

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

JUL 29 2013

In the Matter of Kansas City Power & Light)
Company's Compliance Filings as Required)
by Commission Order Dated September 17,)
2008 in Docket No. 07-KCPE-1064-ACQ)
)

by
State Corporation Commission
of Kansas

Docket No. 12-KCPE-791-CPL

**KANSAS CITY POWER & LIGHT COMPANY'S REPORT OF
QUALITY ASSURANCE PERFORMANCE METRICS
FOR THE SECOND QUARTER OF 2013**

COMES NOW Kansas City Power & Light Company ("KCP&L" or "Company") and files its *Report of Quality Assurance Performance Metrics for the Second Quarter of 2013* ("Report") in compliance with (1) the February 28, 2008 Joint Motion and Settlement Agreement ("Stipulation") filed by KCP&L *et al*, (2) the Kansas Corporation Commission's ("KCC" or "Commission") May 15, 2008 *Order Granting Joint Motions to Adopt Stipulation and Agreement and Approving Agreements* ("May 15 Order"), and (3) the September 17, 2008 Commission *Order Ending the Consolidation of Dockets, Providing for Compliance Filings, and Closing Dockets* ("September 17 Order") all under Docket No. 07-KCPE-1064-ACQ ("1064 Docket") titled In the Matter of the Joint Application of Great Plains Energy Incorporated, Kansas City Power & Light Company and Aquila, Inc. for Approval of the Acquisition of Aquila, Inc. by Great Plains Energy Incorporated.¹

Further, on April 10, 2013, the Commission issued its *Order Adopting Staff Report and Recommendation* in this 791 Docket ("April 10 Order") which ordered in part "The Commission finds that KCP&L shall continue to submit quarterly reports of its

¹ All quarterly report filings through fourth quarter 2011 were made under the original Docket No. 07-KCPE-1064-ACQ with a heading showing CPL-1. Beginning with the first quarter 2012 report, all quality assurance performance metrics reports have been filed under compliance Docket No. 12-KCPE-791-CPL.

Quality Assurance Performance Metrics into this compliance docket, but that penalties are no longer applicable, effective as of the date of this Order.”

Attachments 1 and 2 of the Stipulation provide for reporting on three separate areas of service quality: Continuity of Service (or Reliability) metrics, Customer Call Center metrics and Meter Reading metrics. Consistent with the requirements of the Stipulation, attached hereto as **Exhibit 1** and **Exhibit 2**, respectively, are KCP&L’s *Service Quality Report* and KCP&L’s *Service Quality Report Summary* for the second quarter 2013 and the rolling 12-month period of July 1, 2012 through June 30, 2013.

KCP&L KANSAS RELIABILITY METRICS

BACKGROUND

KCP&L tracks three Reliability metrics on a Kansas-only basis for purposes of this report. The System Average Interruption Duration Index (“SAIDI”) is the average outage duration per customer served. The Stipulation sets a threshold for the Company’s SAIDI metric for the calendar year for its Kansas customers – not to exceed an average outage duration of 130.0 minutes per customer served. The System Average Interruption Frequency Index (“SAIFI”) is the average number of interruptions that a customer would experience. The Stipulation sets a threshold for the Company’s SAIFI metric for the calendar year for its Kansas customers – not to exceed an average of 0.920 interruptions per customer. The Customer Average Interruption Duration Index (“CAIDI”) gives the average outage duration that any given customer would experience. CAIDI can also be viewed as the average restoration time. The Stipulation requires KCP&L to provide CAIDI metrics for information only.

The Stipulation requires the reporting of normalized reliability metrics as defined by the Commission's *Electric Reliability Requirements*, pursuant to the Commission's Order in KCC Docket No. 02-GIME-365-GIE ("365 Docket Order" and "365 Docket").² (See Stipulation, Attachment 2, p. 3.) In order to normalize under the 365 Docket, a Major Event must, in part, have "sustained interruptions to more than 10% of a utility's customers within a 24-hour period."³ For KCP&L, 10% of its Kansas customers would be approximately 24,100 customers.⁴ Of note, the 365 Docket Order also provides that a utility must "notify the commission of any event that qualifies as a major event, as defined in subsection 3(n), or results in sustained interruptions to more than 10,000 customers."⁵ The latter events (those affecting greater than 10,000 KCP&L Kansas customers but less than 24,100 KCP&L Kansas customers) are not normalized under the 365 Docket requirements. Therefore, the normalization requirement under the 365 Docket does not fully recognize the effect of severe storms that impacted KCP&L's service territory. As a result, the Stipulation also provides for the Company to present evidence of Extraordinary Events as defined within the Stipulation and to normalize such events within the quality of service metrics for purposes of compliance with the Stipulation.⁶ The Stipulation states in part:

The parties recognize that there may be certain extraordinary events affecting the Company's Kansas and/or Missouri electric operations that occur from time to time, which: (1) are beyond the control of the utility,

² Docket No. 02-GIME-365-GIE *Order* dated Oct. 4, 2004.

³ *Id.*, Attachment A, item 3(n), page 2 of 10.

⁴ See Section 2 Summary, column (iii), line 10, Minimum Filing Requirements, Docket No. 12-KCPE-764-RTS, filed Apr. 20, 2012.

⁵ Docket No. 02-GIME-365-GIE *Order* dated Oct. 4, 2004, Attachment A, item 6(a), p. 7 of 10.

⁶ See Joint Motion and Settlement Agreement dated February 28, 2008 filed in Docket No. 07-KCPE-1064-ACQ, Attachment 2, page 4.

such as an act of nature, and (2) may affect the utility's ability to meet the service metrics agreed to in this agreement. Upon the occurrence of an extraordinary event as that term is further defined below, KCP&L shall document the event and its impact on the utility's customer operation or distribution operation performance, as applicable. Should KCP&L's service performance become inferior to the service metrics of any of the performance indicators specified in the Table in Attachment, KCP&L will have the opportunity to present evidence of an extraordinary event as part of the applicable quarterly report, attaching supporting documentation as previously described.⁷

NORMALIZATION FOR SECOND QUARTER 2013 AND 12-MONTH AVERAGE

No storm event during second quarter 2013, met the criteria for a 365 Docket Major Event normalization. However, three storm events occurring on May 19, June 15 and June 27 clearly fall within the definition of an Extraordinary Event under the stipulation "...an event beyond the control for the utility, which shall include acts of God...lighting...storms..." (Stipulation Attachment 2, Extraordinary Events.") Two of these storm events, May 19th and June 15th, were severe enough to affect greater than 10,000 KCP&L Kansas customers and therefore were reported to the Commission under provisions of the 365 Docket.⁸

Pursuant to the Stipulation, KCP&L is documenting the Major Event and claimed Extraordinary Events and their impact on KCP&L's performance as part of this Report. KCP&L has outlined these storms and referenced reports in **Exhibit 3**. To more clearly represent the impact on reliability, additional rows, Rows 16.1 through 20.1, have been incorporated into **Exhibit 1** and an additional column titled *Rolling 12-Month Totals Reflecting Impact of Extraordinary Events* has been included in **Exhibit 2**. The inserted

⁷ *Id.*

⁸ See Docket No. 02-GIME-365GIE, Kansas City Power & Light Company Storm Reports for May 19, 2013 and June 15, 2013, filed Jun. 18, 2013 and Jul. 12, 2013, respectively.

rows and columns allow an easy evaluation of the Extraordinary Events normalized data against the data reported without consideration of the Extraordinary Events.

SECOND QUARTER 2013 RESULTS

Table 1 highlights the results for second quarter of 2013 and the 12-month rolling average ended June 30, 2013 for KCP&L's Kansas reliability metrics both with 365 Docket Major Event normalization exclusions only and with the normalization exclusions of Extraordinary Events during the period. KCP&L's reliability performance was better than the metrics in all categories both with and without consideration of Extraordinary Events. **Exhibit 3** provides the supporting documentation of the impact of the identified Events on KCP&L's reliability performance for the second quarter 2013 and the 12-month rolling average period.

Table 1: KCP&L's Kansas Reliability Metrics						
	SAIDI ^a	SAIDI Excluding Extraordinary Events ^b	SAIFI ^a	SAIFI Excluding Extraordinary Events ^b	CAIDI ^a	CAIDI Excluding Extraordinary Events ^b
2nd Qtr 2013	56.73	17.61	0.336	0.184	168.77	95.91
12-Month Rolling Performance through June 2013	110.09	61.60	0.820	0.615	134.18	100.22
1 st Tier Threshold ^c	<130.0	<130.0	<0.920	<0.920	N/A	N/A

^a SAIDI, SAIFI and CAIDI calculated pursuant to the definitions under the Stipulation in Docket No. 07-KCPE-1064-ACQ which refer to the calculation parameters under the 365 Docket. One storm event during the first quarter 2013 (February 26, 2013) met the 365 Docket Electric Reliability Requirements item 3(n) Major Event normalization definition. No storm events during 2012 met the Major Event definition.

^b SAIDI, SAIFI and CAIDI calculated excluding certain Extraordinary Events as allowed under the Stipulation. The following events are excluded from these metrics: December 20, 2012, February 26, 2013, May 19, 2013, June 15, 2013, June 27, 2013.

^c SAIDI and SAIFI metric thresholds represent maximums or not to exceed levels; *i.e.*, a lower value is better.

KCP&L CUSTOMER CALL CENTER METRICS

KCP&L tracks four Customer Call Center metrics on a KCP&L system-wide basis for purposes of this report:⁹ Call Blockage Rate (“CBR”), Agent Abandoned Call Rate (“ACR”), Service Level (“SL”), which is the percent of agent-answered calls answered within 20 seconds, and Average Speed of Answer of Agent Calls (“ASA”). The Stipulation sets a threshold for the Company’s CBR metric for the calendar year for its Total Company customers – not to exceed 1.00 percent. The Stipulation sets a threshold for the Company’s ACR metric for the calendar year for its Total Company customers – not to exceed 5.00 percent. The Stipulation sets a threshold for the Company’s SL metric for the calendar year for its Total Company customers – not less than 67.0 percent. The Stipulation sets a threshold for the Company’s ASA metric for the calendar year for its Total Company customers – not to exceed an average of 47.5 seconds.

The Stipulation’s provisions regarding normalization of Extraordinary Events also apply to the Company’s Customer Call Center metrics. The Company is not claiming any specific Extraordinary Events affecting its Customer Call Center metrics for the period July 1, 2012 through June 30, 2013; however, the Company is experiencing a problem with a payment provider that is affecting the CBR during the period. This vendor makes payments for customers by calling in credit card payments. The manner in which these calls are made floods the Company’s Interactive Voice Response (“IVR”) system, and the capacity to handle calls, with automated calls over a very short period during the middle of the night. Such a practice makes it impossible for the Company to

⁹ KCP&L does not track Customer Call Center metrics on a Kansas-only basis. The Stipulation threshold measures are based upon Total Company Customer Call Center Metrics.

respond to all of the calls during this period in a timely fashion. The Company continues to work on this problem with our system provider, and implemented a solution in first quarter 2013. To date, the solution appears to be working but KCP&L is closely monitoring the situation. As can be seen in **Table 2** below, the second quarter 2013 and the 12-month rolling average ending June 30, 2013 CBR, ACR, SL and ASA results do not include any claims for Extraordinary Events.

Table 2: KCP&L's Call Center Metrics (Total Company)								
	Blocked Call Rate (CBR) ^a	Blocked Call Rate Excluding Extraordinary Events ^b	Service Level (SL) ^a	Service Level Excluding Extraordinary Events ^b	Average Speed of Answer ASA ^a	ASA Excluding Extraordinary Events ^b	Abandoned Call Rate (ACR) ^a	Abandoned Call Rate Excluding Extraordinary Events ^b
2Q 2013	0.6%	---	63%	---	62 Sec.	---	6.01%	---
12-Month Rolling Performance through 6/30/2013	0.81%	---	67%	---	52 Sec.	---	4.93%	---
1 st Tier Threshold	<1.00%	<1.00%	>67% ^c	>67% ^c	<47.5 Sec.	<47.5 Sec.	<5.00%	<5.00%

^a Call Center metrics calculated pursuant to Commission approved Stipulation in Docket No. 07-KCPE-1064-ACQ without any adjustment for storm impacts / Extraordinary Events.

^b Call Center metrics calculated pursuant to Commission approved Stipulation in Docket No. 07-KCPE-1064-ACQ which allows for exclusion of Extraordinary Events as defined in Attachment 2 to the Stipulation. KCP&L incurred multiple storms qualifying as Extraordinary Events during 2012; however, KCP&L met the metrics without need to claim any of these Events.

^c The Service Level threshold is a minimum; that is, a higher percentage is better. This is in contrast to the other Call Center metric thresholds which represent maximums or not to exceed levels; *i.e.*, a lower value is better.

KCP&L METER READING METRICS

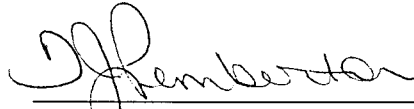
KCP&L tracks one Meter Reading metric on a Kansas-only basis for purposes of this report. The Meter Reading metric tracks the number of Kansas bills the Company

must estimate (as opposed to basing the bill on a specific meter reading) per thousand Kansas customers. The Stipulation sets a threshold for the Company's Meter Reading metric – not to exceed 100 estimated bills per thousand Kansas customers.

The Stipulation's provisions regarding normalization of Extraordinary Events also apply to the Company's Meter Reading metrics. The Company is not claiming any Extraordinary Events affecting its Meter Reading metrics for the period July 1, 2012 through June 30, 2013. As shown on **Exhibit 1** and **Exhibit 2**, at 44.9 estimated bills per 1,000 Kansas customers, KCP&L's Meter Reading metric for the 12-month rolling average ended June 30, 2013 was better than the threshold in the Stipulation.

Respectfully submitted by,

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**COUNSEL FOR
KANSAS CITY POWER & LIGHT
COMPANY**

VERIFICATION

STATE OF MISSOURI)
) ss
COUNTY OF JACKSON)

The undersigned, Mary Britt Turner, upon oath first duly sworn, states that she is the Director, Regulatory Affairs of Kansas City Power & Light Company, that she has reviewed the foregoing Report of Quality Assurance Performance Metrics, that she is familiar with the contents thereof, and that the statements contained therein are true and correct to the best of her knowledge and belief.

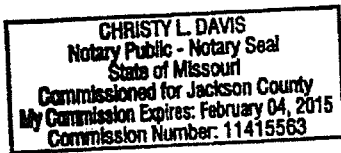
Mary Britt Turner
Mary Britt Turner
Director, Regulatory Affairs
Kansas City Power & Light Company

Subscribed and sworn to before me this 26th day of July, 2013.

Christy L. Davis
Notary public

My commission expires:

February 4, 2015



KCP&L
Docket No. 12-KCPE-791-CPL
Service Quality Report
Second Quarter 2013

Row No	Performance Data or Indicator	Formula (Bracketed Numbers) Reflect Row Numbers	2013						2012						Rolling 12-Month Performance	1st Tier Threshold	1st Qtr 2013	2nd Qtr 2013	3rd Qtr 2012	4th Qtr 2012
			Jan-2013	Feb-2013	Mar-2013	Apr-2013	May-2013	Jun-2013	Jul-2012	Aug-2012	Sep-2012	Oct-2012	Nov-2012	Dec-2012						
Customer Call Center Performance Data																				
<i>Combined Operations for All Call Centers Serving Kansas Retail Customers</i>																				
0	Call Center Staffing Level		112	112	111	111	109	108	115	116	115	113	113	112	109					
1	Attempted Calls	[2]+[4]+[5]+[6]+[7]+[8]	254,344	309,606	274,804	277,728	350,880	329,287	336,203	401,445	344,519	347,271	283,188	256,914	3,766,189					
2	Blocked Calls, including courtesy response calls		651	1,449	672	1,634	5,725	944	1,844	2,261	5,987	3,985	4,792	699	30,643					
3	Received Calls	[1]-[2]= [4]+[5]+[6]+[7]+[8]	253,693	308,157	274,132	276,094	345,155	328,343	334,359	399,184	338,532	343,286	278,396	256,215	3,735,346					
4	Net HVCA Answered Calls (self-serve)		11,801	78,649	24,180	18,223	70,711	55,800	37,841	45,806	27,761	21,835	17,843	32,173	442,623					
5	IVR Answered Calls (self-serve)		89,108	82,707	91,375	89,000	90,240	87,184	102,357	116,407	104,400	106,554	90,299	80,325	1,129,956					
6	IVR Abandoned Calls		25,604	26,633	27,652	26,974	30,194	31,243	31,574	38,660	32,553	34,330	28,594	24,782	358,793					
7	Agent Answered Calls		124,634	116,033	125,918	138,086	144,837	141,563	156,243	184,402	161,592	169,078	135,478	117,434	1,715,298					
8	Agent Abandoned Calls		2,546	4,135	5,007	3,811	9,173	12,553	6,344	13,909	12,226	11,489	6,182	1,501	88,876					
9	Total Answered Calls	[4]+[5]+[7]	225,543	277,389	241,473	245,309	305,788	284,547	296,441	346,615	293,753	297,467	243,620	229,932	3,287,877					
10	Agent Answered Calls Answered Within 20 Seconds	[4]+[5]+[7]	101,744	88,924	95,575	107,842	100,107	72,435	121,940	107,088	97,338	102,923	104,828	109,420	1,210,164					
11	CBR - Call Blockage Rate	(12)/(1) x 100%	0.26%	0.47%	0.24%	0.59%	1.63%	0.29%	0.55%	0.56%	1.74%	1.15%	1.69%	0.27%	0.81%	<1.00%	0.3%	0.6%		
12	ACR - Agent Abandoned Call Rate	(8)/(7) + [8] x 100%	2.0%	3.4%	3.8%	2.7%	6.0%	8.1%	3.9%	7.0%	7.0%	6.4%	4.4%	1.3%	4.93%	<5.00%	3.1%	6.01%		
13	SL - Service Level (% agent-answered calls answered within 20 seconds)	Recorded by CMS	80%	74%	73%	76%	65%	47%	75%	54%	56%	57%	74%	92%	67.00%	>67%	76%	63%		
14	ASA - Average Speed of Answer of Agent Calls (seconds)	Recorded by CMS	21	36	41	30	60	94	32	73	74	73	47	9	52.0	<47.5 Sec.	32	62		
Electric Service Performance Data																				
<i>Service Reliability</i>																				
15	Kansas Customers Served		250,110	250,321	250,511	250,726	250,989	251,371	248,092	248,177	248,047	249,322	249,405	249,925	249,750					
16	Customer Interruptions, normalized		4,668	4,935	17,407	10,538	43,861	29,976	18,970	19,814	18,261	14,955	5,327	16,195	204,907					
17	Customer Interruption Minutes, normalized		340,708	391,303	1,832,020	752,806	7,222,436	6,264,495	1,916,664	2,503,827	1,680,717	1,622,332	419,327	2,548,506	27,495,160					
18	SAIDI - System Average Interruption Duration Index - Normalized	[17]/[15]	1.36	1.56	7.31	3.00	28.78	24.92	7.73	10.09	6.78	6.51	1.68	10.20	110.09	<130.0	10.24	56.73	24.59	
19	SAIFI - System Average Interruption Frequency Index - Normalized	[16]/[15]	0.019	0.020	0.069	0.042	0.175	0.119	0.076	0.080	0.074	0.060	0.021	0.065	0.820	<0.920	0.108	0.336	0.230	
20	CAIDI - Normalized (minutes per interruption)	[17]/[16] = [18]/[19]	72.99	79.29	105.25	71.44	164.67	208.98	101.04	126.37	92.04	108.48	78.72	157.36	134.18		94.92	168.77	106.95	
<i>Service Reliability Impacted by Extraordinary Events</i>																				
16.1	Customer Interruptions, normalized by Extraordinary Events		4,668	4,935	17,407	10,538	23,373	12,179	18,970	19,814	18,261	14,955	5,327	3,084	153,511					
17.1	Customer Interruption Minutes, normalized by Extraordinary Events		340,708	391,303	1,832,020	752,806	2,438,017	1,229,515	1,916,664	2,503,827	1,680,717	1,622,332	419,327	258,137	15,385,373					
18.1	SAIDI - Normalized by Extraordinary Events	[17.1]/[15]	1.36	1.56	7.31	3.00	9.71	4.89	7.73	10.09	6.78	6.51	1.68	1.03	61.60	<130.0	10.24	17.61	24.59	
19.1	SAIFI - Normalized by Extraordinary Events	[16.1]/[15]	0.019	0.020	0.069	0.042	0.093	0.048	0.076	0.080	0.074	0.060	0.021	0.012	0.613	<0.920	0.108	0.184	0.230	
20.1	CAIDI - Normalized by Extraordinary Events	[17.1]/[16.1] = [18.1]/[19.1]	72.99	79.29	105.25	71.44	104.31	100.95	101.04	126.37	92.04	108.48	78.72	83.70	100.22		94.92	95.91	106.95	
Meter Reading & Billing																				
21	Kansas Meters to be Read		254,935	253,984	254,071	255,630	255,771	257,121	254,447	253,217	254,770	254,866	254,837	255,057	3,058,706					
22	Meters Read		254,308	253,239	253,559	255,050	254,725	256,141	252,400	252,103	253,497	254,004	253,778	254,450	3,047,254					
23	Estimated Bills	[21]-[22]	627	745	512	580	1,046	980	2,047	1,114	1,273	862	1,059	607	11,452					
24	Average Number of Customers	Month: [21]; For 12 Months: Sum([21])/12	254,267	253,406	253,458	254,616	253,623	253,608	253,721	253,737	253,851	253,951	253,118	253,170	254,892					
25	EBR - Estimated Bill Rate (estimated bills per 1,000 customers)	(23) x 1,000 / [24]	2.5	2.9	2.0	2.3	4.1	3.9	8.1	4.4	5.0	3.4	4.2	2.4	44.9	<100				
<i>Meter Reading & Billing Impacted by Extraordinary Events</i>																				
22.1	Estimated Bills because of Extraordinary Events (1)																			
23.1	Estimated Bills, normalized by Extraordinary Events (Total Est. Bills less Extraordinary Event Impacted Est. Bills)	[23]-[22.1]	627	745	512	580	1,046	980	2,047	1,114	1,273	862	1,059	607	11,452					
25.1	EBR - Estimated Bill Rate - Normalized by Extraordinary Events	([23.1] x 1,000) / [24]	2.5	2.9	2.0	2.3	4.1	3.9	8.1	4.4	5.0	3.4	4.2	2.4	44.9	<100				
Notes: (1) Where no material level of estimated bills because of Extraordinary Events occurred in a given month, Row 22.1 cells are left blank.																				
Service Order Response																				
<i>All Kansas service orders</i>																				
26	Service Orders		147	111	121	186	142	146	124	232	158	154	158	158	1,837					
27	Service Orders completed within 5 days		147	110	121	186	142	141	124	232	158	154	158	158	1,831					
28	Percentage of Service Orders Within 5 Days	[27]/[26]	100%	99%	100%	100%	100%	97%	100%	100%	100%	100%	100%	100%	100%					
Work Order Response																				
<i>All Kansas work requests</i>																				
29	Work Requests completed		45	35	41	40	63	34	40	52	47	57	46	51	551					
30	Work Requests completed within specified time		44	27	33	37	56	27	37	51	45	55	44	49	505					
31	Percentage of Work Requests Completed Within Specified Time	[30]/[29]	98%	77%	80%	93%	89%	79%	93%	98%	96%	96%	96%	96%	92%					

Exhibit 2

KCP&L
Docket No. 12-KCPE-791-CPL
Service Quality Report Summary
Second Quarter 2013

Performance Area	Rolling 12-Month Totals July 2012 through June 2013	Rolling 12-Month Totals Reflecting Impact of Extraordinary Events	1st Tier Threshold
Customer Call Center Operations			
CBR - Call Blockage Rate	0.81%		<1.00%
ACR - Agent Abandoned Call Rate	4.93%		<5.00%
SL - Service Level (% agent-answered calls answered within 20 seconds)	67.00%		>67%
ASA - Average Speed of Answer of Agent Calls (seconds)	52.0		<47.5 Sec.
Electric Service Operations			
SAIDI - System Average Interruption Duration Index - Normalized (minutes per customer)	110.09	61.60	<130.0
SAIFI - System Average Interruption Frequency Index - Normalized (interruptions per customer)	0.820	0.615	<0.92
CAIDI - Customer Average Interruption Duration Index - Normalized (minutes per interruption)	134.18	100.22	None
Other			
EBR - Estimated Bill Rate (estimated bills per 1,000 customers)	44.9		<100
Percentage of Service Orders Within 5 Days	100%		None
Percentage of Work Requests Completed Within Specified Time	92%		None



To: Kansas Corporation Commission (“Commission” or “KCC”) Staff

RE: **Exhibit 3** - Supportive Data for Extraordinary Events Identified in the KCP&L’s Second Quarter 2013 Service Quality Report and Second Quarter 2013 Service Quality Report Summary

KCC Docket 12-KCPE-791 CPL

KCP&L’s *Report of Quality Assurance Metrics for the Second Quarter of 2013* (“2Q 2013 Report”) submitted to the Commission on July 31, 2013 in compliance with the Commission’s Order in Docket No. 07-KCPE-1064-ACQ (“1064 Docket”) highlights the impact of storm events on KCP&L’s Kansas Reliability metrics, Customer Call Center metrics and the KCP&L Kansas Meter Reading metric consistent with the requirements of the Stipulation.

The December 20, 2012 and February 26, 2013 storm events impacting the rolling 12-month reliability performance were reported to the Commission on January 17, 2013 and March 20, 2013, respectively. Supporting documentation for these events were provided to the Commission with the Company’s fourth quarter 2012 and first quarter 2013 Quality of Service reports.

As required by the Stipulation and Agreement in the 1064 Docket (“1064 S&A”), KCP&L is providing supporting information for three Extraordinary Events impacting second quarter 2013 Reliability metrics. Two Extraordinary Events, one on May 19, 2013 and one on June 15, 2013, were reported to the Commission as required under the Commission’s October 4, 2004 Order in Docket No. 02-GIME-365-GIE. The reports filed with the Commission for these events can be found on the Commission’s website at the following sites:

- Kansas City Power & Light Company May 19, 2013 Storm Event Report filed June 18, 2013.
<http://estar.kcc.ks.gov/estar/ViewFile.aspx/20130619084357.pdf?Id=ad137c2a-6599-454d-9097-921c5ad7c8a2>
- Kansas City Power & Light Company June 15, 2013 Storm Event Report filed July 12, 2013.
<http://estar.kcc.ks.gov/estar/ViewFile.aspx/20130712102834.pdf?Id=a7e6bad3-96fd-4939-82d1-b961d6e7c372>



In addition to the two storms reported above, a third storm met the definition of "Extraordinary Event," but did not meet the requirements for notifying the Commission. Please see below for additional information and support for the June 27, 2013 storm:

On June 27, 2013, a storm moved through KCP&L's service territory which impacted various areas of KCP&L's service territory. During this storm, the Kansas City area experienced very heavy rain and wind. KCP&L's Kansas service territory area experienced outages to 9,522 customers. There were 4,287 KCP&L Kansas customer interruptions at the peak of the storm which was at 2200 hours on June 27, 2013. Within twelve hours of the peak of the storm, 100% of the Kansas customer interruptions were restored. All Kansas customer service interruptions from the storm front were restored by 0520 hours on Friday, June 28, 2013.

Definition of Extraordinary Event

Under the 1064 S&A, the term "Extraordinary Event" is defined as follows:

[A]n event beyond the control of the utility, which shall include acts of God,...lightning,...storms, floods, washouts,...acts, orders, laws or regulations of government authority, breakage or accident to machinery or lines of pipe or electric supply lines, major events causing electric service interruptions of the magnitude defined by the Commission's Electric Reliability Requirements Rule 3(n), other than those caused by the utility's negligence, the necessity for making repairs or alterations to machinery, equipment or lines of pipe, freezing lines of pipe or electric supply lines, which could not have been prevented by the utility's use of standard and customary industry practice, ...or otherwise beyond the control of the utility. If, using standard and customary industry practice, the utility could have avoided the extraordinary event, then the impact of such event will be considered in the measurement of the performance of the utility.

The Commission's Electric Reliability Requirements ("ERR") Rule 3(n) included under KCC Docket No. 02-GIME-365-GIE ("365 Docket") defines a "Major Event" as:

"...a catastrophic event caused by forces exceeding the design limits required by codes and regulations, and characterized by extensive damage to the electric power system and sustained interruptions to more than 10% of a utility's customers within a 24-hour period." (ERR, p. 2, para. (n).)



Applying the Major Event definition criteria to the Kansas service area, a Major Event would require interruption to approximately 24,100 Kansas customers – 10 percent of 241,000 Kansas customers – within a 24-hour period.

Notably, a Major Event, as defined under the 365 Docket is included as a single item in the list of items which can be considered extraordinary events under the 1064 S&A. Therefore, under the 1064 S&A, all Major Events would be classified as Extraordinary Events but not all Extraordinary Events will meet the definition of a Major Event.