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Rebuttal Testimony of Tammy Huber
Case No. ER-2026-0143

Exhibit No.:	
Issue(s):	*Income-Eligible Rate; 20 CSR 4240-13 Revisions*
Witness:	*Tammy Huber*
Sponsoring Party:	*MoPSC Staff*
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MISSOURI PUBLIC SERVICE COMMISSION

FINANCIAL AND BUSINESS ANALYSIS DIVISION

CUSTOMER EXPERIENCE DEPARTMENT

REBUTTAL TESTIMONY

OF

TAMMY HUBER

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

CASE NO. ER-2026-0143

Jefferson City, Missouri
August 2026

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REBUTTAL TESTIMONY

OF

TAMMY HUBER

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 Tammy Huber. My business address is 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 Customer Experience Department ("CXD") Financial and Business Analysis Division. My duties as an analyst include, but are not limited to, participating in and conducting customer service and business office operations reviews. I research and manage formal complaint investigations. I prepare and review audit and investigative reports at the Commission. I participate in Staff recommendations and review tariffs.

Q. Please describe your education and work background.

A. Please see Schedule TH-r1.

Q. Have you previously filed testimony before the Commission?

A. Yes. My case participation history with the Commission is listed in Schedule TH-r1.

Q. What is the purpose of your rebuttal testimony?

A. The purpose of my rebuttal testimony is to address the placeholder recommendation introduced by The Office of Public Counsel ("OPC") witness Dr. Geoff Marke in direct testimony for an income-eligible rate design. I will also share Staff's recommendations and thoughts concerning a potential income-eligible rate design. Finally, I will address Evergy Metro, Inc., d/b/a Evergy Missouri Metro ("EMM") proposed tariff sheets concerning certain revisions to Commission Rule 20 CSR 4240-13 *("Chapter 13")* language.[1]

INCOME-ELIGIBLE RATE DESIGN

Q. What is Dr. Marke's recommendation for an income-eligible rate design in his direct testimony?

A. Dr. Marke proposes a placeholder recommendation for an income-eligible rate design that waives the customer charge for residential customers whose incomes are at or below 150% of the federal poverty line (or 60% of the State's Median Income depending on which metric the Missouri Department of Social Services adopts).

Q. Did Dr. Marke provide any details of how an income-eligible rate design would be administered in his direct testimony?

A. No. As he stated in his direct testimony [2] his placeholder recommendation for an income-eligible rate design is intended as a starting point for future discussion.

[1] *Service and Billing Practices for Residential Customers of Electric, Gas, Sewer, and Water Utilities.*
[2] ER-2026-0143, Direct Testimony Geoff Marke, p. 52, l. 7.

Q. Do other Missouri investor-owned utilities regulated by the Commission have programs that utilize an income-eligible rate design with eligibility requirements similar to what Dr. Marke suggests in his testimony?

A. Yes. I will describe the Commission approved programs later in my testimony.

Q. What are Staff's thoughts on an income-eligible rate design that waives the customer charge for residential customers?

A. Staff needs additional time to collect data to determine if it could support such a program design, including data on potential impacts to other EMM customers. Staff does not oppose working towards a rate design that waives the customer charge similar to the program approved[3] for Spire Missouri Inc. ("Spire") customers with some targeted limitations.

Q. What information would be necessary for Staff to potentially support a customer charge waiver?

A. Staff would need to know the following information at a minimum. Staff would also need this information defined in a tariff:

[3] P.S.C. MO. No. 9 Sheet No. R-36 Limited-Income Customer Charge Pilot Program, Date Effective October 24, 2025, Approved in Case No. GR-2025-0107

- Budget
- Definition of federal poverty level
- Who is eligible to participate
- Restrictions
- How long the waiver can be applied
- How a customer can renew the waiver
- Third party involvement/process
- Implementation costs

Costs

Q. Are there other Staff witnesses who will respond to Dr. Marke's recommendation to waive the customer charge for qualifying customers?

A. Yes. Staff witness Sarah Lange will provide testimony and make recommendations concerning rate design, avoided revenue treatment and allocation of potential program costs if the Commission were to approve an income-eligible rate design that waives the customer charge.

Q. Are there implementation costs that EMM will incur if an income-eligible rate design is approved?

A. It is likely EMM will incur some costs to implement the proposal. Staff reached out to EMM to attempt to collect an estimated breakdown of costs associated with 1) IT and System Integration to modify its systems 2) Program Management including tracking and reporting on participation and

success of the program 3) Outreach and Marketing 4) Third party processing fees and 5) Training. EMM stated that it learned of the proposal after receiving Dr. Marke's testimony therefore it did not have any of the information requested.[4]

Other Income-Eligible Programs

Q. Has the Commission previously approved any programs in which the customer charge has been waived for residential customers?

A. Yes. As previously mentioned and referenced in Dr. Marke's testimony,[5] in Case No. GR-2025-0107, the Commission approved a pilot program for Spire. The Limited-Income Customer Charge Pilot Program tariff includes a credit for fixed monthly customer charge. The eligibly requirement targets Spire's residential customers whose income is at or below 60% of the state median income, or level that matches current Low Income Home Energy Assistance Program ("LIHEAP") requirements, as verified by a Community Action Agency ("CAA"), other federal or state agency, or other verifying party that is agreed to by the Spire Low-Income Collaborative. A total funding cap of $6 million[6] is allocated to the program. Previously, similar experimental or pilot programs[7] which employ bill credits equal to the amount of the monthly customer charges have been approved.

[4]EMM Response to Staff Data Request No. 0467.
[5] ER-2026-0143, Geoff Marke Direct Testimony, p. 52.
[6] P.S.C. MO. No. 9, Sheet No. R-36, Limited-Income Customer Charge Pilot Program.
[7] For example see The Empire District Gas Company - Low Income Affordability Program ("LIAP") formerly known as the Experimental Low Income Program ("ELIP") approved in Case No. GR-2004-0072 and revised in GR-2009-0434. Also see Liberty Utilities (Midstates Natural Gas) Corp approved in GR-2018-0013 and modified in Case No. GR-2024-0106.

Conditions including budget caps, defined number of participants, eligibility requirements, terms, and administration to name a few were required with all the approved programs.

Eligibility

Q. You stated that Spire follows the same threshold utilized for LIHEAP eligibility. Please explain why this could be helpful if a program is approved for EMM.

A. Staff believes following the same guidelines for eligibility as LIHEAP would make the selection process for program participants easier in the implementation phase by giving EMM a starting point.

Q. How many EMM customers have received LIHEAP in the last four years?

A. EMM provided Staff the number of participants in DR 0491 below.

Number of LIHEAP Recipients - MO Metro Territory **Energy Assistance = EA** **Energy Crisis Intervention Program = ECIP**						
2023				**2024**		
	EA	5,900			EA	4,963
	ECIP	4,874			ECIP	5,288
	Total	**10,774**			Total	**10,251**
2025				**2026 through June**		
	EA	5,800			EA	4,068
	ECIP	6,165			ECIP	3,656
	Total	**11,965**			Total	**7,724**

Q. Do you know how many potential participants would be eligible for the customer charge waiver program?

A. As stated earlier, no details were provided to help Staff determine this number. Staff witness Sarah Lange provides recommendations concerning avoided revenue treatment and allocation based on LIHEAP participation numbers in her testimony.

Recommendations

Q. Does Staff have recommendations concerning the income-eligible rate design customer charge waiver if approved?

A. Yes. If the Commission approves an income-eligible rate design customer charge waiver, Staff recommends tariff language detailing the program. The tariff should include the purpose of the program including definitions, how eligibility requirements are defined, a limit on the number of participants and the budget and should include parameters such as how long the program will last, how the program will be evaluated and an explanation of how success of the program is determined.

TARIFF REVISIONS 20 CSR 4240.13

Q. Did EMM have substantive changes to tariff sheets regarding Chapter 13 rule provisions supported in its testimony?

A. No. EMM did not provide testimony supporting tariff changes in its direct filing.

Q. Does Staff have concerns with any of the proposed tariff language associated with Chapter 13?

A. Yes. Staff has concerns with the proposed new delinquent date definition, billing adjustment/undercharge and reading meter language that Staff will explain below.

P.S.C. MO. No. 3, Original Sheet No. R-1.01, 1.12

EMM proposes to include a new delinquent date definition:

> DELINQUENT DATE - The date stated on a bill, which shall be at least fifteen (15) days for a residential customer, and twenty-one (21) days for a non-residential customer from the rendition of the bill, after which Company may assess an approved late payment charge in accordance with Company's tariff on file with the Commission.

20 CSR 4240-13.020(7) Billing and Payment Standards states:

> A monthly-billed customer shall have at least twenty-one (21) days. . . A utility shall not base an assessment of a deposit or delinquent charge, or a discontinuance of service, on a payment that was made to a payment agent on or before the due date or delinquent date.

Evergy Missouri West, Inc. d/b/a Evergy Missouri West's ("EMW") tariff states:

> Delinquent date means the date stated on a bill, which shall be at least twenty-one (21) days from the rendition of the bill, after which Company may assess an approved late payment charge in accordance with Company's tariff on file with the Commission."

Chapter 13 requires utilities to allow residential customers at least twenty-one days to remit payments. Staff is unaware of the reason EMM is proposing fifteen days before a late payment assessment is applied, and fifteen days is not consistent with

Chapter 13 which requires twenty-one days for customers to remit payments. The proposed language should be rejected and revised consistent with Chapter 13 and the EMW tariff language.

P.S.C. MO. No. 3, Original Sheet No. R-5.05, 5.04(E)

EMM proposes to revise the following under Billing Adjustments:

> When the customer has been undercharged, except as provided in Section 5.04 (D) of this Rule, and a billing adjustment is made, the customer may elect to pay the amount of the adjustment in equal installments over a period not to exceed the period for which the billing adjustment was applicable.

20 CSR 4240-13.025(1)(C) Billing Adjustments states:

> (C) In the event of an undercharge, the utility shall offer the customer the option to pay the adjusted bill over a period at least double the period covered by the adjusted bill;

EMM current tariff language states the following:

> When the customer has been undercharged, except as provided in Section 4.10 of this Rule, and a billing adjustment is made, the customer may elect to pay the amount of the adjustment in equal installments over a period of at least double the period covered by the adjusted bill.

Staff concludes the existing language is more consistent with Chapter 13 by stating "double the period," therefore the revision should be rejected and updated with the correct section reference.

P.S.C. MO. No. 3, Original Sheet No. R-6.01, 6.01(A)

EMM proposes the following revision:

> Company will, as near as practicable, read its meters on the same day of each monthly period, and such readings shall be

> used in billing the customer for such period. Nonreceipt of bills by the customer shall not release or diminish the customer's obligation with respect to payment thereof.

EMM current tariff language states:

> The Company uses the plan of continuous cycle meter reading in its service territory which is divided into meter reading districts. Except as otherwise provided herein or in applicable rate schedules of the Company, each meter in each such district will be read monthly on or about the same day of the month, and such readings shall be the basis for the Company's billing for electric service during the period ending with the latter reading. The Company reserves the right to redesignate meter reading districts. If the Company changes a meter reading district and the change results in a change of nine (9) days or more in a billing cycle, notice will be given to each affected customer at least 15 days prior to the date the affected customers receive a bill based on the new cycle. Residential customers whose meters are inaccessible for normal reading may contact the Company and make appointment for a special reading on a Saturday or prior to 9:00 p.m. on a weekday.

20 CSR 4240-13.020(6) Billing and Payment Standards states:

> (6) A utility may bill its customers on a cyclical basis if the individual customer receives each billing on or about the same day of each billing period. If a utility changes a meter reading route or schedule which results in a change of nine (9) days or more of a billing cycle, notice shall be given to the affected customer at least fifteen (15) days prior to the date the customer receives a bill based on the new cycle.

EMM's proposed tariff includes language that incorporates 20 CSR 4240-13.020(6) in another section.[8] Staff does have concerns about the last sentence "Nonreceipt of bills by the customer shall not release or diminish the customer's obligation with

[8] P.S.C. MO. No. 3, Original Sheet No. R-6.05, 6.04(E).

respect to payment thereof." Staff is unsure why this language was added and wants to ensure consistency with Chapter 13 by removing the last sentence.

Q. Are you aware of any other potential changes to this subject in the EMM tariff?

A. Yes. In the EMM "error log"[9] there is a note of an intention to combine sections 3.10 into 2.12 Discontinuance of Service (Service Agreements) and Discontinuance of Electric Service (Supplying and Taking Service). Staff agrees the sections should be combined. EMM also included in the error log an intention to remove superfluous instances of the word "or" from Sheet R-1.02 section 1. Staff agrees with this change. Staff agrees Sheets R-6.08, R-6.09, R-6.10, and R-6.11 in the Meter Reading, Billing, and Complaint Procedures are duplicative and can be removed so only one instance remains. There are other instances of capitalization, misspelling, typos and spacing to other sections that should be corrected.

Q. Did Staff discuss its concerns with EMM about the identified tariff changes?

A. Yes. Staff and EMM met on August 5, 2026, and it is Staff's understanding that EMM intends to implement the changes discussed above in its tariff. Attached to Randall Jennings' rebuttal testimony as schedule RJ-r3 is a portion of the "error log" that contains a list, as of August 7, 2026, of the items that will need to be addressed as a result of the meeting held on August 5, 2026.

[9] The error log was created and maintained by EMM to record tariff language issues and recommended corrections. This error log is a work in progress that both staff from EMM and the Commission are monitoring. Please see Staff witness Randall Jennings rebuttal testimony pp 10-11.

Recommendations

Q. Does Staff have general recommendations regarding the proposed tariff changes for P.S.C. MO. No. 3, Original Sheet No. R-1.01, 1.12, P.S.C. MO. No. 3, Original Sheet No. R-5.05, 5.04(E), and P.S.C. MO. No. 3, Original Sheet No. R-6.01, 6.01(A)?

A. Yes. As stated earlier in my testimony, Staff recommends the language should be made consistent with EMW language where appropriate and keep the previous tariff language. Staff recommends removal of the language referenced above for P.S.C. MO. No. 3, Original Sheet No. R-6.01, 6.01(A). In addition Staff recommends all changes included in the error log related to the sections discussed in this testimony be implemented.

Q. Does this conclude your rebuttal testimony?

A. Yes it does.

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 TAMMY HUBER

STATE OF MISSOURI)
) ss.
COUNTY OF COLE)

COMES NOW TAMMY HUBER and on her oath declares that she is of sound mind and lawful age; that she contributed to the foregoing *Rebuttal Testimony of Tammy Huber*; and that the same is true and correct according to her best knowledge and belief.

Further the Affiant sayeth not.

Tammy Huber
TAMMY HUBER

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

D Suzie Mankin
Notary Public

Tammy Huber

Educational and Employment Background and Credentials

I am currently a Senior Research/Data Analyst in the Customer Experience Department of the Missouri Public Service Commission ("Commission"). I have held my position as a Senior Research/Data Analyst (former title Utility Policy Analyst II) since December 2017. Prior to December of 2017 I worked in the Energy Resources Department as a Utility Policy Analyst II (June 2014 through December of 2017). Before taking that position, I worked in the Engineering and Management Services Unit as a Management Analyst (November 2011 through June 2014). Previously, I was employed by the Missouri Department of Transportation (MODOT) as an Auditor in the Internal Auditing Department. Prior to my employment with MODOT, I was employed by the Commission in the General Counsel's Office.

I earned a Bachelor of Science in Business Administration with emphasis in Business Management from Columbia College in October 2008. I completed additional coursework in 2009 at Columbia College in Accounting.

As an analyst for the Commission, I have participated in and conducted reviews of customer service and business office operations. I have researched and managed a number of customer complaints and public comment projects. I have prepared and reviewed audit and investigative reports at the Commission. I have previously provided testimony before the Commission. I have participated in staff recommendations and reviewed tariffs. I have also been the Co-Case Coordinator and Case Manager for electric, water and sewer rate cases.

Case Participation Tammy Huber

Date	Company	Type of Filing	Case No.
2011-2012	Missouri American Water Company	Customer Service and Business Operations Review	WR-2011-0337
January 2012	Taney County Water Company, LLC	Customer Service and Business Operations Review	WR-2012-0163
April 2012	Lakeland Heights Water Company, Inc.	Customer Service and Business Operations Review	WR-2012-0266
April 2012	Oakbrier Water Company, Inc.	Customer Service and Business Operations Review	WR-2012-0267
April 2012	R.D. Sewer Company LLC	Customer Service and Business Operations Review	SR-2012-0263
May 2012	The Empire District Electric Company – Water Operations	Customer Service and Business Operations Review	WR-2012-0300
June 2012	Chariton Valley Telephone Corporation	Universal Service Funds Report	NA
June 2012	Northeast Missouri Rural Telephone Company	Universal Service Funds Report	NA
October 2012	Seges Partners Mobile Home Park LLC	Customer Service and Business Operations Review	SR-2013-0112
December 2012	Cedar Green Land Acquisition, LLC	Certificate of Convenience and Necessity	WC-2013-0087
January 2013	Lincoln County Sewer & Water, LLC	Customer Service and Business Operations Review; Testimony	SR-2013-0321 WR-2013-0322
April 2013	BPS Telephone Company	Universal Service Funds Report	NA

Date	Company	Type of Filing	Case No.
May 2013	Alma Telephone Company	Universal Service Funds Report	NA
May 2013	Windstream Communications	Universal Service Funds Report	NA
May 2013	Citizens Telephone Company	Universal Service Funds Report	NA
August 2013	Roy-L Utilities, Inc.	Customer Service and Business Operations Review	WR-2013-0543 SR-2013-0544
June 2014	KCP&L Greater Missouri Operations Company	Staff Recommendation	EO-2014-0355
2014-2015	Kansas City Power & Light Company	Co-Case Coordinator	ER-2014-0370
April 2016	Kansas City Power & Light Company	Staff Recommendation	ET-2016-0268
April 2016	KCP&L Greater Missouri Operations Company	Staff Recommendation	ET-2016-0268
November 2016	Kansas City Power & Light Company	Testimony	ER-2016-0285
2016-2017	Kansas City Power & Light Company	Case Manager	ER-2016-0285
February 2018	Union Electric Company d/b/a Ameren Missouri	Testimony	EO-2015-0055
August 2018	Union Electric Company d/b/a Ameren Missouri	Testimony	EO-2018-0211
December 2018	KCP&L Greater Missouri Operations Company	Staff Report	EC-2019-0109
January 2019	Union Electric Company d/b/a Ameren Missouri	Staff Report	EC-2019-0121
June 2019	Spire Missouri Inc. d/b/a Spire	Staff Report	GC-2019-0331
July 2019	Missouri American Water Company	Staff Report	WC-2019-0324
August 2019	Kansas City Power & Light Company/KCP&L Greater Missouri Operations Company	Staff Rebuttal Report/Testimony	EO-2019-0132

Date	Company	Type of Filing	Case No.
November 2019	Kansas City Power & Light Company	Staff Report	EC-2020-0088
February 2020	The Empire District Electric Company	Staff Report	EC-2020-0183
March 2020	Missouri American Water Company	Staff Report	WC-2020-0194
April 2020	Spire Missouri Inc., d/b/a Spire	Staff Report	GC-2020-0201
April 2020	Evergy Missouri West, Inc., d/b/a Evergy Missouri West	Staff Report	EC-2020-0252
July 2020	Union Electric Company d/b/a Ameren Missouri	Analysis	EE-2019-0382
August 2020	Missouri American Water Company	Staff Report	WC-2020-0407
October 2020	Spire Missouri, Inc., d/b/a Spire	Staff Investigation Report	GO-2020-0182
December 2020	Evergy Missouri West, Inc., d/b/a Evergy Missouri West	Supplemental Staff Report	EC-2020-0252
April 2021	All Utilities	Cold Weather Event Report	AO-2021-0264
May 2021	Union Electric Company d/b/a Ameren Missouri	Staff Report	EC-2021-0285
June 2021	Spire Missouri, Inc., d/b/a Spire	Tariff Issue Review – Rate Case	GR-2021-0108
July 2021	All Utilities	Working Case Covid-19 Pandemic Emergency Report	AW-2020-0356
August 2021	Missouri American Water Company	Analysis	WC-2021-0075
September 2021	Union Electric Company d/b/a Ameren Missouri	Staff Direct Testimony Report	ER-2021-0240
September 2021	Union Electric Company d/b/a Ameren Missouri Gas	Staff Direct Testimony Report	GR-2021-0241
November 2021	Missouri American Water Company	Staff Report	WA-2022-0049

Date	Company	Type of Filing	Case No.
January 2022	Spire Missouri, Inc., d/b/a Spire	Staff Report	GC-2022-0137
June 2022	The Empire District Electric Company d/b/a Liberty Utilities	Staff Report	EC-2022-0291
June 2022	Evergy Metro, Inc. d/b/a Evergy Missouri Metro and Evergy Missouri West, Inc., d/b/a Evergy Missouri West	Analysis	EE-2022-0071
November 2022	Spire Missouri, Inc., d/b/a Spire	Analysis	GR-2022-0179
January 2023	Union Electric Company d/b/a Ameren Missouri	Analysis	ER-2022-0337
March 2023	Spire Missouri, Inc., d/b/a Spire	Staff Report	GC-2023-0261
April 2023	Spire Missouri, Inc., d/b/a Spire	Staff Report	GC-2023-0283
June 2023	Confluence Rivers Utility Operating Company, Inc.	Staff Report	SA-2023-0215
April 2023–December 2023	Confluence Rivers Utility Operating Company, Inc.	Co-Case Manager	WR-2023-0006
October 2023	Missouri American Water Company	Staff Report	WA-2023-0434
October 2023	Confluence Rivers Utility Operating Company, Inc.	Staff Report	SA-2023-0437
December 2023	Union Electric Company d/b/a Ameren Missouri	Staff Report	EC-2024-0108
March 2024	Union Electric Company d/b/a Ameren Missouri	Staff Report	EC-2024-0217
July – September 2024	Evergy Missouri West, Inc., d/b/a Evergy Missouri West	Staff Direct & Surrebuttal Testimony	ER-2024-0189
September 2024	Spire Missouri, Inc., d/b/a Spire	Staff Report	GC-2024-0374

Date	Company	Type of Filing	Case No.
November 2024	Holtgrewe Farms Water & Sewer Company, LLC	Staff Report	WR-2024-0343 SR-2024-0344
November 2024	The Empire District Electric Company d/b/a Liberty Utilities	Staff Report	EC-2025-0069
December 2024	Missouri American Water Company	Staff Report	WC-2024-0127
January 2025	Union Electric Company d/b/a Ameren Missouri	Staff Report	EC-2024-0139
May 2025 July 2025	Evergy Missouri Metro, Inc., d/b/a Evergy Missouri Metro and Evergy Missouri West, Inc., d/b/a Evergy Missouri West	Staff Recommendation Stipulation & Agreement	EE-2025-0084
September 2025	Union Electric Company d/b/a Ameren Missouri	Staff Report	EC-2026-0004
January 2026	Union Electric Company d/b/a Ameren Missouri	Staff Report	EC-2026-0131
March 2026	Liberty Utilities, The Empire District Gas Company, The Empire District Electric Company, Liberty MO Water, Liberty Midstates Natural Gas	Staff Investigation Report	OO-2025-0233
April 2026	Spire Missouri, Inc., d/b/a Spire	Staff Recommendation	GC-2026-0236
June 2026	Union Electric Company d/b/a Ameren Missouri	Staff Recommendation	EC-2026-0218
June 2026	Confluence Rivers Utility Operating Company, Inc.	Staff Report	SA-2026-0268