

**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: Quality of Service - Reliability Statistics**

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

Respectfully submitted,

*/s/ Robert J. Hack*

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*/s/ Cathryn J. Dinges*

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

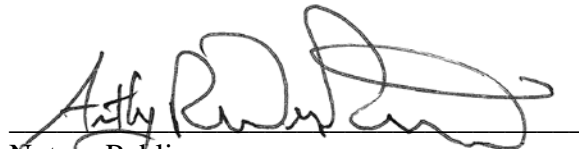
**VERIFICATION**

STATE OF MISSOURI     )  
  ) ss  
COUNTY OF JACKSON    )

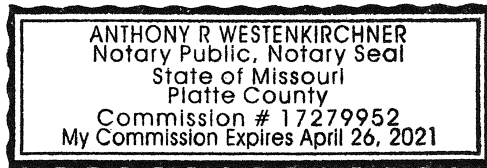
The undersigned, Darrin R. Ives, upon oath first duly sworn, states that he is the Vice President of Regulatory Affairs of KCP&L and Westar, that he has reviewed the foregoing pleading, that he is familiar with the contents thereof, and that the statements contained therein are true and correct to the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

  
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Darrin R. Ives  
Vice President, Regulatory Affairs

Subscribed and sworn to before me this 31<sup>st</sup> day of January, 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 31<sup>st</sup> day of January, 2019 to:

AMBER SMITH, CHIEF LITIGATION COUNSEL  
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1500 SW ARROWHEAD RD  
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with a courtesy copy to:

DAVID W. NICKEL, CONSUMER COUNSEL  
CITIZENS' UTILITY RATEPAYER BOARD  
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*/s/ Robert J. Hack*

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Robert J. Hack

**2018 Quality of Service Reliability Statistics**

**Kansas City Power & Light Company**

Reliability Data

2018

	JAN	FEB	MAR	APR	MAY	JUN	JUL	AUG	SEP	OCT	NOV	DEC	6 Months ending Dec
IEEE 1366 Normalized SAIDI							8.73	7.24	3.65	4.58	2.11	6.07	32.38
IEEE 1366 Normalized SAIFI							0.083	0.090	0.038	0.048	0.024	0.083	0.366

**Westar Energy, Inc**

Reliability Data

2018

	JAN	FEB	MAR	APR	MAY	JUN	JUL	AUG	SEP	OCT	NOV	DEC	6 Months ending Dec
IEEE 1366 Normalized SAIDI							8.95	15.18	4.49	9.58	5.19	3.83	47.22
IEEE 1366 Normalized SAIFI							0.098	0.128	0.054	0.111	0.059	0.044	0.494

**NOTES:**

1. All metrics are normalized using IEEE 1366
2. Metrics represent transmission and distribution reliability for Kansas customers only.

[2018] Reliability Statistics

KCP&L Reliability Statistics\*  
Monthly Regulatory Reporting [2018]

	JAN	FEB	MAR	APR	MAY	JUN	JUL	AUG	SEP	OCT	NOV	DEC	6 Months ending Dec
Abandoned Call Rate							8.8%	15.1%	8.5%	10.3%	15.1%	3.1%	10.6%
Service Level-Total Agent							49%	33%	56%	42%	39%	80%	48%

Westar Reliability Statistics  
Monthly Regulatory Reporting [2018]

	JAN	FEB	MAR	APR	MAY	JUN	JUL	AUG	SEP	OCT	NOV	DEC	6 Months ending Dec
Abandoned Call Rate							4.3%	5.1%	2.9%	3.1%	3.6%	2.7%	3.7%
Service Level-Total Agent							62%	60%	74%	72%	73%	70%	68%

Abandoned Call Rate	Total Center Agent Abandoned (ACR)
Service Level-Cust Service	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