

KCP&L - JD Power Residential

FILED
January 29, 2016
Data Center
Missouri Public
Service Commission

	1Q13	2Q13	3Q13	4Q13	2013	1Q14	2Q14	3Q14	4Q14	2014	1Q15	2Q15	3Q15	4Q15	2015	Difference 4Q15 - 3Q15	Difference 4Q15 - 4Q14	Difference 4Q15 - 4Q13
Overall Customer Satisfaction Index	620	666	644	633	643	641	646	659	659	651	667	653	670	678	667	15	7	45
Power Quality & Reliability	699	727	709	701	709	709	699	712	698	705	719	700	716	723	714	7	25	22
Price	517	588	540	532	544	545	561	574	591	568	580	570	595	610	591	15	18	78
Billing & Payment	723	744	740	723	733	728	733	741	721	731	734	728	743	736	735	-7	15	13
Corporate Citizenship	555	585	573	576	572	570	579	601	616	592	609	603	616	628	614	12	12	52
Communications	571	600	577	568	579	570	583	605	616	593	622	595	615	645	619	30	29	77
Customer Service	726	760	693	668	712	680	713	726	713	708	710	745	731	752	734	20	39	84
Customer Service - Phone	714	739	689	654	699	680	704	717	694	699	693	710	690	731	706	40	37	77
Customer Service - Online	779	785	714	673	738	681	712	792	712	724	745	821	810	810	736	0	98	137
PQR1 Number of brief interruptions of 5 minutes or less (last 3 months)	0.94	0.98	1.13	0.94	1.00	0.90	0.96	1.10	1.27	1.06	0.81	0.63	1.17	1.24	0.96	0.08	-0.03	0.30
PQR2 Number of lengthy outages of more than 5 minutes (last 3 months)	0.37	0.40	0.67	0.49	0.48	0.38	0.42	0.58	0.52	0.48	0.49	0.25	0.65	0.73	0.53	0.08	0.20	0.24
PQR3 Average length of longest outage (hours) (Ranges)	6.00	4.17	3.32	3.81	4.33	2.35	3.21	3.80	3.95	3.33	6.99	3.91	9.07	15.05	8.72	5.98	11.10	11.23
PQR4 Cause of longest outage																		
Hurricane	1.15%	1.78%	0.00%	0.00%	0.73%	0.00%	0.75%	0.00%	1.02%	0.44%	0.00%	1.1%	0.55%	5.28%	1.74%	4.73%	4.26%	5.28%
Ice or snow storm	13.63%	35.10%	2.80%	1.48%	13.27%	8.70%	11.01%	1.31%	2.57%	6.12%	2.70%	4.4%	2.24%	3.71%	3.27%	1.47%	1.15%	2.24%
Thunderstorm	18.03%	26.04%	37.54%	33.67%	28.82%	13.14%	22.32%	38.11%	29.98%	25.89%	11.00%	25.7%	55.66%	25.10%	36.38%	-30.47%	-4.70%	-8.48%
Wind or tornado								8.43%	3.40%	5.95%	4.66%	2.2%	9.36%	9.63%	4.46%	0.27%	0.16%	0.93%
Other weather related	5.73%	1.04%	3.91%	2.67%	3.56%	7.07%	8.07%	1.05%	3.91%	5.25%	3.62%	5.9%	5.68%	2.16%	4.35%	-3.52%	-1.76%	-0.51%
Household equipment failure	0.50%	0.00%	0.62%	1.48%	0.77%	0.80%	0.00%	0.67%	0.00%	0.30%	2.64%	1.1%	0.00%	1.44%	1.44%	1.44%	1.44%	-0.00%
Scheduled utility work	1.70%	2.53%	1.98%	1.48%	1.94%	0.86%	0.75%	0.00%	3.22%	1.21%	8.88%	2.8%	5.22%	4.75%	4.75%	3.00%	1.99%	3.74%
Utility equipment failure	7.65%	0.34%	3.60%	4.05%	3.91%	8.80%	8.10%	5.12%	8.07%	7.70%	5.52%	11.5%	7.54%	7.54%	6.87%	4.60%	1.43%	3.40%
Auto accident	3.00%	0.90%	3.24%	1.62%	2.19%	2.60%	3.73%	0.63%	2.57%	2.38%	2.67%	2.2%	0.00%	0.90%	1.39%	0.00%	-2.57%	-1.62%
Other	1.79%	0.85%	2.44%	0.67%	1.44%	1.74%	4.40%	2.57%	3.46%	3.04%	3.63%	1.8%	3.71%	3.71%	2.57%	1.34%	0.25%	3.05%
Don't know	46.67%	30.43%	43.87%	52.89%	43.47%	56.20%	39.91%	41.21%	40.83%	44.54%	54.69%	41.3%	18.98%	36.13%	37.77%	17.14%	-4.71%	-16.77%
PQR5 Notified ahead of time about scheduled utility work																		
Yes										77.12%	77.12%	89.47%	100.0%	73.94%	82.04%	-1.60%	-4.77%	72.34%
No										22.88%	22.88%	0.00%	0.0%	26.06%	15.45%	1.60%	4.77%	27.66%
Don't know										0.00%	0.00%	10.53%	0.0%	0.00%	2.49%	0.00%	0.00%	0.00%
PQR5 Sources used to get outage information																		
Called utility	30.83%	32.37%	32.74%	26.56%	30.58%	35.21%	38.50%	35.38%	36.92%	36.53%	33.69%	28.0%	27.16%	42.34%	32.00%	15.18%	5.42%	15.78%
Emailed utility	3.82%	4.23%	0.56%	1.62%	2.56%	1.72%	1.50%	0.00%	1.02%	1.06%	1.92%	5.6%	0.58%	6.12%	3.54%	5.54%	5.10%	4.49%
Went to utility website	12.26%	10.15%	8.44%	6.72%	9.39%	7.03%	9.62%	4.53%	2.77%	5.99%	6.26%	10.0%	9.31%	10.76%	11.33%	1.44%	7.99%	4.04%
Mobile/smartphone application	3.97%	1.53%	1.49%	2.81%	2.45%	2.65%	2.23%	2.53%	4.61%	3.01%	1.66%	3.3%	2.40%	3.71%	2.77%	1.31%	-0.90%	0.90%
Utility called	3.73%	2.36%	0.75%	0.00%	1.71%	1.74%	1.23%	1.47%	1.69%	1.04%	0.94%	2.2%	0.58%	1.48%	1.30%	0.91%	0.02%	1.48%
Utility emailed	4.95%	3.57%	0.00%	0.81%	2.33%	0.00%	0.75%	0.67%	0.00%	0.35%	1.81%	4.5%	1.63%	3.83%	2.94%	2.20%	3.83%	3.02%
Utility sent text message	1.77%	1.90%	0.00%	0.00%	0.92%	0.00%	0.75%	0.63%	0.77%	0.54%	0.83%	1.1%	1.15%	0.77%	0.06%	-0.38%	0.00%	0.77%
Utility social media site	2.02%	2.10%	1.36%	0.67%	1.54%	0.00%	0.00%	0.00%	1.47%	0.37%	0.83%	0.0%	2.00%	1.43%	1.06%	-0.57%	-0.04%	0.76%
Outage map via utility website	0.95%	1.21%	4.09%	2.00%	2.06%	2.96%	3.87%	1.02%	3.26%	1.69%	1.1%	7.93%	2.27%	3.22%	3.22%	-5.48%	1.25%	0.27%
Radio/TV	6.17%	5.12%	4.29%	1.47%	4.26%	0.89%	7.46%	2.53%	0.69%	2.89%	3.77%	0.0%	7.64%	2.16%	3.38%	-5.48%	1.46%	0.69%
Nearby neighbor	13.33%	8.19%	12.62%	8.66%	10.75%	14.89%	7.11%	6.49%	8.96%	5.43%	7.0%	10.20%	8.15%	8.15%	7.71%	-2.94%	1.67%	-0.71%
Utility work crew	1.78%	2.34%	1.40%	2.20%	1.97%	4.38%	5.92%	0.63%	4.38%	3.82%	4.41%	3.9%	1.00%	5.71%	5.71%	3.32%	0.05%	2.12%
Other	1.54%	2.25%	1.98%	3.10%	2.22%	2.63%	4.42%	0.64%	1.47%	2.20%	9.91%	0.0%	2.71%	1.54%	3.54%	-1.17%	0.07%	-1.56%
None - did not get any outage information	44.98%	48.03%	47.72%	55.28%	49.23%	43.80%	43.60%	40.12%	44.45%	45.25%	43.75%	42.4%	44.21%	35.98%	41.68%	-8.23%	-8.51%	-10.30%
Don't know	0.60%	0.63%	0.62%	0.81%	0.69%	0.89%	0.75%	0.63%	1.02%	0.82%	0.00%	0.0%	1.62%	1.43%	0.76%	-0.19%	0.41%	0.62%
PQR6 Information received about outage																		
Time interruption began	19.01%	34.28%	13.34%	0.75%	19.09%	0.55%	7.99%	2.58%	11.82%	7.90%	26.91%	19.5%	18.30%	21.50%	21.50%	3.29%	9.77%	11.85%
Cause of outage	26.95%	40.09%	33.48%	17.90%	29.62%	22.10%	20.32%	24.64%	32.00%	27.01%	33.75%	36.5%	32.41%	21.40%	31.01%	-11.01%	-10.60%	3.44%
Number of customers impacted/area affected	19.93%	48.10%	22.60%	26.55%	29.30%	28.46%	29.48%	17.02%	22.67%	24.03%	24.10%	34.1%	32.07%	31.00%	32.06%	-7.98%	8.42%	4.54%
Length of time before power restoration	22.63%	24.77%	16.97%	20.17%	21.13%	26.83%	33.42%	14.08%	30.51%	26.21%	25.68%	24.0%	18.07%	30.11%	24.30%	12.04%	-9.42%	9.94%
Work crews dispatched to local area	31.51%	35.44%	37.00%	43.55%	36.77%	38.49%	42.75%	24.20%	20.57%	31.03%	29.38%	44.4%	25.26%	32.80%	32.87%	7.59%	12.29%	-10.68%
Work crews are on site making repairs								7.70%	16.09%	12.34%	16.00%	6.9%	20.67%	13.08%	14.16%	-7.58%	-3.95%	13.08%
When to call to get update on restoration time	1.08%	9.39%	0.00%	1.50%	2.99%	0.00%	5.36%	5.22%	5.16%	3.93%	0.00%	4.0%	4.44%	4.73%	3.62%	0.29%	-0.40%	3.22%
Equipment repair status update								1.32%	4.71%	3.02%	12.81%	5.0%	3.19%	2.30%	1.67%	-0.69%	-2.41%	2.30%
Info on supplies and safety during outage								0.00%	1.87%	0.93%	1.47%	3.0%	2.13%	0.00%	1.87%	-2.13%	-1.87%	0.00%
Other	4.92%	1.33%	2.89%	3.36%	3.13%	0.00%	1.36%	2.53%	2.69%	1.64%	6.32%	0.0%	0.00%	1.14%	1.87%	1.14%	-1.85%	-2.22%
None of the above	18.93%	13.11%	22.70%	21.53%	19.07%	23.96%	17.15%	31.96%	20.08%	23.20%	16.49%	8.0%	15.34%	14.42%	15.90%	-0.92%	-5.66%	-7.11%
Don't know	2.74%	3.31%	1.20%	3.69%	2.74%	7.05%	2.66%	5.14%	2.71%	4.62%	0.00%	0.0%	3.12%	0.00%	6.78%	-3.12%	-2.71%	-3.69%
Outage points of information	1.26	1.93	2.17	1.23	1.66	1.23	1.50	1.00	1.49	1.31	1.76	1.80	1.64	1.58	1.70	-0.06	0.09	0.35
PQR8 Information provided by utility about power restoration																		
Exact duration								9.41%	0.00%	4.71%	19.21%	0.0%	35.85%	28.67%	30.65%	-7.19%	28.67%	28.67%
Window of duration								63.90%	63.72%	63.81%	32.27%	64.3%	40.26%	46.62%	48.96%	6.36%	-17.16%	46.62%
Exact time								8.90%	10.78%	9.84%	12.53%	0.0%	0%	8.17%	8%	8.17%	-2.61%	8.17%
Window of time								8.90%	10.78%	9.84%	17.84%	15.6%	7.28%	16.54%	16.34%	9.26%	5.76%	16.54%
Don't know								8.90%	14.72%	11.81%	18.15%	20.1%	16.62%	0.00%	13.71%	-16.62%	-14.72%	0.00%
PQR7 Power restored before, after, or on time as promised																		
Before	26.31%	63.26%	8.51%	46.70%	36.20%	47.26%	31.67%	27.62%	40.94%	36.87%	37.00%	41.2%	64.24%	43.98%	46.02%	-20.22%	3.04%	-2.70%
After	4.94%	6.65%	14.10%	0.00%	6.42%	11.68%	11.08%	18.31%	19.11%	15.27%	12.21%	7.8%	18.39%	20.50%	14.72%	2.11%	1.38%	20.50%
On time	68.74%	30.10%	77.39%	53.30%	57.38%	41.06%	56.35%	54.07%	39.95%	47.86%	46.89%	51.0%	17.37%	35.53%	39.40%	18.15%	-4.42%	-17.77%
PQR8 Actual restoration time compared with provided estimation (minutes)	62.00	94.00	60.00	21.00	59.00	55.80	73.80	41.13	125.58	74.08	96.12	35.35	53.85	134.42	79.94	80.57	8.84	113.42
PQR10 Utility contacted customer after power restoration																		
Yes, a person called								9.93%	3.87%	3.00%	6.43%	8.9%	3.91%	16.72%	9.00%	12.81%	12.85%	16.72%
Yes, an email was sent								0.67%	1.71%	1.19%	2.85%	2.2%	3.37%	5.36%	3.40%	1.99%	3.65%	5.36%
Yes, a text was sent								0.00%	2.45%	1.22%	0.94%	1.1%	0.55%	0%	0.44%	-0.55%	-2.45%	0.00%
Yes, an automated phone message was sent								3.15%	5.34%	4.24%	4.29%	6.2%	0.58%	4.38%	3.81%	3.81%	-0.96%	4.38%
No								80.71%	81.20%	42.70%	80.85%	78.9%	80					

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	1Q13	2Q13	3Q13	4Q13	2013	1Q14	2Q14	3Q14	4Q14	2014	1Q15	2Q15	3Q15	4Q15	2015	Difference 4Q15 - 3Q15	Difference 4Q15 - 4Q14	Difference 4Q15 - 4Q13
	95.22	148.60	59.23	80.84	95.97	31.28	40.55	87.44	180.29	84.80	42.97	78.33	98.04	90.19	77.38	-7.65	-90.10	9.35
PQR13 Number of updates received about outage																		
0								69.24%	64.30%	66.81%	51.28%	49.2%	58.53%	43.77%	50.69%	-14.76%	-20.61%	43.77%
1								10.35%	16.17%	13.26%	14.67%	17.3%	14.17%	24.71%	17.71%	10.54%	8.54%	24.71%
2								1.28%	9.56%	5.42%	9.76%	9.7%	8.66%	12.23%	10.00%	5.68%	2.67%	12.23%
3								1.32%	1.42%	1.37%	3.14%	0.0%	3.09%	2.61%	2.21%	-0.48%	1.10%	2.61%
4 or more								2.56%	0.00%	1.28%	2.94%	1.9%	1.06%	6.21%	5.03%	5.15%	6.21%	6.21%
Don't know								15.25%	8.45%	11.85%	18.21%	21.9%	14.49%	10.46%	16.27%	-4.03%	2.01%	10.46%
PQR14 Outage alerts signed up for/receive																		
Alert me when my power is out								5.04%	7.82%	6.43%	9.93%	9.2%	7.41%	12.71%	9.93%	5.30%	4.89%	12.71%
Alert once my power is restored								3.44%	8.21%	5.93%	6.34%	8.1%	7.52%	8.77%	7.69%	1.26%	0.56%	8.77%
Estimated restoration time alert								2.79%	7.51%	5.15%	6.71%	5.4%	4.19%	6.19%	5.63%	2.00%	-1.30%	6.19%
I do not receive any outage alerts								92.47%	86.18%	80.33%	85.07%	83.6%	87.80%	80.46%	94.24%	-7.34%	-5.72%	80.46%
PQR15 Utility maintain current infrastructure																		
Yes								54.66%	61.00%	57.83%	59.54%	61.2%	61.14%	63.40%	61.32%	2.26%	2.40%	63.40%
No								7.44%	6.77%	7.11%	7.85%	5.7%	7.78%	5.79%	6.78%	-2.00%	-0.98%	5.79%
Don't Know								37.89%	32.23%	35.06%	32.61%	33.1%	31.07%	30.81%	31.90%	-0.26%	-1.42%	30.81%
PQR13 Viewed outage maps on utility website (past 3 months)																		
Yes	12.87%	15.79%	16.88%	11.95%	14.37%	14.05%	11.16%	12.41%	10.60%	12.06%	12.61%	10.6%	13.56%	17.82%	13.65%	4.25%	7.21%	5.86%
No	87.13%	84.21%	83.12%	88.05%	85.63%	85.95%	88.84%	87.59%	89.40%	87.94%	87.39%	89.4%	86.44%	82.18%	86.35%	-4.25%	-7.21%	-5.86%
PQR14 Outage map effectively displayed outage information																		
Yes	82.59%	63.42%	83.84%	88.85%	79.67%	81.24%	93.49%	92.66%	72.32%	84.90%	83.85%	80.7%	90.73%	87.45%	86.68%	-3.28%	15.13%	-1.40%
No	17.41%	36.58%	16.16%	11.15%	20.33%	18.76%	6.51%	7.34%	27.68%	15.07%	0.16147278	19.3%	9.27%	12.55%	14.32%	3.28%	-15.13%	1.40%
PQRA1 RATING: Provide quality electric power	7.14	7.44	7.21	7.20	7.25	7.35	7.14	7.38	7.10	7.24	7.36	7.29	7.40	7.28	7.33	-0.12	0.18	0.08
PQRA2 RATING: Avoid brief interruptions	7.15	7.33	7.21	7.07	7.19	7.19	7.13	7.22	7.08	7.16	7.25	7.03	7.33	7.35	7.24	0.02	0.26	0.28
PQRA3 RATING: Avoid lengthy outages	7.19	7.39	7.19	7.09	7.21	7.31	7.18	7.20	7.07	7.19	7.26	7.21	7.18	7.25	7.22	0.06	0.18	0.16
PQRA4 RATING: Promptly restore power after outage	6.89	7.22	7.06	7.03	7.05	6.90	6.83	7.09	6.94	6.94	7.10	6.96	7.14	7.21	7.10	0.07	0.26	0.18
PQRA5 RATING: Keep you informed about outage	5.51	5.96	5.57	5.59	5.66	5.65	5.73	5.43	5.65	5.61	5.92	5.42	5.76	6.10	5.85	0.33	0.45	0.51
PQRA6 RATING: Supply electricity during extreme temperatures	7.52	7.79	7.38	7.53	7.55	7.63	7.50	7.72	7.48	7.58	7.69	7.40	7.58	7.68	7.59	0.10	0.20	0.15
PQRA8 RATING: Overall power quality and reliability	7.31	7.48	7.73	7.28	7.45	7.39	7.28	7.37	7.22	7.31	7.48	7.34	7.42	7.47	7.43	0.06	0.26	0.19
P1 Heard or read about rate changes																		
Yes - rate INCREASE	58.05%	40.92%	42.62%	36.09%	44.57%	43.31%	40.27%	26.25%	30.45%	35.07%	40.74%	39.2%	40.23%	43.63%	40.98%	3.40%	13.18%	7.54%
Yes - rate DECREASE	0.89%	1.26%	1.29%	1.62%	1.26%	0.93%	1.24%	1.88%	1.84%	1.47%	1.08%	1.6%	2.56%	2.24%	1.10%	-0.31%	0.40%	0.62%
No	40.46%	57.81%	56.09%	62.29%	54.16%	55.76%	58.49%	71.87%	67.71%	63.46%	58.18%	59.2%	57.21%	54.12%	57.17%	-3.09%	-13.58%	-8.17%
P1 How often customer receives bill statement																		
Every month								100.00%	100.00%	100.00%	100.00%	100.0%	100%	100.00%	100%	0.00%	0.00%	100.00%
Every other month								0.00%	0.00%	0.00%	0.00%	0.00%	0%	0.00%	0%	0.00%	0.00%	0.00%
Don't Know								0.00%	0.00%	0.00%	0.00%	0%	0%	0.00%	0%	0.00%	0.00%	0.00%
P3 Average monthly bill amount	135.88	130.16	150.55	142.76	139.84	160.25	126.83	156.09	138.13	145.32	134.57	118.00	152.26	136.79	135.41	-15.47	-1.34	-5.97
P3 Usage increase or decrease in last year																		
Higher usage								14.24%	13.82%	14.03%	20.57%	12.0%	23.58%	17.70%	16.69%	-5.89%	3.89%	17.70%
About the same usage								59.23%	64.23%	61.73%	59.93%	67.2%	56.74%	65.76%	62.46%	9.02%	1.53%	65.76%
Lower usage								19.07%	15.03%	17.50%	9.85%	13.0%	11.94%	9.75%	11.13%	-2.19%	-3.45%	9.75%
Don't know								6.56%	6.92%	6.74%	9.65%	7.0%	7.74%	6.79%	7.79%	-0.95%	-6.13%	6.79%
P5 Switched rate plan																		
Yes I've selected an optional rate plan								6.24%	10.34%	8.29%	8.68%	8.7%	11.60%	15.72%	11.17%	4.12%	5.38%	15.72%
No I am still on a standard/general rate plan								78.00%	73.48%	75.74%	78.11%	69.8%	75.40%	70.03%	73.34%	-5.37%	-3.45%	70.03%
Don't know								15.76%	16.18%	15.97%	13.21%	21.5%	12.99%	14.25%	15.49%	1.20%	-1.93%	14.25%
P6 Electric rate plan																		
Standard/general rate plan	66.77%	65.87%	68.16%	66.39%	66.80%	65.81%	70.32%	0.00%	0.00%	68.06%	20.20%	12.8%	31.05%	37.04%	25.58%	5.06%	37.04%	-20.36%
Real time rate plan	2.82%	3.22%	4.85%	2.89%	3.44%	2.20%	1.23%	24.54%	4.53%	8.13%	19.60%	31.2%	8.05%	4.04%	15.72%	-4.01%	-0.49%	1.15%
Time-of-day rate plan	1.08%	0.10%	0.60%	0.31%	0.54%	0.00%	0.31%	9.85%	14.36%	6.15%	4.07%	15.0%	5.44%	6.08%	7.64%	6.64%	-0.25%	5.76%
Load-cycling rate plan	1.08%	1.22%	0.31%	0.69%	0.82%	0.32%	0.92%	0.00%	4.53%	1.44%	16.47%	4.3%	0%	6.55%	7%	6.55%	2.02%	5.86%
Green rate plan - 100% renewable energy								0.00%	4.53%	2.27%	0.00%	0.0%	0%	0.00%	0%	0.00%	-4.53%	0.00%
Green rate plan - a blend of renewable and conventional electricity								5.11%	0.00%	2.56%	0.00%	0.0%	2.79%	0.00%	0.70%	-2.79%	0.00%	0.00%
Other	2.41%	0.89%	1.70%	1.00%	1.50%	2.51%	0.92%	25.23%	33.25%	15.48%	16.33%	11.0%	26.57%	11.95%	16.46%	-14.62%	-21.30%	10.95%
Don't know	25.62%	28.54%	24.00%	28.72%	26.72%	28.84%	26.30%	35.17%	38.80%	32.26%	23.34%	25.7%	26.09%	34.34%	27.37%	8.25%	-4.46%	5.62%
PA1 RATING: Availability of pricing options that meet needs	5.27	5.83	5.47	5.31	5.47	5.47	5.76	5.76	5.89	5.72	5.87	5.72	5.97	6.19	5.94	0.22	0.31	0.89
PA2 RATING: Ease of understanding pricing options	5.25	5.89	5.47	5.43	5.51	5.62	5.73	6.15	6.23	5.93	6.26	5.95	6.32	6.57	6.28	0.24	0.33	1.14
PA3 RATING: Fairness of pricing	5.07	5.79	5.38	5.24	5.37	5.33	5.54	5.59	5.76	5.55	5.65	5.56	5.84	5.87	5.73	0.03	0.11	0.62

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	1Q13	2Q13	3Q13	4Q13	2013	1Q14	2Q14	3Q14	4Q14	2014	1Q15	2Q15	3Q15	4Q15	2015		Difference 4Q15 - 3Q15	Difference 4Q15 - 4Q14	Difference 4Q15 - 4Q13
PA4 RATING: Efforts of utility to help manage monthly usage	5.29	5.89	5.53	5.47	5.55	5.64	5.62	5.79	6.05	5.77	5.97	5.75	5.91	6.20	5.96		0.29	0.15	0.72
PA5 RATING: Total monthly cost of electric service	5.07	5.93	5.26	5.23	5.37	5.31	5.52	5.56	5.78	5.54	5.79	5.62	5.82	5.89	5.78		0.07	0.11	0.67
PA8 RATING: Overall price	5.07	5.85	5.32	5.22	5.37	5.24	5.58	5.65	5.85	5.58	5.84	5.70	5.96	6.00	5.88		0.04	0.16	0.78
BP1 Type of monthly bill statement																			
Traditional paper statement								60.68%	63.94%	62.31%	65.80%	58.4%	60.38%	58.16%	60.69%		-2.22%	-5.78%	58.16%
Electronic								36.85%	36.06%	36.45%	33.48%	40.0%	37.75%	40.85%	36.62%		3.10%	4.79%	40.85%
Don't Know								2.48%	0.00%	1.24%	0.72%	1.6%	1.86%	0.99%	1.29%		-0.87%	0.99%	0.99%
BP2 Bill payment method																			
Cash/money order								3.38%	2.60%	2.99%	2.82%	6.2%	4.28%	4.68%	4.50%		0.39%	2.08%	4.68%
Check								23.45%	21.34%	22.40%	22.10%	23.2%	17.92%	15.96%	19.81%		-1.06%	-5.38%	15.96%
Savings/checking account transfer								38.47%	46.56%	42.52%	45.65%	42.3%	44.86%	44.75%	44.75%		-1.32%	-1.70%	44.86%
Credit/debit card								33.02%	26.71%	29.67%	28.35%	26.1%	30.99%	33.21%	29.07%		2.22%	6.50%	33.21%
PayPal								0.00%	1.82%	0.91%	0.70%	1.5%	0.31%	0.68%	0.79%		0.34%	-1.16%	0.68%
Other								1.66%	0.97%	1.32%	0.00	0.0%	0.31%	0.63%	0.40%		0.32%	-0.34%	0.63%
BP2 Bill payment type																			
By mail								27.53%	24.98%	26.20%	25.81%	27.6%	23.68%	19.70%	24.19%		-3.98%	-5.28%	19.70%
Automatically deducted								8.40%	13.04%	10.72%	18.91%	13.5%	20.58%	21.52%	18.62%		0.94%	8.48%	21.52%
Through bank's online bill payment								28.38%	25.74%	27.06%	22.09%	22.9%	21.17%	23.18%	22.94%		2.01%	-2.96%	23.18%
By telephone - representative								1.67%	2.95%	2.31%	2.75%	1.8%	2.80%	4.22%	2.90%		1.41%	1.27%	4.22%
By telephone - automated telephone response system								6.75%	4.21%	5.48%	4.19%	2.4%	3.10%	5.30%	3.75%		2.20%	1.09%	5.30%
At utility website - desktop/laptop								22.52%	22.58%	22.55%	23.08%	23.2%	23.49%	20.51%	22.86%		-2.98%	-2.06%	20.51%
At utility website - mobile device								2.03%	3.12%	2.58%	0.68%	4.3%	2.65%	1.94%	2.40%		-0.71%	-1.18%	1.94%
Utility mobile app								0.60%	0.48%	0.59%	0.67%	0.0%	0.94%	0.57%	0.57%		-0.25%	0.17%	0.66%
In person								2.04%	2.89%	2.46%	1.81%	4.3%	1.57%	2.07%	2.66%		1.30%	0.08%	2.97%
BP2 Utility charges fee to process payment																			
Yes	7.34%	3.74%	5.87%	5.99%	6.74%	2.69%	4.78%	2.96%	3.91%	3.58%	8.05%	6.5%	3.86%	8.04%	6.85%		5.08%	5.04%	2.95%
No	80.14%	89.90%	85.58%	77.70%	83.33%	80.24%	89.52%	88.83%	87.98%	86.14%	78.99%	79.8%	84.57%	79.32%	80.66%		-6.25%	-8.07%	1.62%
Don't Know	12.52%	6.36%	8.55%	16.31%	10.93%	17.06%	5.69%	10.22%	8.11%	10.27%	12.97%	13.7%	11.58%	11.74%	12.49%		0.16%	3.62%	-4.57%
BP4 Bill alerts signed up for/receive																			
Alert when bill is ready to be viewed								34.03%	29.84%	31.03%	27.96%	29.5%	0%	0.00%	14%		0.00%	-29.84%	0.00%
Reminder when bill is due/overdue								21.42%	18.80%	20.11%	22.35%	17.3%	33.85%	30.52%	26.01%		-3.30%	11.72%	30.52%
Alert when usage is over preset amount								2.82%	2.82%	2.03%	2.03%	2.9%	5.06%	5.50%	3.88%		0.44%	2.69%	5.50%
Confirm payment was received								20.86%	17.10%	18.98%	20.40%	17.9%	31.05%	23.22%	23.15%		-7.85%	6.12%	23.22%
Do not receive alerts for bills								55.71%	54.35%	55.03%	56.7%	56.7%	53.20%	57.50%	56.63%		4.30%	3.14%	57.50%
BP5 Information reviewed on billing statement																			
Payment amount								89.74%	88.63%	89.18%	84.76%	86.6%	87.00%	88.32%	86.68%		1.33%	-0.30%	88.32%
Payment due date								73.42%	74.33%	73.88%	72.58%	67.6%	73.34%	74.70%	72.65%		1.35%	0.36%	74.70%
Kilowatt hours used								41.70%	45.57%	43.63%	44.34%	41.4%	40.22%	42.64%	42.16%		2.42%	-2.50%	42.64%
Price per usage levels								23.51%	32.52%	28.02%	28.18%	22.1%	27.05%	28.86%	26.64%		1.81%	-3.66%	28.86%
Usage compared to prior month								47.01%	49.20%	48.55%	49.70%	43.6%	45.04%	49.05%	47.00%		4.61%	0.45%	49.05%
Usage compared to prior year								38.26%	42.28%	40.27%	37.20%	37.3%	34.70%	37.40%	36.68%		2.61%	-4.88%	37.40%
Billing inserts								22.91%	25.45%	24.18%	22.20%	17.7%	21.08%	18.63%	19.83%		-2.45%	-6.62%	18.63%
Notifications and information								20.18%	17.87%	19.02%	18.47%	14.0%	18.64%	16.60%	18.96%		-2.04%	-1.20%	16.60%
Savings tips								18.22%	18.32%	18.27%	16.48%	14.5%	16.32%	15.12%	16.61%		-1.20%	-3.20%	15.12%
Other								0.00%	0.36%	0.18%	1.37%	0.0%	0.31%	0%	0%		0.31%	-0.64%	0.31%
Do not look/review the bill								5.00%	4.78%	4.89%	6.35%	6.7%	6.92%	5.16%	6.26%		-1.76%	0.39%	5.16%
BP6 Easy to find exact amount to pay on bill																			
Yes								100.00%	97.94%	98.97%	98.85%	98.5%	99.65%	99.27%	99.07%		-0.38%	1.33%	99.27%
No								0.00%	2.06%	1.03%	1.15%	1.5%	0.35%	0.73%	0.93%		0.38%	-1.33%	0.73%
NA								0.00%	0.00%	0.00%	0.00%	0%	0%	0%	0%		0.00%	0.00%	0.00%
BP6 Easy to find payment due date on bill																			
Yes								99.59%	98.15%	98.67%	98.13%	99.1%	97.85%	99.15%	98.57%		1.30%	1.00%	99.15%
No								0.41%	1.85%	1.13%	1.87%	0.9%	2.15%	0.85%	1.43%		-1.30%	-1.00%	0.85%
NA								0.00%			0.00%	0%	0%	0.00%	0%		0.00%	0.00%	0.00%
BP6 Easy to find electricity usage on bill																			
Yes								94.80%	94.58%	94.69%	95.11%	95.0%	96.30%	95.13%	95.41%		-1.26%	0.56%	95.13%
No								5.20%	5.42%	5.31%	4.89%	5.0%	4.87%	4.86%	4.59%		1.26%	-0.56%	4.87%
NA								0.00%	0.00%	0.00%	0.00%	0%	0%	0.00%	0%		0.00%	0.00%	0.00%
BP6 Easy to find consumption graphs on bill																			
Yes								75.67%	79.45%	77.56%	80.48%	74.2%	84.94%	81.21%	82.50%		-3.73%	1.76%	81.21%
No								10.94%	10.49%	10.71%	9.32%	12.3%	9.16%	9.27%	10.96%		0.11%	-1.22%	9.27%
NA								13.40%	10.06%	11.73%	10.20%	13.6%	5.90%	9.52%	6.56%		3.62%	-0.54%	9.52%
BP7 Have smart meter installed in home																			
Yes								8.35%	12.77%	10.56%	10.25%	12.8%	18.02%	18.45%	15.10%		-0.47%	5.68%	18.45%
No								56.35%	54.58%	55.47%	55.22%	48.9%	49.14%	43.64%	49.23%		-5.50%	-10.93%	43.64%
Don't Know								35.30%	32.65%	33.97%	34.53%	38.3%	31.94%	37.91%	36.67%		5.96%	5.26%	37.91%
BP4 Online account set up on utility's website																			
Yes	55.12%	64.86%	56.14%	58.02%	58.54%	60.84%	58.05%	58.22%	54.20%	58.05%	60.29%	57.0%	62.25%	59.13%	60.81%		-3.12%	4.94%	1.11%
No	44.88%	35.14%	43.86%	41.98%	41.46%	39.16%	41.05%	41.78%	45.80%	41.95%	39.71%	42.4%	37.75%	40.87%	40.19%		3.12%	-4.94%	-1.11%
BP9 Number of times logged into account (past 3 months)								4.06	4.36	4.21	3.13	2.79	4.48	3.83	3.65		-0.65	-0.53	3.83
BP5 On budget billing plan																			

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	1Q13	2Q13	3Q13	4Q13	2013	1Q14	2Q14	3Q14	4Q14	2014	1Q15	2Q15	3Q15	4Q15	2015	Difference 4Q15 - 3Q15	Difference 4Q15 - 4Q14	Difference 4Q15 - 4Q13
Yes								41.70%	44.10%	42.90%	44.33%	40.4%	44.40%	44.79%	43.47%	0.39%	0.69%	44.79%
No								58.30%	55.90%	57.10%	55.67%	59.6%	55.60%	55.21%	56.53%	-0.30%	-0.69%	55.21%
CCA1 RATING: Actions to take care of environment	5.54	5.83	5.80	5.82	5.75	5.77	5.82	6.02	6.24	5.96	6.11	6.06	6.16	6.33	6.17	0.17	0.10	0.51
CCA2 RATING: Variety of energy efficiency programs offered	5.65	5.90	5.85	5.83	5.81	5.80	5.88	6.18	6.21	6.02	6.15	6.12	6.23	6.42	6.23	0.19	0.21	0.59
CCA3 RATING: Involvement in local charities and civic organizations	5.34	5.70	5.55	5.55	5.54	5.46	5.58	5.84	5.99	5.72	5.91	5.84	6.01	6.02	5.95	0.01	0.03	0.47
CCA4 RATING: Efforts to develop energy supply plans for the future	5.74	6.01	5.77	5.88	5.85	5.83	5.95	6.05	6.23	6.02	6.22	6.13	6.24	6.39	6.29	0.15	0.16	0.51
CCA7 RATING: Overall corporate citizenship	5.50	5.94	5.79	5.83	5.79	5.79	5.95	6.08	6.28	6.03	6.23	6.06	6.24	6.42	6.24	0.18	0.14	0.60
COM1 Recall utility communications (past 3 months)																		
Yes	47.33%	46.23%	37.96%	43.87%	43.85%	49.20%	45.48%	45.47%	48.42%	47.14%	47.38%	42.9%	48.41%	49.02%	46.63%	0.61%	0.60%	5.14%
No	45.52%	47.48%	49.48%	49.51%	48.00%	42.96%	47.20%	47.74%	45.62%	45.88%	44.52%	47.8%	43.91%	45.61%	45.47%	1.70%	-0.01%	-3.90%
Don't Know	7.15%	6.29%	12.56%	6.61%	8.15%	7.83%	7.32%	6.80%	5.96%	6.98%	8.11%	9.3%	7.68%	5.37%	7.90%	-2.31%	-0.59%	-1.24%
COM2 Number of utility communications (past 3 months)	2.48	2.63	2.44	2.34	2.47	2.58	2.56	3.19	2.60	2.73	2.46	2.66	2.47	2.80	2.60	0.33	0.20	0.47
COM3 Topic of utility communications																		
Consumer safety around electricity	17.88%	15.47%	28.79%	18.21%	20.09%	17.18%	20.66%	20.39%	26.56%	21.20%	18.35%	22.5%	17.52%	15.45%	15.48%	-2.07%	-11.11%	-2.77%
Energy conservation tips	39.92%	36.36%	44.19%	39.34%	39.95%	47.16%	36.12%	39.52%	40.40%	40.80%	40.00%	43.7%	34.65%	38.11%	36.12%	3.45%	-2.30%	-1.23%
Natural gas prices	3.02%	2.30%	2.58%	0.00%	1.99%	1.80%	3.36%	0.00%	0.00%	2.63%	0.00%	0.0%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%
Product or service offers	16.03%	15.71%	10.83%	17.67%	17.46%	17.17%	16.74%	16.92%	20.53%	17.84%	21.62%	24.3%	28.57%	13.49%	25.90%	-15.08%	-7.04%	-4.17%
Reliability of electric delivery	8.51%	1.05%	6.46%	2.28%	4.59%	3.82%	3.36%	3.46%	6.10%	4.10%	3.74%	3.0%	7.67%	1.90%	4.96%	-5.70%	-4.20%	-0.38%
Electricity bill	58.00%	56.48%	48.86%	54.10%	54.36%	48.97%	48.43%	48.00%	4.00%	48.70%	0.00%	0.0%	0.00%	0.00%	0.00%	0.00%	0.00%	-54.10%
Company image	9.40%	10.04%	6.97%	6.99%	8.35%	5.71%	6.34%	7.02%	6.21%	8.77%	2.6%	3.34%	6.44%	5.20%	6.03%	0.10%	-0.59%	-0.55%
Energy efficiency rebates/financing	16.36%	14.64%	18.05%	26.07%	18.78%	16.58%	21.45%	23.73%	27.63%	22.35%	18.54%	19.1%	23.40%	22.81%	20.94%	-0.60%	-4.82%	-3.26%
Corporate citizenship	1.78%	2.17%	4.23%	0.86%	2.20%	3.70%	2.70%	2.03%	4.70%	3.31%	4.95%	2.2%	3.58%	5.20%	3.99%	1.62%	0.50%	4.34%
Customer service	25.80%	20.94%	17.06%	32.26%	24.04%	19.69%	20.87%	27.99%	21.94%	22.62%	20.08%	17.6%	21.16%	21.60%	20.11%	0.44%	-0.34%	-10.66%
Deregulation/customer choice	0.47%	0.00%	1.99%	0.86%	0.83%	1.90%	0.68%	0.00%	2.36%	1.24%	0.74%	0.0%	2.64%	1.31%	1.17%	-1.33%	-1.06%	0.45%
Company information/news	10.71%	17.53%	24.30%	17.41%	10.74%	20.91%	16.15%	17.00%	22.13%	19.07%	16.89%	18.0%	23.19%	21.04%	19.77%	-2.15%	-1.09%	3.63%
Emergency preparedness	14.72%	13.79%	14.11%	9.10%	12.93%	15.87%	11.33%	7.52%	17.52%	13.06%	9.93%	9.2%	13.69%	9.93%	10.68%	-3.75%	-7.56%	0.83%
Environmental issues	12.15%	12.77%	5.22%	11.08%	10.31%	8.93%	9.41%	4.82%	10.05%	8.30%	8.54%	4.8%	14.27%	7.70%	8.00%	-6.57%	-2.35%	-3.38%
Smart grid/smart meter technology	6.90%	5.64%	1.82%	5.26%	4.91%	7.65%	4.07%	9.49%	7.40%	7.18%	5.61%	6.4%	10.51%	5.05%	6.85%	-5.45%	-2.44%	-0.21%
Electric system upgrades or improvements	7.93%	10.51%	7.22%	4.71%	7.59%	8.07%	6.13%	8.30%	7.56%	10.63%	9.7%	9.00%	9.00%	9.38%	9.38%	0.78%	0.61%	4.30%
Renewable energy	11.76%	9.02%	11.95%	5.97%	9.68%	12.75%	5.38%	6.80%	8.82%	8.44%	11.52%	6.1%	7.94%	7.06%	8.16%	-0.88%	-1.70%	1.09%
Power supply	2.69%	1.11%	2.59%	2.59%	1.85%	2.69%	3.36%	2.76%	4.30%	3.20%	2.85%	0.9%	4.45%	2.70%	2.70%	-1.70%	-1.66%	0.12%
Price or rate change	21.10%	15.68%	12.61%	16.55%	10.49%	16.47%	14.79%	10.87%	11.66%	13.45%	13.80%	21.9%	17.94%	16.05%	17.42%	-1.89%	4.39%	-0.50%
Outage information/alerts								6.87%	8.96%	7.02%	7.23%	4.3%	10.80%	4.49%	6.70%	-6.31%	-4.47%	4.49%
Paperless billing								40.00%	32.60%	36.30%	35.96%	35.3%	32.47%	31.11%	35.71%	-1.36%	-1.46%	31.11%
Merger/acquisition of utility																-3.47%	0.00%	0.00%
Other	3.30%	3.26%	1.99%	6.04%	3.67%	4.46%	1.36%	8.17%	6.35%	5.08%	4.20%	2.6%	4.52%	5.76%	4.26%	1.24%	-0.59%	-0.28%
Don't know	10.78%	8.13%	14.75%	9.98%	10.91%	10.87%	12.02%	12.18%	8.47%	10.89%	12.30%	7.0%	8.38%	4.60%	8.69%	-3.68%	-3.76%	-5.28%
COM4 Where noticed utility communications																		
Television								10.96%	12.50%	11.72%	10.69%	11.3%	15.36%	18.40%	13.96%	3.12%	5.98%	18.40%
Radio								4.78%	2.33%	3.55%	2.09%	4.0%	4.81%	1.31%	3.04%	-3.80%	-1.02%	1.31%
Newspaper/magazine	5.50%	2.41%	5.22%	4.55%	4.44%	5.70%	4.68%	5.41%	4.55%	5.08%	7.01%	6.5%	5.92%	5.92%	6.79%	-1.78%	1.37%	1.37%
Bill insert	54.53%	45.67%	54.03%	52.05%	51.67%	40.18%	42.25%	40.62%	44.04%	44.02%	37.47%	28.3%	40.67%	42.33%	37.16%	1.66%	-1.71%	-0.73%
Brochure	6.30%	5.64%	8.53%	6.58%	6.76%	8.91%	7.43%	8.00%	7.40%	8.18%	8.11%	1.2%	5.83%	4.61%	4.93%	-1.22%	-2.68%	-1.97%
Bill newsletter	28.70%	24.85%	31.27%	20.17%	20.25%	27.36%	28.14%	18.34%	22.72%	24.14%	17.75%	22.5%	25.30%	10.25%	18.94%	-16.05%	-12.47%	-9.92%
Direct mail	17.99%	21.69%	15.02%	15.30%	17.50%	27.08%	17.50%	25.15%	20.91%	22.89%	22.81%	28.4%	24.87%	19.30%	23.83%	-6.57%	-1.61%	4.00%
Statement message	23.64%	6.96%	19.49%	23.94%	18.51%	19.07%	15.42%	13.00%	15.38%	15.72%	11.51%	13.9%	18.86%	10.29%	13.64%	-6.57%	-6.09%	-13.65%
Utility website	8.74%	14.67%	8.97%	10.28%	10.66%	12.72%	15.50%	8.97%	11.84%	12.26%	10.34%	13.4%	12.79%	13.80%	14.84%	1.01%	1.96%	3.53%
Email	12.44%	27.15%	16.18%	20.12%	18.97%	17.18%	17.52%	19.90%	16.16%	17.6%	19.65%	24.0%	19.02%	17.22%	19.98%	-1.80%	1.06%	-2.89%
Utility blog	2.20%	5.24%	0.00%	0.00%	1.86%	1.27%	0.68%	1.37%	3.25%	1.64%	2.09%	2.6%	1.46%	1.31%	1.86%	-0.15%	-1.64%	1.31%
Utility social media site	2.00%	3.55%	1.00%	0.86%	2.08%	2.52%	3.37%	0.69%	4.02%	2.89%	2.19%	4.3%	6.16%	3.83%	4.12%	-2.32%	-1.09%	2.97%
Text message	1.41%	0.84%	0.00%	0.86%	0.79%	0.63%	0.68%	2.03%	3.02%	1.50%	2.27%	3.4%	3.38%	5.28%	3.68%	1.90%	2.25%	4.42%
In person								0.00%	5.00%	2.50%	2.03%	1.7%	1.29%	2.62%	1.91%	1.33%	-2.62%	2.62%
Billboard								2.06%	2.06%	2.06%	3.02%	0.8%	3.97%	4.62%	3.11%	0.65%	2.56%	4.62%
Other	2.60%	0.30%	1.82%	1.57%	1.57%	0.00%	0.68%	0.68%	0.66%	0.66%	2.15%	0.0%	0.0%	0.00%	0.00%	0.00%	-0.66%	-1.57%
Don't know	0.00%	0.69%	1.75%	2.97%	1.35%	1.93%	4.69%	1.35%	2.18%	2.54%	3.74%	1.4%	2.12%	0.67%	1.97%	-1.45%	-1.50%	-2.30%
COM5 Frequency of communication received from utility																		
Not enough								4.78%	6.14%	5.40%	2.83%	4.6%	5.27%	9.70%	5.69%	4.43%	3.56%	9.70%
Just right								76.90%	82.70%	79.85%	85.57%	86.7%	81.58%	83.75%	83.75%	-0.50		

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	1Q13	2Q13	3Q13	4Q13	2013	1Q14	2Q14	3Q14	4Q14	2014	1Q15	2Q15	3Q15	4Q15	2015	Difference 4Q15 - 3Q15	Difference 4Q15 - 4Q14	Difference 4Q15 - 4Q13
COMA1 RATING: Creating messages that get attention	5.37	5.75	5.42	5.35	5.47	5.40	5.60	5.73	5.89	5.66	5.91	5.72	5.83	6.15	5.90	0.33	0.26	0.80
COMA2 RATING: Keep you informed about keeping costs low	5.30	5.65	5.50	5.39	5.48	5.41	5.57	5.75	5.96	5.67	5.94	5.68	5.86	6.31	5.95	0.45	0.35	0.92
COMA3 RATING: Usefulness of suggestions on ways to reduce energy	6.00	6.20	5.95	5.86	6.00	5.85	5.90	6.20	6.33	6.07	6.29	5.95	6.26	6.60	6.27	0.33	0.27	0.73
COMA4 RATING: Communicating how to be safe around electricity	6.17	6.41	6.33	6.13	6.26	6.13	6.24	6.48	6.48	6.33	6.69	6.40	6.40	6.65	6.56	0.16	0.17	0.53
COMA5 RATING: Efforts to communicate changes	5.65	6.02	5.65	5.63	5.74	5.67	5.82	5.99	6.06	5.89	6.19	5.92	6.21	6.45	6.19	0.24	0.39	0.82
COMA14 RATING: Overall communications	5.74	6.09	5.79	5.74	5.84	5.75	5.90	6.13	6.22	6.00	6.30	6.17	6.30	6.57	6.24	0.27	0.35	0.82
CS1 Number of phone contacts (past 3 months)	0.40	0.42	0.33	0.46	0.40	0.39	0.46	0.28	0.38	0.38	0.34	0.39	0.45	0.43	0.40	-0.02	0.05	-0.03
CS2 Number of website contacts (past 3 months)								0.20	0.51	0.35	0.30	0.34	0.89	0.22	0.44	-0.67	-0.26	0.22
CS3 Number of mobile app contacts (past 3 months)								0.02	0.06	0.04	0.08	0.22	0.09	0.14	0.13	0.05	0.08	0.14
CS4 Number of email/chat contacts (past 3 months)								0.08	0.08	0.08	0.19	0.19	0.10	0.13	0.15	0.03	0.05	0.13
CS5 Number of text message contacts (past 3 months)								0.07	0.04	0.05	0.08	0.13	0.10	0.08	0.10	-0.02	0.04	0.08
CS6 Number of social media contacts (past 3 months)								0.02	0.12	0.07	0.07	0.06	0.10	0.08	0.08	-0.02	-0.04	0.08
CS4 Primary reason for most recent phone contact																		
Report/follow-up on outage	30.85%	40.62%	51.44%	31.36%	36.57%	35.20%	32.54%	42.65%	26.54%	34.23%	17.40%	15.3%	23.36%	28.36%	21.10%	5.00%	1.62%	-3.00%
Report utility damage	2.93%	3.12%	7.97%	1.38%	3.85%	5.40%	6.01%	12.36%	10.71%	8.62%	3.61%	6.0%	5.76%	7.64%	5.75%	1.89%	-3.06%	6.26%
Check due date or balance due								5.42%	8.64%	7.03%	10.06%	8.3%	8.55%	8.93%	6.96%	0.38%	0.25%	8.93%
Verify payment								9.01%	3.90%	6.45%	10.12%	22.5%	5.84%	7.87%	11.56%	2.03%	3.98%	7.87%
High bill complaint	6.74%	10.51%	3.65%	5.83%	6.68%	8.10%	3.58%	1.82%	3.35%	4.21%	8.50%	8.4%	8.81%	2.81%	7.12%	-6.00%	-0.50%	-3.02%
Account management	5.07%	4.97%	6.95%	9.47%	6.62%	5.43%	6.01%	3.58%	2.32%	4.33%	10.23%	4.3%	7.50%	5.39%	6.86%	-2.11%	3.07%	-4.08%
Inquire about products or services	2.50%	0.97%	2.08%	1.68%	1.81%	1.37%	3.54%	1.74%	4.09%	2.69%	3.32%	3.3%	2.65%	2.63%	1.32%	1.32%	-1.44%	0.97%
Meter reading error or other meter questions/issues	2.00%	0.77%	0.00%	1.38%	1.04%	0.00%	0%	1.82%	5.03%	1.71%	5.29%	0.0%	5.38%	1.26%	2.08%	-4.12%	-3.77%	-0.13%
Make extended payment arrangements	5.56%	5.67%	1.72%	4.74%	4.42%	4.02%	4.85%	1.84%	9.11%	4.00%	3.61%	12.5%	8.88%	5.09%	7.62%	-3.70%	-4.02%	0.35%
Ways to save								1.74%	5.77%	3.75%	10.32%	1.7%	2.70%	1.26%	3.96%	-1.45%	-4.51%	1.26%
Get usage history								1.84%		0.92%	3.32%	3.3%	0%	2.65%	2%	2.65%	2.65%	2.65%
Set up alerts/notifications								0.00%		0.00%	0.00%	1.33%	6.58%	1.98%	1.98%	5.25%	6.58%	6.58%
Company information								1.77%		0.88%	1.76%	1.7%	3.84%	2.07%	3.84%	3.84%	2.07%	3.84%
Deregulation shopping/offers								0.00%		0.00%	0.00%	0%	0.00%	0%	0%	0.00%	0.00%	0.00%
Price options								5.36%	3.90%	4.63%	1.76%	1.6%	2.72%	6.42%	3.15%	3.69%	2.52%	6.42%
Other	4.65%	5.13%	3.81%	4.13%	4.43%	6.83%	7.21%	10.80%	12.58%	9.35%	10.69%	7.0%	13.33%	5.29%	9.07%	-8.04%	-7.28%	1.16%
Don't know	1.08%	0.00%	0.00%	0.00%	0.27%	0.00%	1.22%	10.80%	2.32%	0.89%	0.00%	4.3%	4.52%	3.98%	3.19%	-0.54%	1.66%	3.98%
CS7 How most recent call was handled																		
Completely handled using automated telephone system	39.38%	44.02%	46.37%	49.68%	44.80%	33.75%	30.18%	50.07%	40.00%	38.50%	43.01%	49.1%	39.22%	62.71%	48.51%	23.50%	22.71%	13.03%
Used phone system first, then talked to representative	39.66%	29.43%	39.94%	30.57%	34.90%	35.14%	39.87%	28.60%	46.15%	37.44%	37.98%	24.8%	42.03%	24.48%	32.37%	-17.85%	-21.66%	-6.09%
Spoke directly to representative	19.88%	20.70%	10.40%	19.75%	17.69%	27.03%	27.54%	19.56%	13.85%	21.90%	15.49%	22.8%	15.63%	7.57%	15.56%	-8.06%	-6.26%	-12.18%
Don't know	1.08%	5.85%	3.30%	0.00%	2.56%	4.09%	2.40%	1.78%		2.07%	3.53%	3.3%	3.12%	5.23%	3.76%	2.11%	5.23%	5.23%
CS8 Number of menu choices needed to get information	3.45	3.41	3.60	3.09	3.39	2.74	3.14	2.28	3.25	2.85	3.01	2.48	3.35	3.27	3.02	-0.08	0.02	0.17
CS10 Feature on automated phone system to immediately speak to rep/operator																		
Yes								20.95%	34.30%	32.13%	33.94%	57.5%	37.55%	51.41%	46.10%	13.86%	17.10%	51.41%
No								34.03%	40.74%	37.30%	36.12%	22.9%	48.91%	22.16%	32.51%	-26.75%	-18.50%	22.16%
Don't Know								36.02%	24.96%	30.49%	29.94%	19.6%	13.54%	26.43%	21.39%	12.89%	1.47%	0.26
CS11 Wait on hold																		
Wait on hold to talk to a representative								66.78%	67.57%	67.18%	83.73%	74.8%	78.00%	63.39%	74.68%	-14.61%	-4.18%	63.39%
Virtual hold								3.62%	8.85%	6.23%	6.58%	0.0%	10.02%	16.82%	8.56%	6.80%	7.08%	16.82%
Never had to wait on hold								29.60%	23.59%	26.60%	9.68%	25.2%	11.98%	19.79%	16.66%	7.81%	-3.60%	0.20
CS12 Time on hold/time of call back																		
1 min. to less than 5 min.								32.03%	63.49%	47.70%	42.19%	30.6%	27.64%	29.72%	32.54%	2.08%	-33.76%	29.72%
5 min. to less than 10 min.								10.57%	6.89%	8.73%	7.18%	18.8%	19.93%	14.53%	19.12%	-5.39%	7.65%	14.53%
10 min. to less than 20 min.								5.14%	8.50%	6.82%	11.13%	18.3%	23.51%	19.96%	18.23%	-3.54%	11.46%	19.96%
20 min. to less than 30 min.								5.14%	0.00%	2.67%	3.65%	0.0%	2.75%	0.00%	1.60%	-2.75%	0.00%	0.00%
30 min. to less than 1 hr.								0.00%	0.00%	0.00%	7.48%	0.0%	2.75%	0.00%	2.50%	-2.75%	0.00%	0.00%
1 hr. or more								0.00%	0.00%	0.00%	0.00%	0.0%	0%	5.15%	1%	5.15%	5.15%	5.15%
Don't know								47.12%	21.12%	34.12%	28.37%	32.3%	23.42%	30.62%	28.67%	7.20%	9.50%	0.31
CS27 Representative put me on hold																		
Yes								18.50%	27.77%	23.13%	37.95%	36.7%	43.49%	40.22%	39.40%	-3.27%	12.45%	40.22%
No								77.89%	65.56%	71.72%	59.03%	63.3%	56.51%	47.60%	56.66%	-5.92%	-17.97%	47.60%
Don't Know								3.62%	6.67%	5.14%	3.03%	0.0%	0%	12.18%	4%	12.18%	5.52%	0.12
CS13 Provided same information more than once																		
Yes								18.51%	32.12%	25.31%	32.38%	26.5%	32.36%	40.53%	32.68%	8.16%	8.41%	40.53%
No								77.88%	65.08%	71.48%	60.87%	61.8%	65.37%	55.56%	60.99%	-9.81%	-9.50%	55.56%

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	1Q13	2Q13	3Q13	4Q13	2013	1Q14	2Q14	3Q14	4Q14	2014	1Q15	2Q15	3Q15	4Q15	2015	Difference 4Q15 - 3Q15	Difference 4Q15 - 4Q14	Difference 4Q15 - 4Q13
Don't Know								3.62%	2.80%	3.21%	6.76%	11.7%	2.27%	3.91%	4.93%	1.65%	1.11%	0.04
CS14 Addressed by name																		
Yes								41.22%	49.74%	45.48%	64.00%	50.9%	71.20%	60.45%	61.05%	-10.75%	10.72%	60.45%
No								33.29%	40.70%	37.04%	36.00%	24.1%	17.01%	31.50%	27.15%	14.49%	-9.30%	31.50%
Don't Know								25.49%	9.47%	17.48%	0.00%	24.9%	11.79%	8.05%	11.80%	-3.74%	-1.42%	0.08
CS15 Experienced difficulty understanding the rep																		
Yes								0.00%	15.50%	7.75%	19.46%	6.0%	16.00%	36.53%	10.73%	20.52%	21.02%	36.53%
No								100.00%	84.50%	92.25%	80.54%	87.5%	84.00%	59.56%	77.91%	-24.44%	-24.94%	59.56%
Don't Know								0.00%	0.00%	0.00%	0.00%	5.5%	0%	3.91%	2%	3.91%	3.91%	0.04
CS16 Transferred/referred to another person																		
Yes								3.83%	14.41%	9.12%	32.33%	15.0%	9.29%	28.78%	21.56%	19.49%	14.37%	28.78%
No								92.56%	82.79%	87.67%	64.21%	84.1%	87.72%	63.47%	74.89%	-24.24%	-19.31%	63.47%
Don't Know								3.62%	2.80%	3.21%	3.46%	0.0%	2.99%	7.74%	3.55%	4.75%	4.94%	0.08
CS17 Number of phone contacts needed to answer question/resolve problem																		
Answered/resolved on first contact								76.17%	65.76%	70.97%	60.63%	66.5%	73.79%	74.25%	68.20%	0.46%	8.49%	74.25%
Answered/resolved on second contact								0.28%	21.85%	15.56%	15.97%	17.1%	9.60%	16.45%	14.79%	6.86%	-5.40%	16.45%
Required three or four contacts								0.00%	1.77%	0.88%	12.55%	3.5%	5.62%	2.59%	0.00%	-3.03%	0.82%	2.59%
Required five or more contacts								0.00%	2.32%	1.10%	0.00%	1.7%	2.88%	0.00%	1.15%	-2.88%	-2.32%	0.00%
Still unresolved								1.85%	1.68%	1.77%	9.02%	1.7%	5.42%	2.69%	4.70%	-2.72%	1.01%	2.69%
Don't know								12.70%	6.62%	9.66%	1.83%	9.6%	2.70%	4.02%	4.50%	1.32%	-2.60%	0.04
CSA2 RATING: ATRS - Ease of understanding phone menu instructions	7.17	7.65	6.79	6.97	7.20	7.52	7.04	6.60	6.91	7.07	7.14	7.04	6.97	7.43	7.15	0.46	0.52	0.46
CSA3 RATING: ATRS - Clarity of information provided	6.97	8.02	6.72	6.73	7.11	7.26	7.32	6.62	7.02	7.13	6.72	7.10	7.05	7.35	7.05	0.30	0.33	0.62
CSA1 RATING: ATRS - Ease of navigating phone menu prompts	7.09	7.69	6.65	6.94	7.09	7.40	7.28	6.65	6.82	7.04	7.17	6.88	6.78	7.30	7.03	0.52	0.48	0.36
CSA6 RATING: REP - Promptness in speaking to a person	6.99	7.31	7.11	6.13	6.88	6.46	6.77	7.49	7.27	7.00	6.22	7.07	7.12	6.69	6.77	-0.42	-0.57	0.57
CSA7 RATING: REP - Courtesy of the representative	7.72	7.59	7.61	6.84	7.44	7.20	7.57	8.37	7.31	7.61	7.03	7.38	7.74	7.79	7.49	0.05	0.48	0.95
CSA8 RATING: REP - Knowledge of the representative	7.19	7.38	7.37	6.56	7.12	6.68	7.31	7.96	7.54	7.37	6.65	6.86	7.41	7.86	7.19	0.46	0.32	1.31
CSA9 RATING: REP - Representative's concern for needs	7.21	6.60	6.80	6.20	6.70	6.57	7.13	7.83	6.88	7.10	6.15	6.81	7.23	7.42	6.90	0.19	0.54	1.23
CSA10 RATING: PHONE - Timeliness of resolving problem, question, or request								7.36	6.82	7.09	6.72	7.19	6.65	7.14	6.93	0.49	0.33	7.14
CSA11 RATING: Overall phone customer service experience	7.16	7.43	6.93	6.73	7.06	6.96	7.14	7.30	6.88	7.07	7.05	7.04	6.86	7.64	7.15	0.78	0.76	0.90
CS16 Primary reason for most recent online contact																		
Report/follow-up on outage	7.73%	18.05%	29.72%	2.99%	14.62%	22.63%	5.16%	12.00%	14.04%	13.45%	8.28%	15.2%	23.66%	5.00%	13.00%	-18.65%	-9.03%	2.01%
Report utility damage	5.00%	0.00%	0.00%	3.64%	2.36%	0.00%	0%	0.00%	2.84%	0.71%	0.00%	0.0%	3.90%	4.87%	2.19%	0.96%	2.02%	1.23%
Check due date or balance due								27.84%	21.34%	24.59%	28.55%	14.1%	16.77%	24.50%	20.99%	7.72%	3.16%	24.50%
Verify payment	1.65%	0.00%	0.00%	9.62%	2.82%	7.50%	2.51%	16.21%	29.86%	20.04%	8.57%	16.6%	12.05%	15.46%	13.11%	3.41%	-14.47%	15.46%
High bill complaint	2.82%	0.80%	0.00%	0.00%	0.91%	0.00%	0%	0.00%	0.00%	3.48%	0.00%	6.9%	7.57%	0%	7.57%	0.47%	2.43%	2.43%
Account management	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0%	0.00%	0.00%	0.00%	6.03%	8.4%	2.43%	4.70%	0.47%	-1.60%	-0.41%	2.43%
Inquire about products or services	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	2.51%	0.00%	2.84%	1.34%	6.53%	0.0%	4.04%	2.43%	3.25%	0.00%	0.00%	0.00%
Meter reading error or other meter questions/issues	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	2.61%	0.00%	0.00%	0.05%	4.18%	0.0%	0%	0.00%	1%	0.00%	0.00%	0.00%
Make extended payment arrangements	2.56%	0.24%	0.00%	0.00%	0.70%	0.00%	0%	0.00%	0.00%	0.00%	2.18%	4.6%	0%	0.00%	2%	0.00%	0.00%	0.00%
Ways to save								7.08%	6.91%	7.44%	4.46%	9.7%	8.17%	5.45%	6.95%	-2.72%	-1.46%	5.45%
View usage history								15.89%	3.92%	9.91%	8.39%	14.4%	10.70%	17.52%	10.75%	6.82%	13.60%	17.52%
Setup online account	0.00%	0.80%	0.00%	7.27%	2.02%	2.40%	0%	4.08%	2.99%	2.30%	5.92%	2.3%	5.97%	0.00%	3.50%	-5.97%	-2.99%	-7.27%
Set up alerts/notifications								4.12%	0.00%	2.06%	2.18%	0.0%	6.70%	0.00%	2.22%	-6.70%	0.00%	0.00%
Company information								0.00%	0.00%	0.00%	4.35%	0.0%	4.14%	2.43%	3.23%	-1.70%	2.43%	2.43%
Derogation shopping/offers								0.00%	0.00%	0.00%	0.00%	0.0%	0%	0.00%	0%	0.00%	0.00%	0.00%
Price options								0.00%	6.59%	3.29%	4.10%	0.0%	0%	5.14%	2%	5.14%	-1.40%	5.14%
Other	2.02%	5.30%	2.52%	0.00%	2.46%	0.00%	0%	7.98%	8.67%	4.16%	4.00%	2.3%	0%	4.78%	3%	4.78%	-3.91%	4.78%
Don't know	1.65%	0.25%	0.00%	0.00%	0.48%	2.40%	0%	0.00%	0.00%	0.62%	2.28%	5.4%	1.94%	2.43%	3.02%	0.50%	2.43%	2.43%
CS15 Type of device used to contact utility online																		
Desktop								47.70%	41.48%	44.59%	43.50%	36.0%	29.83%	39.95%	37.31%	10.12%	-1.55%	39.95%
Laptop								31.92%	38.51%	35.22%	38.08%	36.6%	47.63%	40.36%	40.66%	-7.26%	1.85%	40.36%
Smartphone	9.59%	19.91%	13.45%	6.03%	12.39%	12.39%	0%	16.30%	20.01%	12.18%	10.24%	19.3%	20.48%	14.74%	10.18%	-5.74%	-5.20%	8.11%
Tablet	2.27%	0.24%	3.05%	12.58%	4.53%	2.46%	5.03%	4.08%	0.00%	2.89%	8.17%	5.9%	2.07%	4.95%	5.28%	2.88%	4.95%	-7.63%
Other	0.00%	0.00%	0.00%	2.99%	0.75%	0.00%	0%	0.00%	0.00%	0.00%	0.00%	2.3%	0%	0.00%	1%	0.00%	0.00%	-2.99%
CS18 Number of web pages needed to get information	2.42	2.05	2.11	2.17	2.19	2.27	2.26	2.31	2.33	2.29	2.54	3.92	2.88	2.69	3.01	-0.20	0.36	0.51
CS21 Website/mobile app issues experienced																		
Website/mobile app not accessible								4.12%	5.66%	4.89%	16.92%	4.7%	15.98%	22.44%	15.00%	6.46%	16.79%	22.44%
Website/mobile app froze								0.00%	7.84%	3.92%	12.63%	13.9%	10.73%	20.46%	14.44%	9.73%	12.62%	20.46%
Information was unavailable								0.00%	7.84%	3.92%	6.10%	0.0%	12.57%	15.32%	8.10%	2.75%	7.48%	15.32%
Links not working properly								0.00%	6.76%	3.38%	0.00%	6.8%	0%	2.43%	2%	2.43%	-4.33%	2.43%
Other								0.00%	5.68%	2.84%	2.18%	0.0%	0%	0.00%	1%	0.00%	-5.68%	0.00%
Did not experience any issues								95.88%	70.14%	83.01%	68.70%	76.8%	73.99%	52.05%	67.75%	-21.33%	-16.08%	52.05%
CS22 Number of online contacts needed to answer question/resolve problem																		
Answered/resolved on first contact								83.88%	64.45%	74.17%	64.20%	65.5%	69.28%	70.04%	67.27%	0.76%	5.59%	70.04%

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	1Q13	2Q13	3Q13	4Q13	2013	1Q14	2Q14	3Q14	4Q14	2014	1Q15	2Q15	3Q15	4Q15	2015	Difference 4Q15 - 3Q15	Difference 4Q15 - 4Q14	Difference 4Q15 - 4Q13
Answered/resolved on second contact								4.12%	9.58%	6.85%	18.52%	10.8%	4.14%	15.14%	14.40%	11.01%	5.57%	15.14%
Required three or four contacts								0.00%	7.84%	3.02%	6.53%	4.6%	8.56%	4.87%	6.14%	-3.70%	-2.97%	4.87%
Required five or more contacts								4.12%	0.00%	2.06%	2.18%	2.3%	2.07%	0.00%	1.65%	-2.07%	0.00%	0.00%
Still unresolved								3.07%	0.00%	1.99%	2.28%	0.0%	0%	0.00%	1%	0.00%	0.00%	0.00%
Don't know								3.00%	18.13%	11.01%	6.28%	7.7%	15.95%	9.95%	8.98%	-6.95%	-8.18%	9.95%
CSA12 RATING: ONLINE - Appearance of the website	7.73	7.97	6.84	6.71	7.31	6.92	7.19	8.02	7.09	7.30	7.30	8.21	8.15	8.03	7.92	-0.12	0.94	1.32
CSA13 RATING: ONLINE - Clarity of the information provided	7.70	7.94	7.22	6.75	7.43	6.63	7.11	7.86	7.59	7.30	7.69	8.12	8.09	8.00	7.97	-0.09	0.40	1.24
CSA14 RATING: ONLINE - Ease of navigating the website	7.60	8.00	7.16	6.92	7.42	7.21	6.91	7.94	6.96	7.25	7.35	8.23	8.28	8.28	8.04	0.00	1.33	1.37
CSA15 RATING: ONLINE - Timeliness of resolving your problem, question, or request	7.81	7.71	7.29	6.62	7.36	6.72	7.20	7.89	6.96	7.19	7.47	8.25	7.92	8.07	7.93	0.16	1.12	1.46
CSA17 RATING: Overall online customer service experience	7.85	7.80	7.27	6.77	7.42	6.90	7.24	7.90	7.30	7.33	7.61	8.14	8.18	8.42	8.09	0.24	1.12	1.65
CSA18 RATING: Overall customer service experience	7.27	7.64	6.96	6.79	7.16	6.96	7.26	7.32	7.29	7.21	7.15	7.44	7.18	7.75	7.38	0.57	0.46	0.96
OS1 RATING: Overall satisfaction with electric utility	6.70	7.03	6.92	6.78	6.86	6.80	6.81	7.02	6.83	6.86	7.08	6.99	7.04	7.25	7.09	0.22	0.42	0.47