



Evergy Mandatory Residential Customer TOU Implementation

Missouri Public Service Commission Update

File No. EW-2023-0199

January 22, 2024





Agenda

- Enrollment Update
- Rate Switching
- Average Payment Plan
- TOU Bill Impacts
- Electric Heat & Income-Eligible Customers
- Solar Subscription Rider

Enrollment Update





Time-of-Use Rate Enrollments

Active Customers on TOU rates as of January 12, 2024

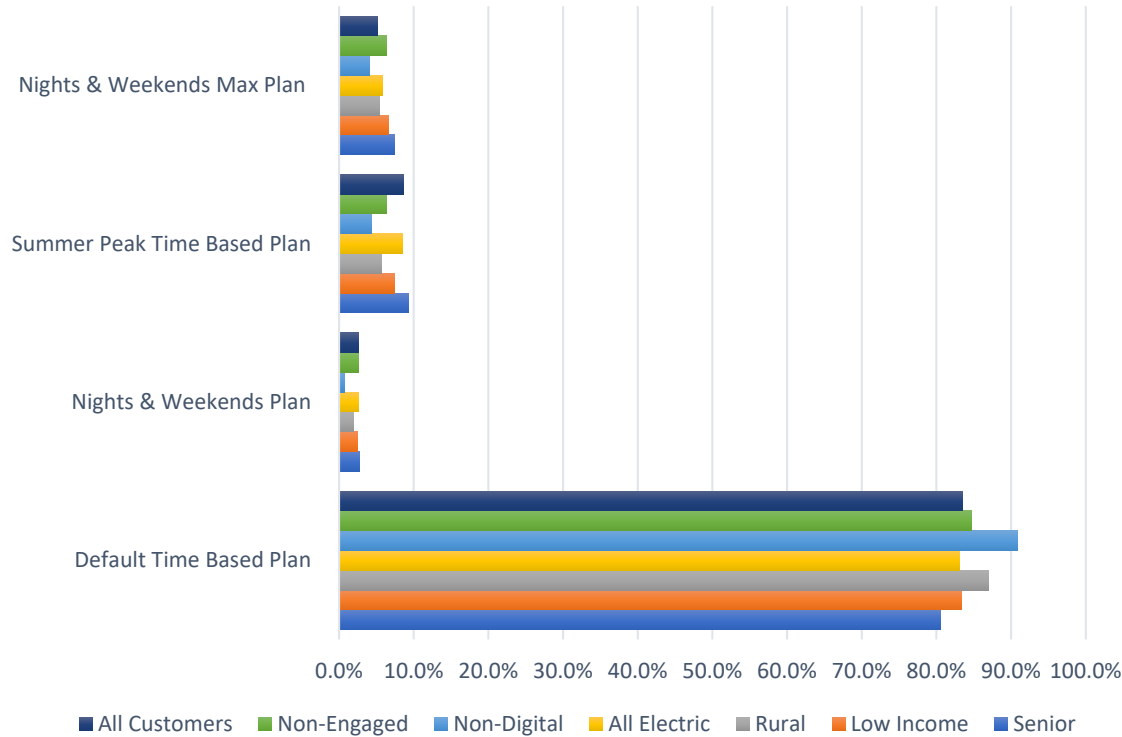
Rate Plan	MO West	MO Metro	Total	% of enrollments
Nights & Weekends Max Plan (3-period/high differential)	15,709	8,130	23,839	4.2%
Nights & Weekends Plan* (3-period)	7,778	5,564	13,342	2.3%
Default Time Based Plan (peak adjustment charge/low diff/default)	251,615	228,884	480,499	84.2%
Summer Peak Time Based Plan (2-period)	26,253	26,764	53,017	9.3%
EV Only Plan (separately metered/3-period/high differential EV rate)	2	-	2	0.0%
Total	301,357	269,342	570,699	

* Inclusive of pre-existing enrollments

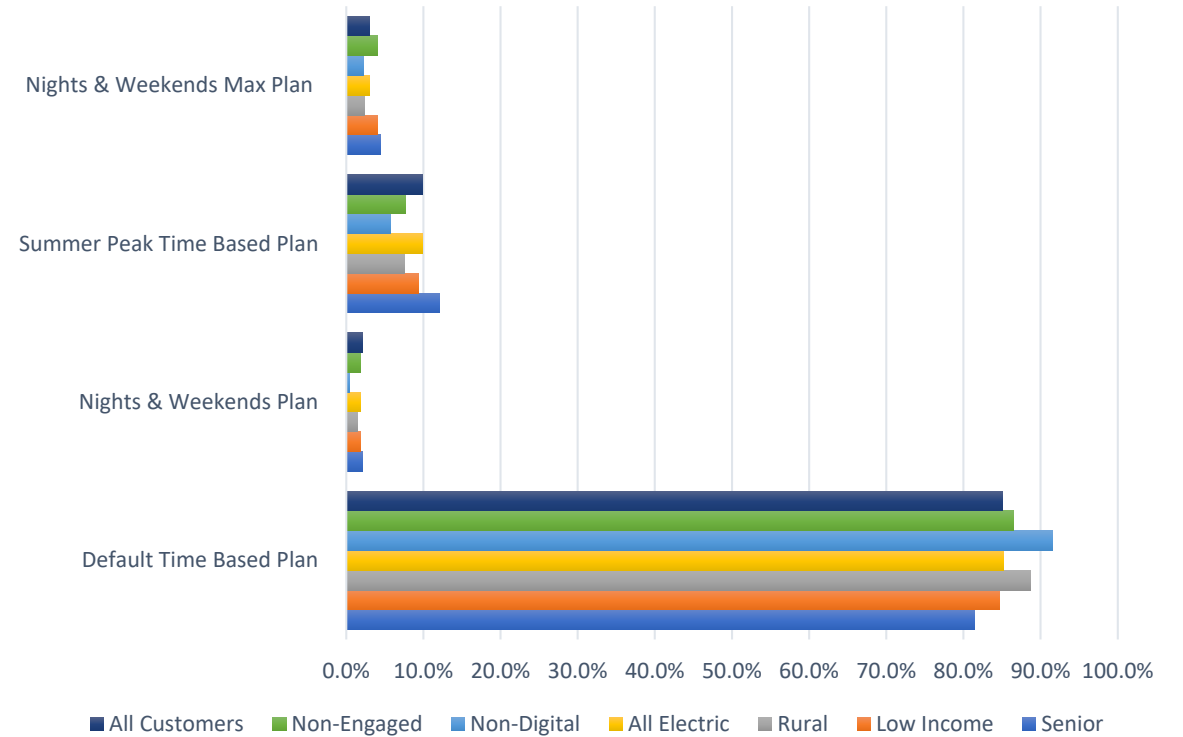


Enrollment Summary by Segment

MO West % of Rate Enrollment by Segment January 2024



MO Metro % of Rate Enrollment by Segment January 2024

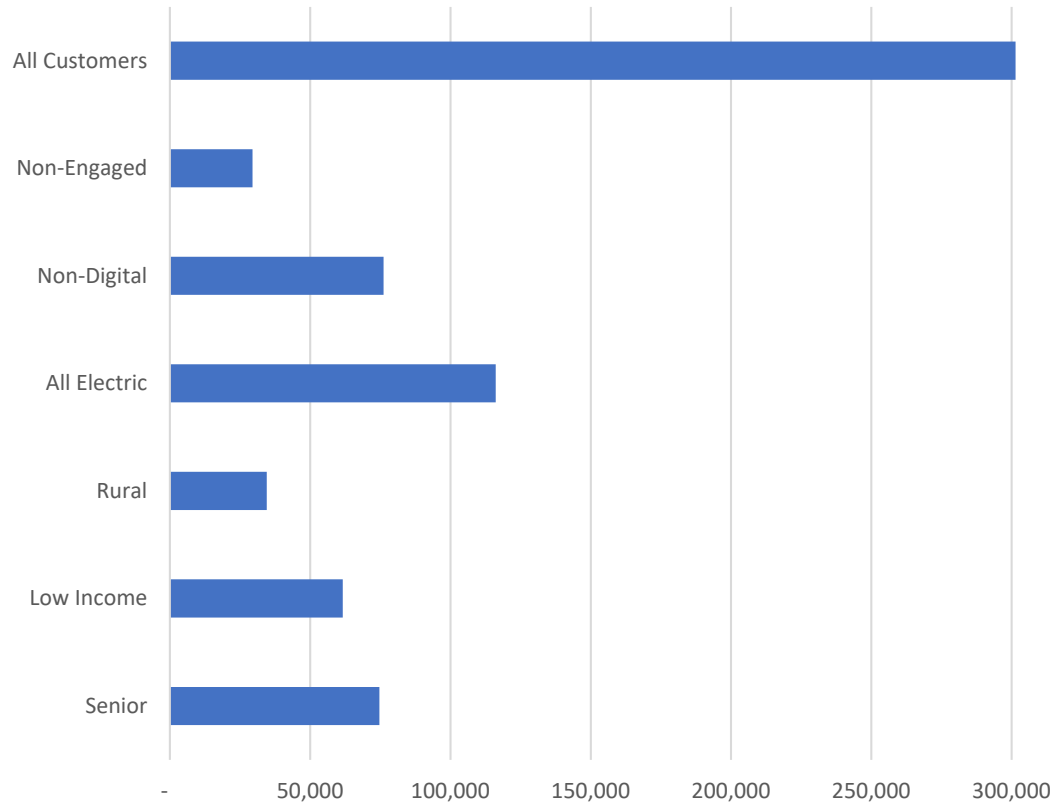


*Customers can be included in multiple segments

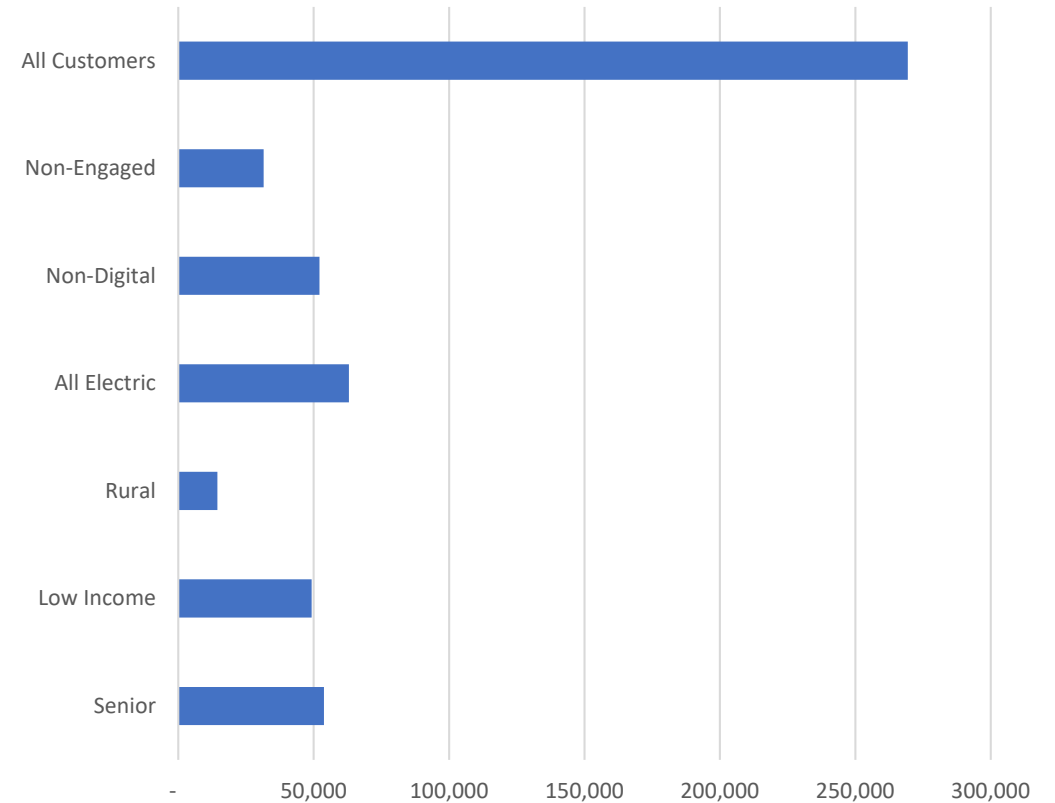


Segmentation Summary

MO West Counts in Segments vs All Customers



MO Metro Counts in Segments vs All Customers



*Customers can be included in multiple segments

Rate Switching Update





Rate Switching

Number of rate changes by Customer from original selection or defaulted rate	Number of Customers who have made changes	
	Missouri West	Missouri Metro
Data as of 1/12/24		
1 rate change	5,727	4,205
2 rate changes	400	305
3 rate changes	42	57
4 rate changes	11	4
5 rate changes	2	-
10 rate changes		1

*January reports exclude rate changes that resulted from a gap of time in service. (customers who participated in the TOU rates during the pilot window but discontinue prior to the mandated rates, Landlord reverts, customers cut for non-pay, closed out and then come back on, etc.)



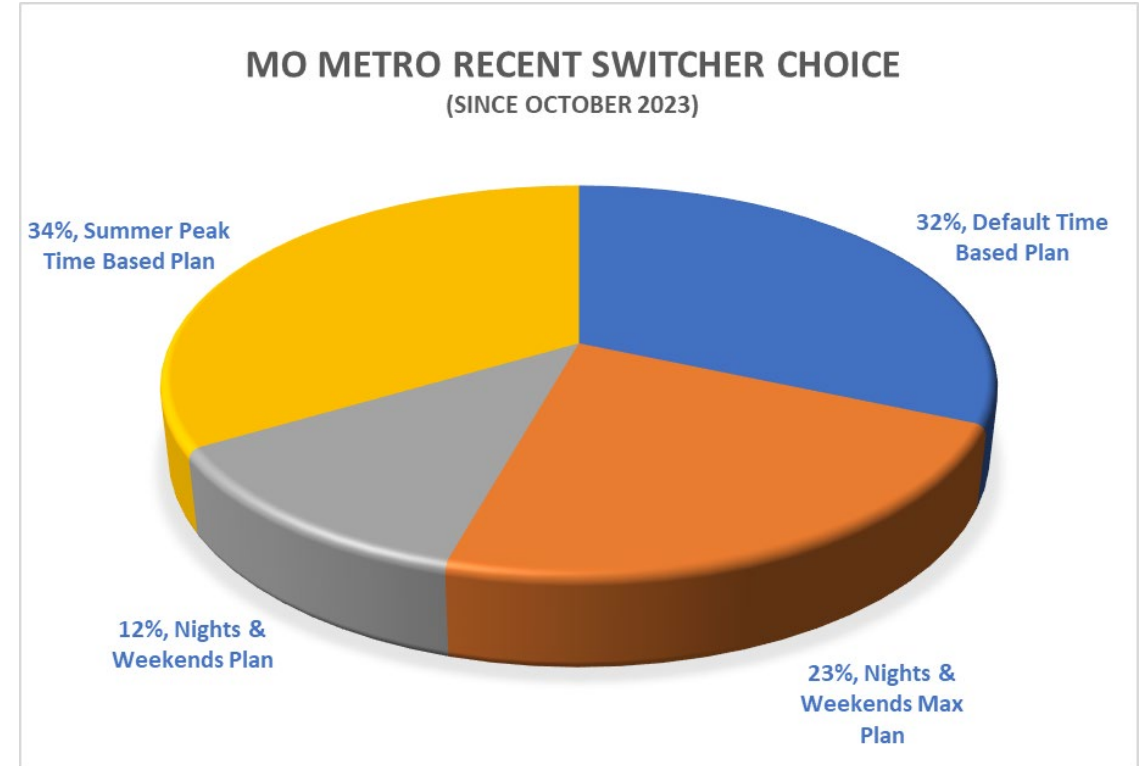
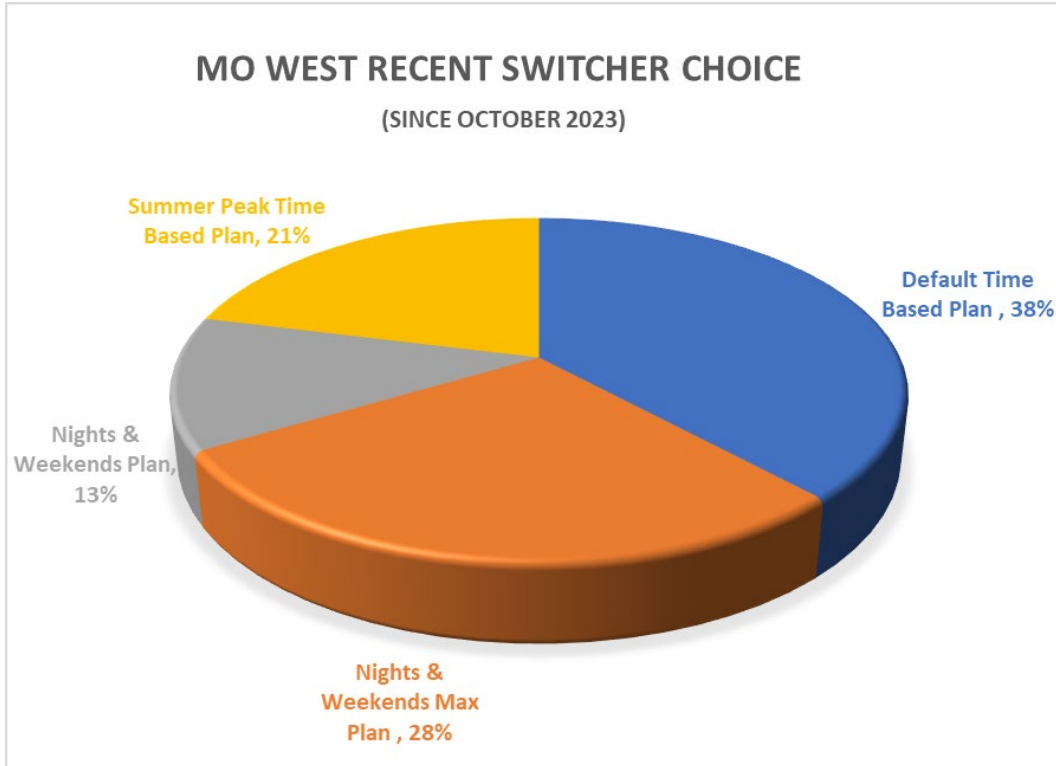
Rate Switcher Insights

- ~2% of customers have made a rate switch since electing a TOU rate
- ~ 2,400 switchers were previously on original 3-period TOU rate prior to 2023 (22% of switchers)
- ~ 406K customers were defaulted into Default Time Based Plan
- ~ 2,000 customers have selected a new rate after transitioned to Default Time Based Plan
 - (19% of switchers, 0.3% of customers, 0.5% of customers defaulted)
- ~ 450 customers have moved to Net Meter specific TOU rate following installation of solar



Rate Switching Insights

Recent Rate Choice*



*approximately 5,700 switches

Average Payment Plan Update





Average Payment Plan Data

Customer Mix of APP enrollments on TOU and Non-TOU rates

Division	Residential Customer On Avg Pay Plan (APP)	# of Accounts	% of APP	# of TOU Rate Customers	% of TOU Customers on APP
MO West	No	206,248	78.6%	206,234	78.6%
MO West	Yes	56,033	21.4%	56,029	21.4%
Total		262,281		262,263	
MO Metro	No	225,778	78.1%	225,743	78.1%
MO Metro	Yes	63,165	21.9%	63,156	21.9%
Total		288,943		288,899	

• Data as of 1/4/2024



Average Payment Plan Data

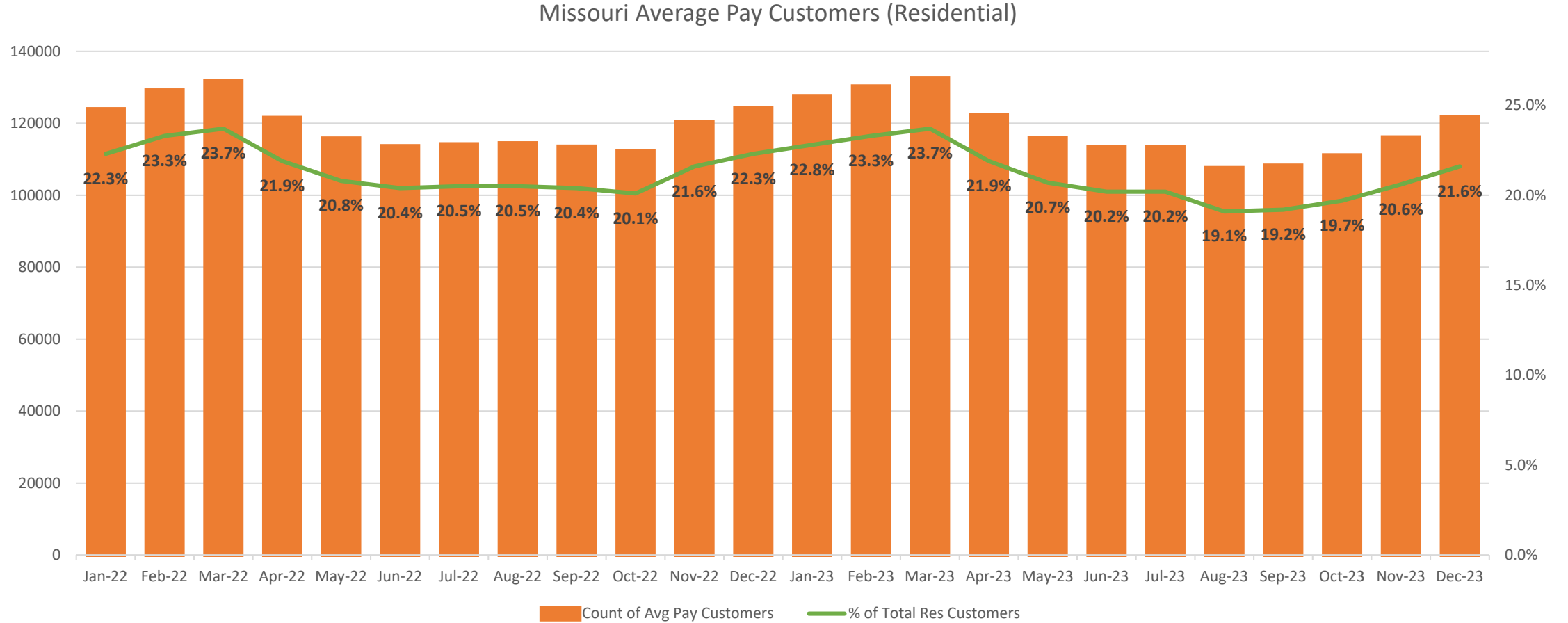
Customer Accounts and status of APP enrollment

Active Customers on APP and on TOU rate as of 1/2/2024	Counts	Notes
Customer previously on APP and currently on APP	97,269	Count of accounts that were previously and currently on APP.
Customer previously on APP and NOT currently on APP	3,860	Approx 3300 of these customers elected to change rates prior to system updates that automatically re-enrolled them in APP. Self-serve customers were alerted to this process and asked to call the contact center to re-enroll. The system updates were effective 8/23/23.
Customer previously on APP, changed rates without APP, but now currently on APP	5,279	Customers that have been manually re-enrolled due to exception or who have called to re-enroll.
Customer previously on APP, changed rates with APP, but now currently not on APP	3,449	Customers have elected to un-enroll or have other circumstances where the account is no longer on APP.
Total	109,857	



Average Pay Trends

Cold Weather Plans increase APP enrollments seasonally



TOU Bill Impacts





TOU Bill Impacts

- Evergy presented summary of bill impacts at August 10, 2023 On The Record Presentation utilizing Oracle's online tool analyses, based on June 2022-May 2023 usage data

Annual Bill Changes Comparison to Default Time Based Plan*		
	Metro	West
Bill increase	25%	19%
No change	1.5%	1%
Bill decrease	73.5%	80%
*Previously referred to as Peak Reward Saver		

- Unless directed or determined otherwise, using Oracle's analyses, Evergy plans to holistically evaluate customer bill impact from mandatory TOU rates to gather meaningful information that could be used to better inform customer education, future rate recommendations or business decisions, for example

Electric Heat & Income-Eligible Customers





Electric Heat Customers

Most customers have only received one or two bills since the TOU transition

- December 2023 heating degree days were 23% lower year over year
- Bill impact thus far has been minimal or will increase slightly for all electric customers on Default Time Based Plan
- Customer Contact Center experienced significant decrease in TOU calls offered in December from peak in September 2023 (31k calls to 1800 calls) and in duration once mandatory transition occurred
- Connect Center also experienced significant decrease in TOU walk-ins in Q4 2023
- Recent effect of sub-zero temperatures:
 - Dual fuel/hybrid heat pump customers with auxiliary/back up gas heat – these customers will switch to back up fuel once temperatures are below a certain level (32 degrees, for example)
 - All electric resistance heating and electric heat pump with electric resistance back up – these customers will be impacted the greatest as units are running more often and during peak hours to catch up with cold weather



2024 Outreach Support

Evergy continues to provide support to special customer groups

As Evergy moves into Phase 4 and 5 of our outreach campaign, we continue to focus on **Electric Heat, Income-Eligible and Senior customers** as a key outreach audience. Phase 4 includes the addition of promoting energy efficiency products and assistance programs.

Electric Heat

- Continue to send Rate Education Reports (RER) twice a year to all customers.
- Increase direct mail and email outreach to electric heat rate customers, to assist customers with tips for shifts or savings energy during the winter season.
- Messaging includes notes about the impact due to the loss of the discounted Electric Heat rate. (examples included in the monthly dashboard filing)
- Phase 4 of the campaign adds messaging around MEEIA products.

Income-Eligible and Seniors

- Continued training for agency partners to enhance their knowledge and ability to promote our services.
- Utilize the bilingual handout and video on Time-of-Use (TOU) plans in Spanish to facilitate customer understanding and engagement.
- Continue to host and participate in community events (conducted more than 70 in 2023).
- Continue to provide tips and programs that help customers manage their energy usage.





Example of Special Group Customer Outreach in 2023

Missouri is moving to time-based electric rate plans this fall.

Choose your new plan by October or you'll be placed into the Standard Peak Saver Plan.

It's time to choose your new time-based rate plan.

We're here to help. To help you choose the best plan for your household, we have developed online tools and reports that analyze your energy usage and determine the plan that best fits your lifestyle.

Four new time-based rate plans - Choose by October

- Standard Peak Saver** New Default Residential Plan
- Peak Reward Saver** Choose to Earn Rewards
- Nights & Weekends Saver** Power Time Rewards, SmartGrid and SmartMeters
- Nights & Weekends Max Saver** Power Time Rewards, SmartGrid and SmartMeters

Why is Missouri changing to time-based rates?

The Missouri Public Service Commission has ordered Missouri electric utilities to transition to time-based rates by October 1, 2023. This transition is necessary to ensure that the cost of producing electricity is reflected in the rates you pay. Time-based rates will help you understand the true cost of electricity and allow you to make choices that save you money.

Learn more at evergy.com/SaverPlans

Early August - Postcard

Introducing Your New Rate Plans

You may have heard: Missouri is moving to time-based rate plans this fall.

Timing plays a crucial role in the cost of energy, which is why Missouri is moving to time-based rates. This change will help you understand the true cost of electricity and allow you to make choices that save you money.

Why is Missouri changing?

Timing plays a crucial role in the cost of energy, which is why Missouri is moving to time-based rates. This change will help you understand the true cost of electricity and allow you to make choices that save you money.

A note about electric heating

Since your home uses electric heat, it's especially important to understand how time-based rates will affect your heating costs. Smart thermostats can be a huge benefit, allowing you to create a smart thermostat schedule that reduces usage during time-based rate peaks. If you don't have a smart thermostat, energy-efficient fans and smart thermostats can help you save money on heating costs.

We're here to help

At Evergy, we understand that your new rate plan options, along with our Rate Comparison Tool, will help you choose the best plan for your household. We're here to help you understand the true cost of electricity and allow you to make choices that save you money.

Download the Evergy app

The YouUtility Company

Early August - General Email

Welcome to your Rate Education Report

Missouri is moving to time-based rate plans this fall, and Evergy is here to support you through this change. That's why we've created this Rate Education Report. This report uses your historical past energy usage data to estimate the costs of each new time-based rate plan. This report will help you understand the possible costs of each of the new rate options and how you might want to save money by shifting energy usage to off-peak times.

Select your plan by October!

Before your time-based rates go into effect, you must select a new time-based rate plan. If you have not selected a new plan by October 1, you will be placed into the Standard Peak Saver Plan.

Why is Missouri changing to time-based rates?

Timing is everything when it comes to energy costs. By switching to time-based rates, Missouri is working to make the cost of electricity more reflective of the actual cost of producing electricity. This change will help you understand the true cost of electricity and allow you to make choices that save you money.

How to read your Rate Education Report

The report shows your average monthly energy usage and the estimated cost of each new time-based rate plan. It also shows the potential savings you could realize by shifting energy usage to off-peak times.

Questions about the plan or your estimated costs?

If you have any questions about the report or the new rate plans, please contact our customer service team at 1-800-841-4407.

Mid-August - Personalized Rate Education Report Letter and Email

Choose a rate plan that works for your household

With time-based rates, you can take advantage of discounted peak pricing by shifting your larger appliance usage like dishwashers and clothes dryers to off-peak hours.

Standard Peak Saver New Default Residential Plan

Peak Reward Saver Choose to Earn Rewards

Nights & Weekends Saver Power Time Rewards, SmartGrid and SmartMeters

Nights & Weekends Max Saver Power Time Rewards, SmartGrid and SmartMeters

How do rate plans compare?

Estimated average monthly cost per kWh based on your historical usage.

Turn over to learn more

Mid-August - Special Group Customized Email

Introducing Your New Rate Plans

New plans are here

The Missouri Public Service Commission (MPS) has ordered Missouri electric utilities, including Evergy, to transition to time-based rates by October 1, 2023. This transition is necessary to ensure that the cost of producing electricity is reflected in the rates you pay. Time-based rates will help you understand the true cost of electricity and allow you to make choices that save you money.

What does this mean for me?

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How do I change my plan?

If you need help, we're here to assist you. Call our customer service team at 1-800-841-4407 from 7 am to 6 pm Monday through Friday. In Kansas City, stop by our Customer Center in-person assistance.

Download the Evergy app

It's time to pick your new time-based rate plan.

Four new plan options. Which plan is right for your household? We have a tool for that!

Visit evergy.com/TimePlans

Your current rate plan will be changing in October.

You may have heard that Missouri is moving to time-based rates by October 1, 2023. This transition is necessary to ensure that the cost of producing electricity is reflected in the rates you pay. Time-based rates will help you understand the true cost of electricity and allow you to make choices that save you money.

How to save on time-based plans.

With time-based rates, you can take advantage of discounted peak pricing by shifting your larger appliance usage like dishwashers and clothes dryers to off-peak hours.

Adjust when you use your dryer

Run your clothes dryer during off-peak hours to take advantage of discounted peak pricing.

Use a smart thermostat to automate off-peak savings

Smart thermostats can be a huge benefit, allowing you to create a smart thermostat schedule that reduces usage during time-based rate peaks.

Be mindful of peak hours

Peak hours are the most expensive time to use energy. Try to avoid using large appliances during peak hours.

Are you on the Average Payment Plan?

The Average Payment Plan (APP) allows you to pay for your electricity in equal monthly payments, making it easier to budget.

Early September - Postcard

Choose your plan by October

You have probably heard that the Missouri Public Service Commission (MPS) is requiring Missouri electric utilities, including Evergy, to transition to time-based rates by October 1, 2023. This transition is necessary to ensure that the cost of producing electricity is reflected in the rates you pay. Time-based rates will help you understand the true cost of electricity and allow you to make choices that save you money.

Pick a plan that fits your home

Each of the four new time-based rate plans has a different peak pricing structure. Choose the plan that best fits your household's energy usage patterns.

Peak hours

Peak hours are the most expensive time to use energy. Try to avoid using large appliances during peak hours.

Smart thermostats

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Early September - General Email

Update Your Rate Plan

It's time to choose your new rate plan

The Missouri Public Service Commission (MPS) has required utilities, including Evergy, to change to time-based rates by October 1, 2023. We've made it quick and easy to make your choice right now.

Plan Options

How do I change my plan?

If you need help, we're here to assist you. Call our customer service team at 1-800-841-4407 from 7 am to 6 pm Monday through Friday. In Kansas City, stop by our Customer Center in-person assistance.

See more details on the Missouri changes, and what they mean for you.

Mid-September - Special Group Customized Letter

Mid-September - Special Group Customized Email

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Early October - Letter and Email

Welcome to your new time-based

STEP ONE: Be mindful of peak and off-peak hours

Peak hours are the most expensive time to use energy. Try to avoid using large appliances during peak hours.

STEP TWO: Optimize when you use your large appliances

Run your clothes dryer during off-peak hours to take advantage of discounted peak pricing.

STEP THREE: Use our Energy engagement tools

Smart thermostats can be a huge benefit, allowing you to create a smart thermostat schedule that reduces usage during time-based rate peaks.

Are you on the Average Payment Plan?

The Average Payment Plan (APP) allows you to pay for your electricity in equal monthly payments, making it easier to budget.

Early November - Mailed Welcome Kit

Other Items:

- Monthly Bill Inserts
- Community Events
- Connect Visits and Events
- Agency Webinars
- Videos
- Continue outreach in Winter 2023 and 2024



Solar Subscription Program Rider (ET-2024-0182)





Solar Subscription Program Rider

Evergy placed SSP customers on Default Time Based Plan following tariff approval

- SSP was not specifically addressed in the mandatory TOU Order and Evergy had not planned for mandatory TOU rates in its tariff design
- Upon mandatory rate implementation, Evergy discovered tariff deficiency that did not allow Evergy to calculate monthly billing under the TOU rates, other than the Default Time Based rate construct
- Because there had been no methodology contemplated at that time to allocate solar resource production to time periods, Evergy recommended to Staff that SSP customers be defaulted to Default Time Based plan, similar to net metering customers
- Staff preferred that alternate billing methods be proposed by Evergy to allow greater TOU rate choice for SSP customers other than the Default Time Based plan
- Evergy began exploring methodologies to allocate solar resource production to billing periods and proposed a fixed allocation based on Greenwood solar facility. Revised tariffs were filed.



Solar Subscription Program Rider

Evergy requested SSP tariff effective date of October 1, 2024

- Evergy identified that billing system changes are warranted to implement the proposed allocation, which includes design and testing
- Evergy proposed an effective date of October 1, 2024 that provides a balance of continuing to execute on existing billing projects without jeopardizing planned work with this new billing change

TOU Reporting





Reporting Recommendations

- Move to Quarterly Reporting
- Reporting shall include the following:
 - Customer rate counts – enrollment data
 - Rate Switching information
 - Any new education material

Questions

