Case No. ER-2022-0129 - Actuals YE 20210630-MO Metro | | | | | | |
|---|---|---|---|---|---|---|
| Class | RS | | | | | |
| | **Jul-2020** | **Aug-2020** | **Sep-2020** | **Oct-2020** | **Nov-2020** | **Dec-2020** |
| Customer Bill Count | 253,370.00 | 253,126.00 | 253,600.00 | 253,591.00 | 254,269.00 | 255,933.00 |
| Customer Charge 1 Summer | 256,771.90 | 256,681.47 | 256,734.50 | 256,542.03 | 256,682.73 | 259,335.63 |
| Delta | **3,401.90** | **3,555.47** | **3,134.50** | **2,951.03** | **2,413.73** | **3,402.63** |
| | **Jan-2021** | **Feb-2021** | **Mar-2021** | **Apr-2021** | **May-2021** | **Jun-2021** |
| Customer Bill Count | 256,373.00 | 256,857.00 | 256,597.00 | 257,226.00 | 255,852.00 | 253,172.00 |
| Customer Charge 1 Summer | 258,690.27 | 259,439.80 | 258,734.23 | 260,828.93 | 259,459.30 | 252,796.83 |
| Delta | **2,317.27** | **2,582.80** | **2,137.23** | **3,602.93** | **3,607.30** | **(375.17)** |

| Rate Case No. ER-2018-0145 | | | | | | |
|---|---|---|---|---|---|---|
| Class | RS | | | | | |
| | | | | | | |
| | **Jul - 2016** | **Aug - 2016** | **Sep - 2016** | **Oct - 2016** | **Nov - 2016** | **Dec - 2016** |
| Bill Count | 278,038.00 | 278,935.00 | 277,903.00 | 278,081.00 | 278,332.00 | 279,022.00 |
| Customer Charge | 276,271.23 | 277,254.23 | 276,823.37 | 277,016.43 | 277,221.53 | 277,353.17 |
| | | | | | | |
| Delta | **(1,766.77)** | **(1,680.77)** | **(1,079.63)** | **(1,064.57)** | **(1,110.47)** | **(1,668.83)** |
| | **Jan - 2017** | **Feb - 2017** | **Mar - 2017** | **Apr - 2017** | **May - 2017** | **Jun - 2017** |
| Bill Count | 279,846.00 | 279,108.98 | 279,779.76 | 279,419.00 | 280,927.00 | 280,482.00 |
| Customer Charge | 278,753.70 | 278,138.60 | 279,723.79 | 277,983.87 | 279,705.37 | 279,088.80 |
| | | | | | | |
| Delta | **(1,092.30)** | **(970.38)** | **(55.97)** | **(1,435.13)** | **(1,221.63)** | **(1,393.20)** |