

**BEFORE THE STATE CORPORATION COMMISSION  
OF THE STATE OF KANSAS**

In the Matter of Compliance Filings by )  
Kansas City Power & Light Company, )  
Westar Energy, Inc., Kansas Gas and Electric ) Docket No. 19-KCPE-178-CPL  
Company and Evergy, Inc. Regarding Service )  
Quality and Reliability Performance Standards )  
Pursuant to the Commissions Order in )  
Docket No. 18-KCPE-095-MER. )

**COMPLIANCE FILING**

COME NOW Kansas City Power & Light Company (“KCP&L”), Westar Energy, Inc. and Kansas Gas and Electric Company (“KG&E”) (collectively referred to herein as “Westar;” and all collectively referred to herein as “Companies”), and submit this compliance filing, as required by the Order of the State Corporation Commission of the State of Kansas (“Commission”) issued in Docket No. 18-KCPE-095-MER (“18-095 Docket”) on May 24, 2018 (“Merger Order”). In its Merger Order the Commission approved the Non-Unanimous Settlement Agreement submitted on March 7, 2018, by certain parties to the 18-095 Docket (“Settlement Agreement”). Attachment A to the Settlement Agreement contains Merger Conditions, some of which require the Companies to make post-merger filings with the Commission. Certain of these filings will be submitted in this docket established for that purpose.

1. Merger Condition 36 provides as follows:

Service Quality and Reliability Performance Standards: KCP&L and Westar will report the particular performance metrics as set forth in Exhibits BA-4 and BA-5 of the direct testimony of Bruce Akin. Exhibits BA-1 through BA-5 are provided in Attachment 4 to the Settlement Agreement. KCP&L and Westar will also provide the reports described in Attachment 5 to the Settlement Agreement. Changes to future reporting can be made, as mutually agreed upon by Applicants, Staff and CURB.

2. In accordance with Merger Condition 36 the Companies hereby submit to the Commission the following attachments:

**Attachment A: 2Q 2019 Quality of Service - Reliability Statistics**

**Attachment B: Quality of Service – Customer Contact Center Statistics**

Respectfully submitted,

*/s/ Robert J. Hack*

Robert J. Hack (#12826)  
Telephone: (816) 556-2791  
Roger W. Steiner (#26159)  
Telephone: (816) 556-2314  
Kansas City Power & Light Company  
One Kansas City Place  
1200 Main Street – 16<sup>th</sup> Floor  
Kansas City, Missouri 64105  
Facsimile: (816) 556-2787  
E-mail: [rob.hack@kcpl.com](mailto:rob.hack@kcpl.com)  
E-mail: [roger.steiner@kcpl.com](mailto:roger.steiner@kcpl.com)

*/s/ Cathryn J. Dinges*


Cathryn J. Dinges, (#20848)  
Phone: (785) 575-8344  
Westar Energy, Inc.  
818 South Kansas Avenue  
Topeka, Kansas 66612  
Facsimile: (785) 575-8136  
E-mail: [cathryn.dinges@westarenergy.com](mailto:cathryn.dinges@westarenergy.com)

**COUNSEL FOR KANSAS CITY POWER & LIGHT COMPANY, WESTAR ENERGY, INC., AND KANSAS GAS AND ELECTRIC COMPANY**

**VERIFICATION**

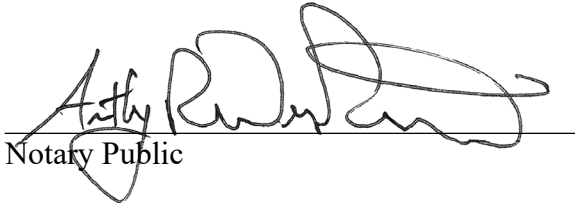
STATE OF MISSOURI     )  
  ) ss  
COUNTY OF JACKSON    )

The undersigned, Darrin R. Ives, upon oath first duly sworn, states that he is the Vice President of Regulatory Affairs of KCP&L and Westar, that he has reviewed the foregoing pleading, that he is familiar with the contents thereof, and that the statements contained therein are true and correct to the best of his knowledge and belief.



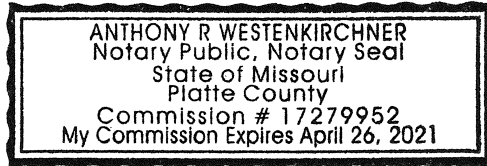
Darrin R. Ives  
Vice President, Regulatory Affairs

Subscribed and sworn to before me this 31<sup>st</sup> day of July 2019.



Notary Public

My appointment expires: 4/26/2021



**CERTIFICATE OF SERVICE**

I, the undersigned, hereby certify that a true and correct copy of the above was electronically served, hand-delivered or mailed, postage prepaid, this 1<sup>st</sup> day of August 2019 to:

JOSEPH R. ASTRAB  
CITIZENS' UTILITY RATEPAYER BOARD  
1500 SW ARROWHEAD ROAD  
TOPEKA, KS 66604  
[j.astrab@curb.kansas.gov](mailto:j.astrab@curb.kansas.gov)

TODD E. LOVE, ATTORNEY  
CITIZENS' UTILITY RATEPAYER BOARD  
1500 SW ARROWHEAD RD  
TOPEKA, KS 66604  
[t.love@curb.kansas.gov](mailto:t.love@curb.kansas.gov)

DAVID W. NICKEL, CONSUMER  
COUNSEL  
CITIZENS' UTILITY RATEPAYER BOARD  
1500 SW ARROWHEAD RD  
TOPEKA, KS 66604  
[D.NICKEL@CURB.KANSAS.GOV](mailto:D.NICKEL@CURB.KANSAS.GOV)

SHONDA RABB  
CITIZENS' UTILITY RATEPAYER BOARD  
1500 SW ARROWHEAD RD  
TOPEKA, KS 66604  
[s.rabb@curb.kansas.gov](mailto:s.rabb@curb.kansas.gov)

DELLA SMITH  
CITIZENS' UTILITY RATEPAYER BOARD  
1500 SW ARROWHEAD RD  
TOPEKA, KS 66604  
[d.smith@curb.kansas.gov](mailto:d.smith@curb.kansas.gov)

ROBERT J. HACK, LEAD REGULATORY  
COUNSEL  
KANSAS CITY POWER & LIGHT  
COMPANY  
ONE KANSAS CITY PL, 1200 MAIN ST  
19TH FLOOR  
KANSAS CITY, MO 64105  
[ROB.HACK@KCPL.COM](mailto:ROB.HACK@KCPL.COM)

MICHAEL NEELEY, LITIGATION  
COUNSEL  
KANSAS CORPORATION COMMISSION  
1500 SW ARROWHEAD RD  
TOPEKA, KS 66604  
[m.neeley@kcc.ks.gov](mailto:m.neeley@kcc.ks.gov)

CATHRYN J. DINGES, CORPORATE  
COUNSEL  
WESTAR ENERGY, INC.  
818 S KANSAS AVE  
PO BOX 889  
TOPEKA, KS 66601-0889  
[cathy.dinges@westarenergy.com](mailto:cathy.dinges@westarenergy.com)

*/s/ Robert J. Hack*

Robert J. Hack

**2019 Quality of Service Reliability Statistics**

**Kansas City Power & Light Company**

Reliability Data

2019

	JAN	FEB	MAR	APR	MAY	JUN	JUL	AUG	SEP	OCT	NOV	DEC	Year to Date
IEEE 1366 Normalized SAIDI	5.25	1.98	5.45	5.71	10.80	5.47							34.66
IEEE 1366 Normalized SAIFI	0.050	0.025	0.075	0.064	0.081	0.054							0.349

**Westar Energy, Inc**

Reliability Data

2019

	JAN	FEB	MAR	APR	MAY	JUN	JUL	AUG	SEP	OCT	NOV	DEC	Year to Date
IEEE 1366 Normalized SAIDI	6.60	4.78	7.20	7.45	17.52	8.43							51.98
IEEE 1366 Normalized SAIFI	0.057	0.052	0.072	0.082	0.139	0.098							0.500

**NOTES:**

1. Metrics are normalized using IEEE 1366 including partial power outages.
2. Metrics represent transmission and distribution reliability for Kansas customers only.
3. SAIDI and SAIFI metrics were calculated by using the customer count for each month and then summing the individual months metrics for the annual metric.

[2019] Reliability Statistics

**KCP&L Reliability Statistics\***  
Monthly Regulatory Reporting [2019]

	JAN	FEB	MAR	APR	MAY	JUN	JUL	AUG	SEP	OCT	NOV	DEC	Year to Date
<b>Abandoned Call Rate</b>	10.6%	4.0%	5.1%	5.7%	5.8%	3.0%							5.9%
<b>Service Level-Total Agent</b>	61%	70%	64%	60%	66%	77%							66%

**Westar Reliability Statistics**  
Monthly Regulatory Reporting [2019]

	JAN	FEB	MAR	APR	MAY	JUN	JUL	AUG	SEP	OCT	NOV	DEC	Year to Date
<b>Abandoned Call Rate</b>	2.8%	2.0%	1.9%	1.6%	3.2%	2.6%							2.4%
<b>Service Level-Total Agent</b>	83%	82%	81%	86%	77%	85%							82%

<b>Abandoned Call Rate</b>	Total Center Agent Abandoned (ACR)
<b>Service Level-Cust Service</b>	Total Center Agent Service Level (ASL)

*Methodology for Year-to-Date Numbers
Retrieved for the reported periods from CMS, not an average
Retrieved for the reported periods from CMS, not an average