

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

In the Matter of the Application of Evergy Metro,)
Inc. for Approval of Customer Forward Program) Docket No. 20-EKME-358-TAR
Tariff Changes)

**EVERGY KANSAS METRO NOTICE OF FILING
SUPPLEMENTAL INFORMATION IN SUPPORT OF APPLICATION**

COME NOW Evergy Metro, Inc. d/b/a Evergy Kansas Metro (“Evergy Kansas Metro”) to file this *Notice of Filing Supplemental Information in Support of Application* (“Notice”) and, in support thereof, state as follows:

1. On February 14, 2020, Evergy Kansas Metro filed its *Application for Approval of Tariff Changes to Implement Consolidated Customer Forward Programs* (“Application”) to open this docket.

2. Pursuant to a request from Staff (“Staff”) for the State Corporation Commission of the State of Kansas (“Commission”), Evergy Kansas Metro submits supplemental information in support of its Application, attached hereto as **Exhibit A**.

WHEREFORE, the Evergy Kansas Metro submits this Notice to the Commission.

Respectfully submitted,

/s/ Cathryn Dinges

Cathryn J. Dinges, #20848
Corporate Counsel
Evergy, Inc.
818 South Kansas Avenue
Topeka, Kansas 66612
Telephone: (785) 575-8344
Cathy.Dinges@evergy.com

COUNSEL FOR EVERGY KANSAS METRO

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 2nd day of September 2020 to:

JOSEPH R. ASTRAB, ATTORNEY
CURB
1500 SW ARROWHEAD RD
TOPEKA, KS 66604
j.astrab@curb.kansas.gov

TODD E. LOVE, ATTORNEY
CURB
1500 SW ARROWHEAD RD
TOPEKA, KS 66604
t.love@curb.kansas.gov

DAVID W. NICKEL
CURB
1500 SW ARROWHEAD RD
TOPEKA, KS 66604
D.NICKEL@CURB.KANSAS.GOV

SHONDA RABB
CURB
1500 SW ARROWHEAD RD
TOPEKA, KS 66604
s.rabb@curb.kansas.gov

DELLA SMITH
CURB
1500 SW ARROWHEAD RD
TOPEKA, KS 66604
d.smith@curb.kansas.gov

CATHRYN J. DINGES
EVERGY KANSAS CENTRAL, INC
818 S KANSAS AVE
PO BOX 889
TOPEKA, KS 66601-0889
Cathy.Dinges@evergy.com

COLE BAILEY
KANSAS CORPORATION
COMMISSION
1500 SW ARROWHEAD RD
TOPEKA, KS 66604
c.bailey@kcc.ks.gov

/s/ Cathryn Dinges

Cathryn J. Dinges

**COUNSEL FOR EVERGY KANSAS
METRO**

In an effort to align processes, create efficiencies, and to create a seamless and improved experience for customers and employees the Company requests the following tariff changes.

Align length of time to pay after a billing adjustment:

The Company seeks to align the length of time to pay after a billing adjustment in all Evergy jurisdictions.

Evergy seeks to add the words “at least” to the tariff in order to allow more flexibility in the amount of time we can give a customer, if requested, to pay a balance due that resulted from a billing adjustment. Currently, Customers are allowed the same number of months to pay as was adjusted. The Company is requesting to allow the flexibility to be able to give up to two (2) times the number of months to pay as was adjusted, if requested by the customer.

By aligning this process Evergy Kansas Metro Customers will see a benefit of more time to pay if needed and employees will benefit by following one process across all jurisdictions.

Estimation Process:

The estimation process currently used by Evergy Kansas Metro and previously approved by the Kansas Corporation Commission is not changing. While reviewing tariffs and processes for the Customer Forward Program we found areas in the estimation language that could be modified to more accurately depict the process. The changes requested are to add clarification for Customers to the process used.

Commercial Credit Card Payments:

Through the consolidation of credit card vendors, the Company is requesting to expand availability of credit card payments, with a transaction fee, to Commercial and Industrial (C&I) Customers. This is an approved payment option currently offered to Evergy Kansas Central C&I customers. As part of this expansion, C&I customers in Evergy Kansas Metro will be provided the option to pay with a credit card for a fee. The fee will be 2.7% with a payment limit of \$5,000.00 per transaction based on a new agreement discussed with the selected vendor. As part of this consolidation, the fee for Kansas Central C&I customer credit card payments will be reduced from 3.25% to 2.7%, providing consistent terms across both Evergy Kansas jurisdictions. This proposed change will not impact the terms and conditions associated with Residential customers credit card payment option in Kansas Central or Kansas Metro.

Evergy seeks this consolidation to provide consistent payment options for all Kansas C&I customers. Credit card payment has been observed as a popular payment method for customers. Many other service providers provide a credit card payment option and therefore more consumers are using this as their primary method of paying recurring bills. Evergy also believes having a credit card option for Kansas Metro could help customers avoid service cut-off for non-payment or re-establish service sooner if they do not have other funds available. This would also help with respect to collections.

In proposing this consolidation, Evergy has considered the Kansas Minimum Standards for Payment Methods¹ and this request complies with those provisions. As a nonzero payment option all costs for this service will be exclusively borne by the users of this method. Under the negotiated arrangement with the credit card processing vendor, the 2.7% fee represents the total cost of providing

¹ https://kcc.ks.gov/images/PDFs/pi/bill_payment_methods.pdf

the service and is a “pass-through” from the customer to the vendor. After being configured in our systems, there are no additional costs incurred by Evergy in providing the credit card payment. Evergy considers the fee to be reasonable as it is less than the current, Commission-approved fee in place at Kansas Central. In being approved, the prior fee was deemed reasonable and the consolidation results in a decrease cost for users of this payment option. Evergy plans to fully disclose availability of the credit card payment within its payment methods and will detail the fees to the customer.

Evergy has made diligent efforts to provide a cost-effective means for customers to use their credit cards and contends that the levels of customer service must be preserved for Kansas Central C&I customers and improve the service for Kansas Metro C&I customers.

Diversion Charges:

Evergy Kansas Metro seeks the ability to collect all diversion/tampering related charges prior to reconnect.

Implementing this change would align the process with that of Evergy Kansas Central creating one consistent process.