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Missouri Public
Service Commission

Exhibit No. 131

Staff – Exhibit 131
Rebuttal Testimony of Amy Eichholz
Case No. ER-2026-0143

Exhibit No.:	
Issue(s):	*Critical Medical Needs Program*
Witness:	*Amy Eichholz*
	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

ENERGY RESOURCES DEPARTMENT

REBUTTAL TESTIMONY

OF

AMY L. EICHHOLZ

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

CASE NO. ER-2026-0143

Jefferson City, Missouri
August 2026

REBUTTAL TESTIMONY

OF

AMY L. EICHHOLZ

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 Amy L. Eichholz, and my business address is Missouri Public Service Commission, P.O. Box 360, Jefferson City, Missouri 65102.

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

A. I am employed by the Missouri Public Service Commission ("Commission") as a Research/Data Analyst.

Q. Please describe your educational background and work experience.

A. Please refer to the attached Schedule ALE-r1.

Q. Have you previously filed testimony before this Commission?

A. Yes. Please refer to Schedule ALE-r1 for a list of cases in which I have previously participated.

EXECUTIVE SUMMARY

Q. What is the purpose of your rebuttal testimony?

A. The purpose of my rebuttal testimony is to respond to the Office of the Public Counsel's ("OPC") witness Dr. Geoff Marke's direct testimony in regard to his recommendation for the Critical Medical Needs Program ("CMNP").

CRITICAL MEDICAL NEEDS PROGRAM

Q. What is the CMNP?

A. The CMNP is designed to promote and finance a community-based information resource network and program staff that will identify and direct customers with critical medical needs to resources that will:

- Help customers with maintaining or restoring utility services,
- Avoid negative impacts on residents with serious medical conditions,
- Address utility arrears, and
- Provide a streamlined process to complementary services.

Additionally, the program provides outreach and training to community stakeholders that will allow them to identify individuals that are critical medical needs for assistance and refer such individuals to available assistance resources.

Q. What is Evergy Missouri Metro, Inc., d/b/a Evergy Missouri Metro's (EMM") proposal on the CMNP?

A. Evergy Missouri Metro stated in response to Data Request 302 that they have not proposed any changes to any of the current Low-Income Programs or its customer eligibility requirements and has recommended to continue the programs currently in effect as part of this case.

Q. What is the current budget for the CMNP for Evergy Missouri Metro?

A. The current budget is $300,000 with a 50/50 sharing between shareholders and ratepayers.

Q. What is OPC's proposal on the CRMP?

A. Dr. Marke proposes to increase funding level to $2 million (with a 50/50 sharing) for the CMNP and he recommends the tariff should be drafted to allow funding to be fungible with other programs if spending stalls.

Q. What is Staff's response to Dr. Marke's recommendation?

A. EMM provided information on their Low-Income Programs in the Low-Income Workshop Case No. OW-2026-0085. This information explained that the EMM only spent roughly $71,000 of its total $300,000 CRMP budget in 2024. Therefore, it is Staff's opinion there is no need to increase the funding level to $2 million. Additionally, Staff with would like to see the outcome of the Low-Income Workshop before proceeding with any major changes to the current Low-Income programs, including allowing funding to be moved to other programs.

Q. Does this conclude your rebuttal testimony?

A. Yes.

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 AMY L. EICHHOLZ

STATE OF MISSOURI	)	
	)	ss.
COUNTY OF COLE	)	

COMES NOW AMY L. EICHHOLZ and on her oath declares that she is of sound mind and lawful age; that she contributed to the foregoing *Rebuttal Testimony of Amy L. Eichholz*; and that the same is true and correct according to her best knowledge and belief.

Further the Affiant sayeth not.

AMY L. EICHHOLZ

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 7th 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

Notary Public

Amy L. Eichholz

Education and Employment Background

I am Research/Data Analyst of the Energy Resources Department, Industry Analysis Division of the Missouri Public Service Commission. Prior to my current position, I was employed at the Missouri Department of Natural Resources as an Environmental Program Analyst from January 2022 through December 2022.

I received a Bachelor of Science degree in Business Administration in December 1997, and a minor in Marketing, all from Lincoln University, Jefferson City, Missouri.

Prior to first joining the Commission, I worked in various positions within three state agencies of the State of Missouri. I was employed as an Executive II for the HIV, STD, and Hepatitis Section of the Missouri Department of Health and Senior Services; as a Deputy Clerk for the Supreme Court of Missouri; as a Game Accounting Executive, Administrative Office Assistant, Inside Sales Representative, and a Licensing Specialist for the Missouri Lottery. From September 1999 through December 2017.

Case Participation History

Case Number	Company	Issue	Exhibit
ER-2022-0337	Union Electric Company d/b/a Ameren Missouri	Low-Income	Rebuttal & Surrebuttal Testimony
ER-2022-0337	Union Electric Company d/b/a Ameren Missouri	Interest Calculation	Staff Report
EO-2023-0136	Union Electric Company d/b/a Ameren Missouri	Low-Income	Testimony & Rebuttal
EO-2023-0369_0370	Evergy Metro Inc. & Evergy Metro West	Low-Income	Testimony
ER-2024-0319	Union Electric Company d/b/a Ameren Missouri	Low-Income	Rebuttal
GR-2024-0369	Union Electric Company d/b/a Ameren Missouri	Low-Income	Rebuttal
ER-2024-0261	Empire District Electric Company d/b/a Liberty	Low-Income	Rebuttal
ER-2026-0143	Evergy Metro West	Low-Income	Rebuttal