



# MPSC Integration Success Update

*06/05/2019 – Public*



# Integration and Merger Commitments Update





# Major Merger Commitments Update

- Merger Closed June 4, 2018
- Provided \$300k to community action agencies
- Distributed bill credits to Missouri customers
  - ~\$14.9M – KCP&L-MO
  - ~\$14.2M – GMO
- Included ~\$3M-KCP&L-MO and ~\$6M-GMO merger savings in rate case settlements
- Completed voluntary severance programs consistent with no-layoffs
  - IBEW 1523 and 412 – Power Plant Closures
    - Participants exited service end of 4Q 2018
  - Evergy Non-Union Voluntary Exit Program (VEP)
    - Participants exiting service 2Q 2019 – 2Q 2020
- Worked closely with Staff and OPC to submit an RFP and select provider for independent 3<sup>rd</sup> party audit of affiliate transactions and corporate cost allocations



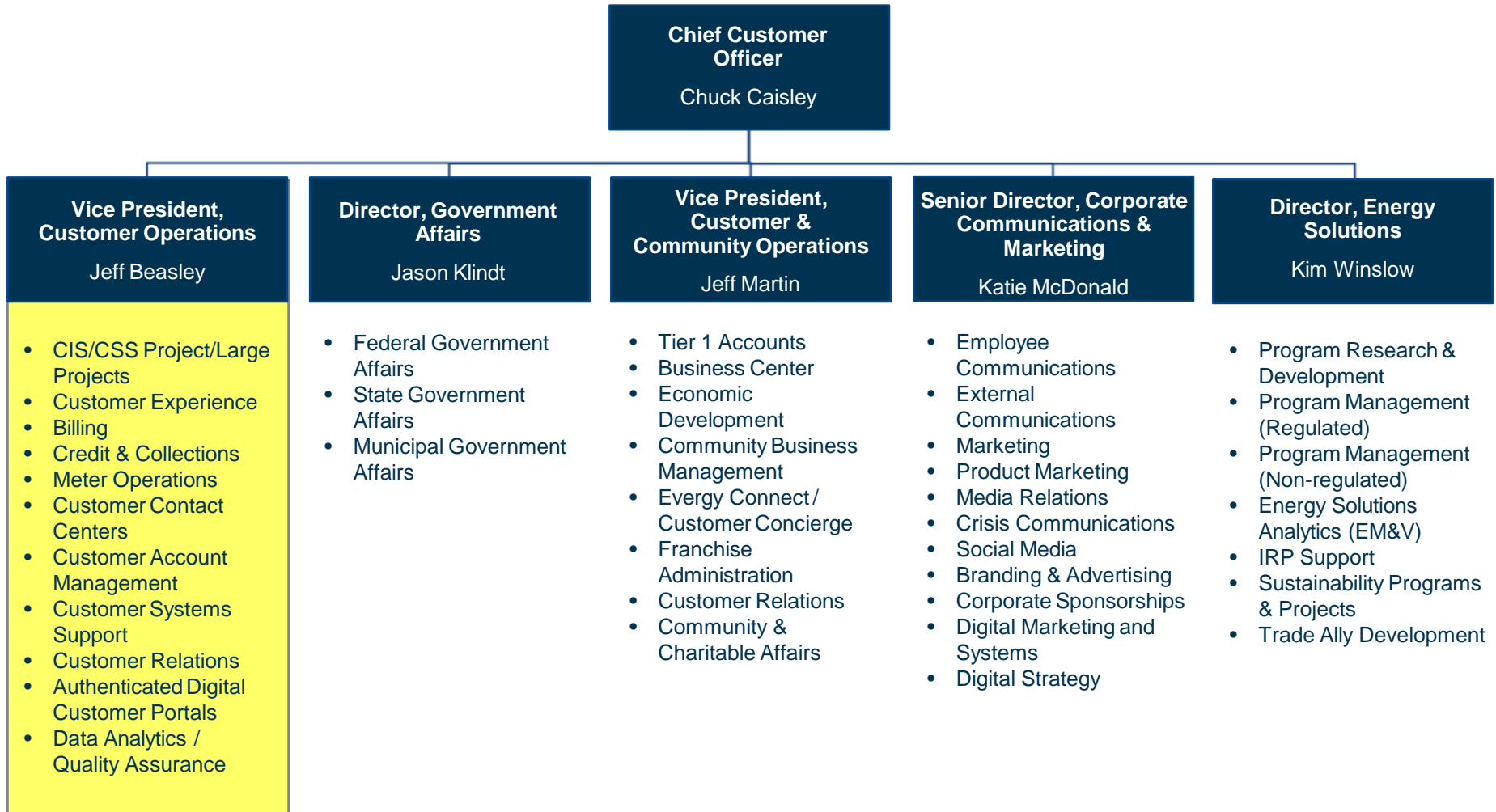
# Major Merger Commitments Update – Cont.

- Merger Integration: Conducted four update meetings with Staff & OPC
  - Submitted three quarterly staffing and contingent labor reports
  - Submitted three board presentations related to merger
- Submitted monthly customer service and operational level reports to Staff
- Submitted customer survey results
- Met with Staff to review contact center and other service quality performance
- Met with Staff, OPC, and Community Action Agencies to discuss progress to date for assisting the low-income population
- Completing reorganization of functions in Operations and Customer & Community Operations
  - Previously Customer Operations was within Operations; Now within Customer & Community Operations
  - Reorganized functions within Generation, Transmission and Distribution

# Operations – Post April 2019 Reorganization



# Customer & Community Operations – Post April 2019 Reorganization



# IT Integration Update

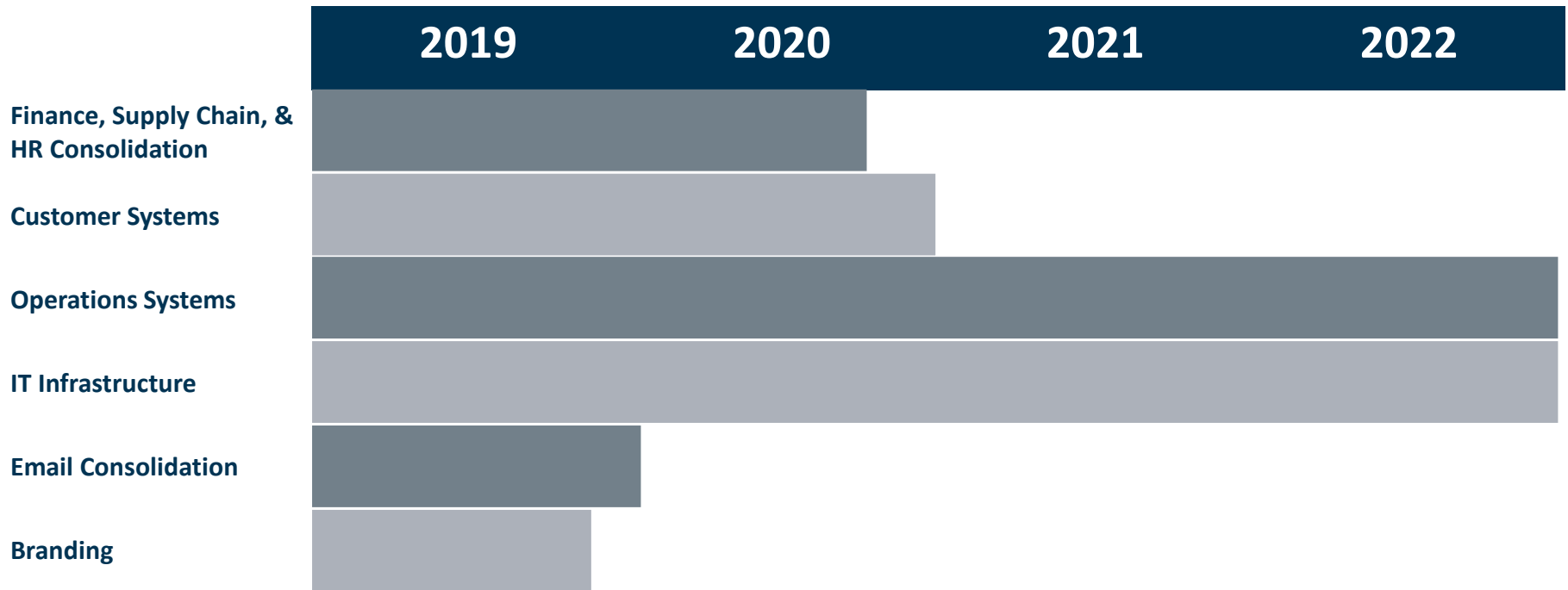


# IT Integration Update

- Executing IT Roadmap developed during Integration Planning
  - Leveraging complementary technology decisions made by legacy companies
    - For Example: Distribution Enterprise Asset Management – Westar  
Customer System – KCP&L
- Continued focus on cybersecurity and operational technology
  - Identity and Access Management project underway
  - Energy Management System upgrades
  - Network and IT infrastructure consolidation ongoing



# IT Integration Update



# Merger Efficiencies

# Merger Efficiencies Summary

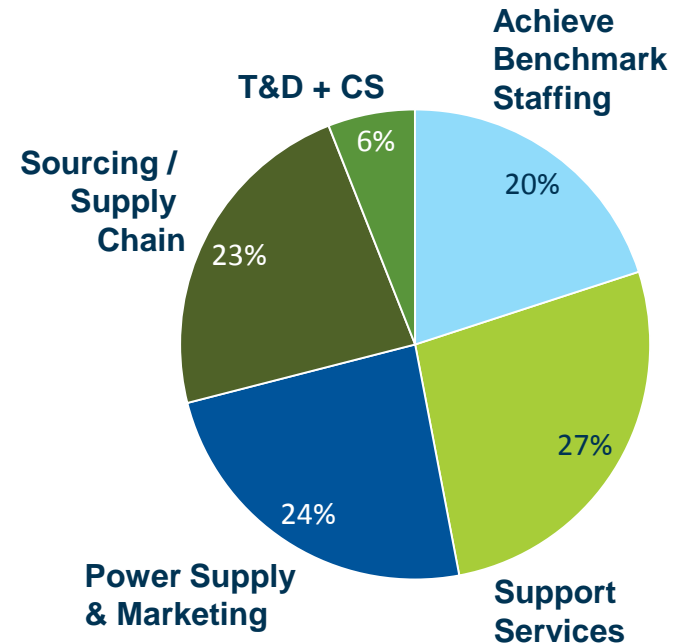
## Savings Summary (\$M)

Gross Efficiencies
\$627.0

## Savings Summary by type and year (\$M)

Efficiencies	2018	2019	2020	2021	2022	Total
NFOM	\$46.8	\$108.0	\$133.1	\$137.3	\$146.3	\$571.6
Fuel	\$0.7	\$1.0	\$1.1	\$1.3	\$2.3	\$6.4
Inventory Carrying Costs	\$2.2	\$7.9	\$12.3	\$13.3	\$13.4	\$49.0
Gross Efficiencies	\$49.7	\$116.9	\$146.5	\$151.9	\$162.0	\$627.0

## Gross Efficiencies Summary by Source





# Merger Savings Highlights

- Finished 2018 moderately ahead of planned gross savings
- Currently tracking ahead of 2019 planned gross savings
  - Addressing headwinds including fast ramp up of savings charters and January 2019 winter storm
- Savings highlights:
  - Over 50% of filed efficiency charters producing savings
  - Administering voluntary employee exit programs consistent with plans
  - Completed Wave 1 and Wave 2 sourcing with better than plan results
  - Annual insurance procurements yielding favorable results
  - Aligned rural vegetation management practices
  - Reducing redundant support services contracts in line with plan
  - Added charters for Wolf Creek Support Centralization and VEP
  - Chartered additional efficiencies in IT, Compliance, Fleet, F&A, Customer and Community Affairs, Generation, and Legal

# Branding Update





## ***WHAT IT MEANS***

**OUR NAME** is the combination of ever + energy, conveying our proud history as a reliable, enduring source of energy for our community, and our vision to continue being so far into the future. When it comes to energy, we are ever evolving, ever innovating, and ever looking ahead.

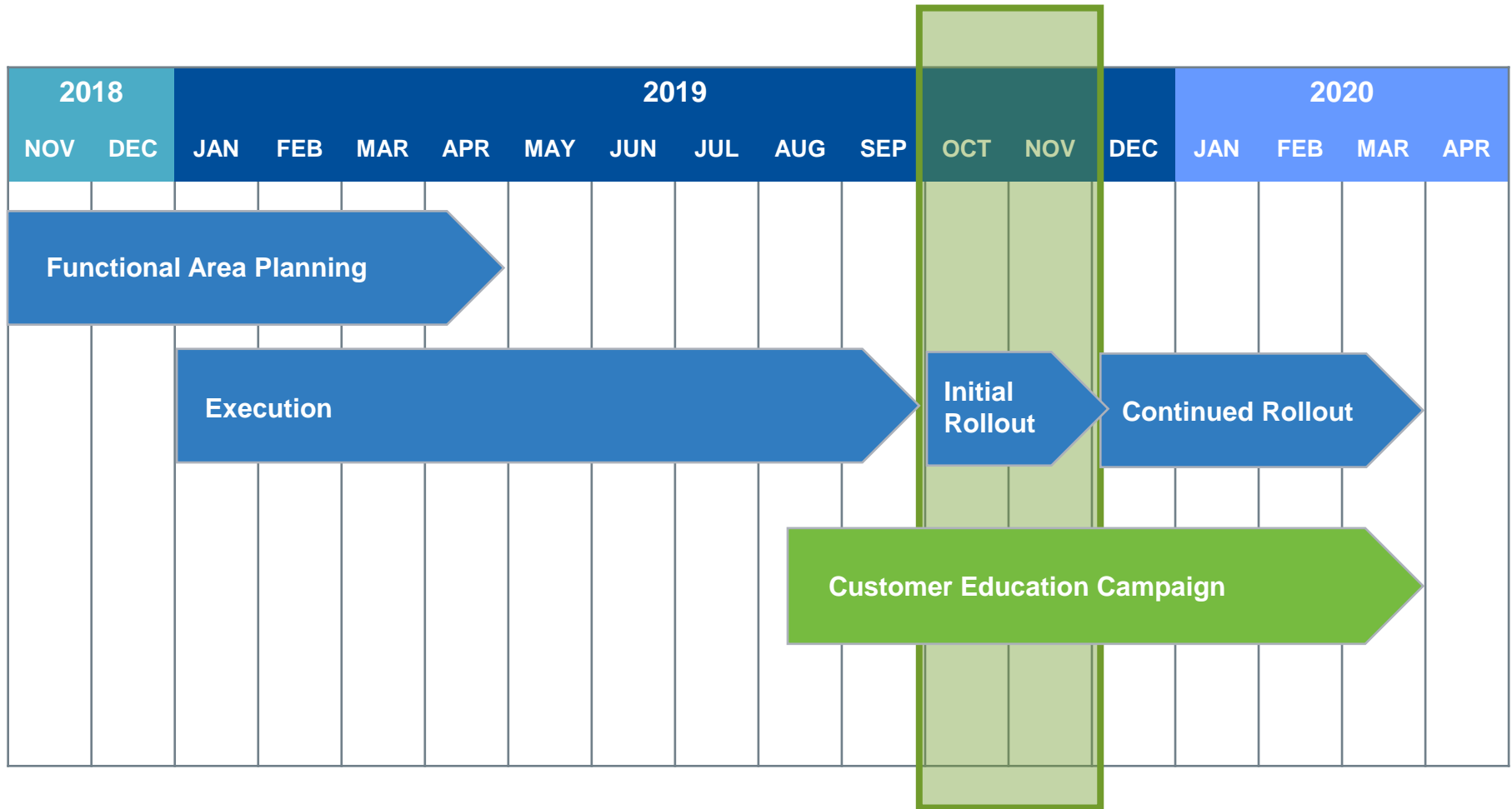
**OUR LOGO** is led by a dynamic arrow-like shape that visualizes our forward momentum. The soft edges and lowercase letters reflect our genuine, friendly and open nature.

**OUR ICON** consists of four shapes coming together to form an arrow, each representing one of our four core values: safety, integrity, ownership and adaptability. The shapes also represent the coming together of many pieces, both those that made our two companies into Evergy today, and those that could become part of Evergy in the future. Together, we are moving energy and our communities forward.

**Evergy. Moving Energy Forward.**

# Evergy Rebranding Project Timeline

Oct-Nov 2019: Launch & Initial Rollout Window



**\*In accordance with our merger agreement, rebranding costs are paid by shareholders**



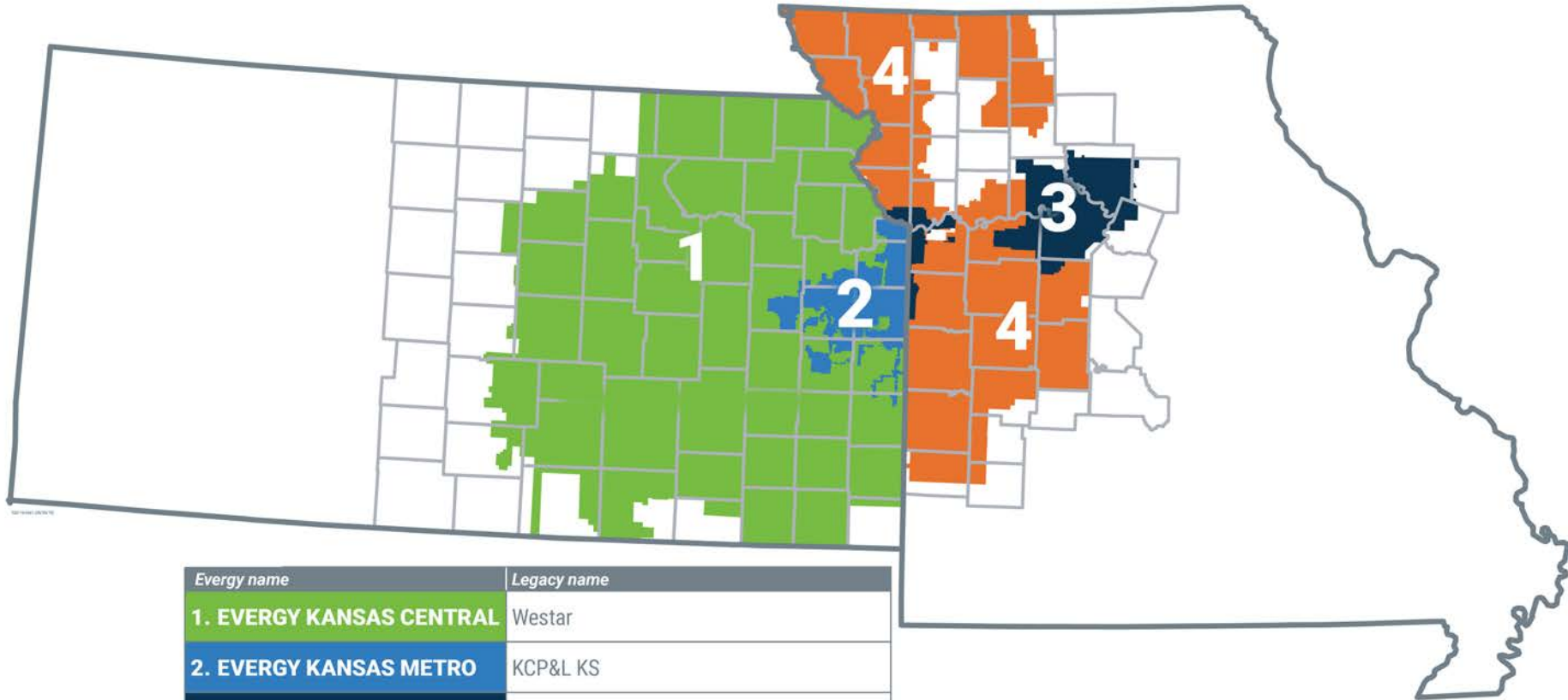
# Customer Education Campaign Timeline



<p><b>Length of Phase</b></p>	<p>6 weeks Mid-August – September</p>	<p>8 weeks October – November <i>*timeframe when rebranded assets go live*</i></p>	<p>16 weeks December – Mid-March</p>
<p><b>Message</b></p>	<p>KCP&amp;L and Westar <i>will soon be</i> Evergy</p>	<p>KCP&amp;L and Westar <i>are now</i> Evergy</p>	<p>KCP&amp;L and Westar are now Evergy, plus a glimpse into how we're their modern energy provider</p>



# Rate Area Identification



Evergy name	Legacy name
<b>1. EVERGY KANSAS CENTRAL</b>	Westar
<b>2. EVERGY KANSAS METRO</b>	KCP&L KS
<b>3. EVERGY MISSOURI METRO</b>	KCP&L MO
<b>4. EVERGY MISSOURI WEST</b>	KCP&L Greater Missouri Operations (GMO)



# Customers will be able to easily identify their rate area in several ways

In the vast majority of communications, we will refer to ourselves simply as Evergy. Rate areas will be referenced when they are needed for a customer to understand how rates and tariffs apply to them.

Each customer will be able to know their specific rate area by:


- Looking at their bill
- Viewing our website, especially when they are logged into their account
- Calling or emailing the Contact Center, if needed

Additionally, rate areas will be communicated through:

- Press releases and announcements pertaining to rate areas
- Our website – public pages explaining the various rate areas

# Appendix

# Evergy Missouri West Bill Mock Up



For billing and service information: 816-471-5275  
or toll-free: 1-888-471-5275  
For emergencies or lights out: 1-888-544-4852

Customer Name: xxxxxxxxxx  
Account Number: xxxxxxxxxx

Page 1 of 2  
Billing Date: 04/01/2019

**MESSAGE BOARD**

KCP&L is now Evergy.

You live in Evergy Missouri West service area. Rate and available programs can vary based on your service area. For more information visit [www.evergy.com/ServiceArea](http://www.evergy.com/ServiceArea).

Effective Sept. 1, the factor for the Fuel Adjustment Clause (FAC) charge on your bill will change. For more info, visit [www.evergy.com/my-account](http://www.evergy.com/my-account).

Upcoming Energy Cost Adjustment (ECA) factors per kWh: January - \$0.02143. For details visit [evergy.com/understandmybill](http://evergy.com/understandmybill).

**ACCOUNT SUMMARY**

Previously Billed	\$03.65
Utility	\$03.65
Payment Received 04/03/2019 - Thank you	-\$04.12
Current Charges (Details on back)	\$73.40
Utility	\$73.40
<b>Due Upon Receipt</b>	<b>\$72.93</b>
Please pay by May 01, 2019	\$72.93
Pay \$73.29 after May 01, 2019	

Please return this portion with your payment. Thank you.

Customer Name: xxxxxxxxxx  
Account Number: xxxxxxxxxx  
Billing Date: xxxxxxxxxx

Please pay by 05/01/2019: \$72.93  
Amount due after 05/01/2019: \$73.29

Amount Enclosed: \$ \_\_\_\_\_

CHECK HERE  
to indicate address or phone  
changes on back of stub

ENERGY  
PO BOX 219703  
KANSAS CITY, MO 64121-9703

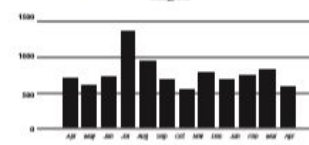
Customer Name: xxxxxxxxxx  
Account Number: xxxxxxxxxx

Page 2 of 2  
Billing Date: 04/01/2019

**1234 MAIN KANSAS CITY, MO**

Residential General - **GAM**

Energy Use



Period	kWh	Days	kWh/day	Avg Temp
Current	948	28	33.9	59°
Previous	765	30	25.5	59°
Last Year	776	31	25.0	60°

Comparative Usage Information

Start	End	Days	Start	End	Start	End	Meter	kWh Used
Month/Year	Month/Year		Month/Year	Month/Year	Month/Year	Month/Year	Number	
12/01/2018/04/1	03/31/2019	29	04/01/2019	03/31/2018	04/01/2018	03/31/2017	1-0000	948.0014

**Billing Details** service from 03/11/2019 to 04/08/2019

Customer Chg	\$11.47
Energy Chg 548.0014 kWh at \$0.0900 per kWh	\$49.27
OSRM Chg 03-12-2019-04-09-2019 for 548.0014 kWh at \$0.0000 per kWh	\$0.10
FAC Chg 03-12-2019-04-09-2019 for 548.0014 kWh at \$0.0000 per kWh	\$2.70
RESRAM Chg 03-12-2019-04-09-2019 for 548.0014 kWh at \$0.0000 per kWh	\$0.46
OSUR0001	\$09.00
Kansas City Franchise Fee	\$4.40
<b>Current Charges</b>	<b>\$73.40</b>

**CONTACT INFORMATION CHANGE FORM**

Your current telephone listing on file simplifies outage and emergency reporting. Account Number: xxxxxxxxxx

Change to: ( ) \_\_\_\_\_ - \_\_\_\_\_

Mailing Address changes only. For service address changes call 816-471-5275 or toll-free 1-888-471-5275.

Mailing Address Line 1: \_\_\_\_\_


Mailing Address Line 2: \_\_\_\_\_

City: \_\_\_\_\_ State: \_\_\_\_\_ ZIP: \_\_\_\_\_

E-mail Address (optional): \_\_\_\_\_

Please print changes in blue or black ink and don't forget to mark the box on the front.

# Evergy Missouri Metro Bill Mock Up



For billing and service information: 816-471-5275  
or toll-free: 1-888-471-5275  
For emergencies or lights out: 1-888-544-4852

Customer Name: xxxxxxxxxx  
Account Number: xxxxxxxxxx

Page 1 of 2  
Billing Date 03/18/2019

**MESSAGE BOARD**

KCP&L is now Evergy.

You live in Evergy **Missouri Metro** service area. Rate and available programs can vary based on your service area. For more information visit [www.evergy.com/ServiceArea](http://www.evergy.com/ServiceArea).

Effective Sept. 1, the factor for the Fuel Adjustment Clause (FAC) charge on your bill will change. For more info, visit [www.evergy.com/my-account](http://www.evergy.com/my-account).

**ACCOUNT SUMMARY**

For service from 02/13/2019 to 03/17/2019

Previously Billed	\$60.84
Utility	\$60.84
Payment Received 03/07/2019 - Thank you	-\$60.84
Current Charges (details on back)	\$75.27
Utility	\$75.27
<b>Due Upon Receipt</b>	<b>\$75.27</b>

**DO NOT PAY**  
\$75.27 will be charged to your card on 04/08/2019

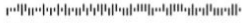
Please return this portion with your payment. Thank you.

Customer Name: xxxxxxxxxx  
Account Number: xxxxxxxxxx  
Billing Date: xxxxxxxxxx

**DO NOT PAY**  
\$75.27 will be charged to your card on 04/08/2019

Amount Enclosed: \$ \_\_\_\_\_

**CHECK HERE**  
to indicate address or phone changes on back of stub



**EVERGY**  
PO BOX 219703  
KANSAS CITY, MO 64121-9703

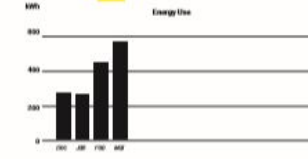
Customer Name: xxxxxxxxxx  
Account Number: xxxxxxxxxx

Page 2 of 2  
Billing Date continues

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**1234 MAIN KANSAS CITY MO**

Residential General - **KCM1**



Comparative Usage Information				
Period	kWh	Days	kWh / day	Avg Temp
Current	377	30	12.6	39°
Previous	406	27	15.1	37°

**Billing Details** service from 02/13/2019 to 03/17/2019

Customer Chg	\$11.47
Energy Chg 576.9540 kWh at \$0.09703 per kWh	\$65.98
DSM Chg 02-14-2013-03-17-2019 for 576.9540 kWh at \$0.00017 per kWh	\$0.10
FAC Chg 02-14-2019-03-17-2019 for 576.9540 kWh at \$0.00566 per kWh	\$3.20
Subtotal	\$70.75
Kansas City Franchise Fee	\$4.52
<b>Current Charges</b>	<b>\$75.27</b>

Meter	Start Read Date	End Read Date	Days	End Read	LI	Start Read LI	Read	LI Number	MI	Meter Number	LI	kWh Used
108482130804	02/14	02/14	30	0,891.9762		2,513.9212	376.9540	1.0000		1.0000		376.9540

**CONTACT INFORMATION CHANGE FORM**

Your current telephone listing on file simplifies outage and emergency reporting. Account Number: xxxxxxxxxx

Change for ( ) \_\_\_\_\_

Mailing Address changes only. For service address changes call 816-471-5275 or toll-free 1-888-471-5275.

Mailing Address Line 1: \_\_\_\_\_

Mailing Address Line 2: \_\_\_\_\_

City: \_\_\_\_\_ State: \_\_\_\_\_ ZIP: \_\_\_\_\_

E-mail Address (optional): \_\_\_\_\_

Please print changes in blue or black ink and don't forget to mark the box on the front.

# Sample Envelope Mock Ups

