

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

In the Matter of the Application of Evergy Metro,)
Inc., Evergy Kansas Central, Inc. and Evergy) Docket No. 20-EKME-454-ACT
Kansas South, Inc. for an Accounting Authority)
Order Allowing the Companies to Record and)
Preserve Costs Related to COVID-19 Expenses)

MONTHLY COMPLIANCE FILING

COME NOW Evergy Metro, Inc. d/b/a Evergy Kansas Metro [f/k/a Kansas City Power & Light Company] (“Evergy Kansas Metro”), Evergy Kansas Central, Inc. [f/k/a Westar Energy, Inc.] and Evergy Kansas South, Inc. [f/k/a Kansas Gas and Electric Company] (collectively referred to herein as “Evergy Kansas Central”);” and all three collectively referred to herein as “Companies”)¹, 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. 20-EKME-454-ACT (“20-454 Docket”) on July 9, 2020 (“Approval Order”). In its Approval Order the Commission approved the *Application for Accounting Authority Order Related to COVID-19 Costs and Financial Impacts* submitted on May 6, 2020 by the Companies (“Application”). The Approval Order identified periodic reporting requirements as recommended by Staff (“Staff”) for the Commission in its Staff Recommendation (“Recommendation”) filed in this docket on May 20, 2020, which will be submitted in this docket.²

¹ Effective October 8, 2019, Evergy Metro, Inc. d/b/a Evergy Kansas Metro adopted the service territory and tariffs of KCP&L; *Order Approving Name Change*, Docket No. 20-KCPE-122-CCN, dated October 8, 2019. Effective October 8, 2019, Evergy Kansas Central, Inc. and Evergy Kansas South, Inc. d/b/a collectively as Evergy Kansas Central adopted the service territory and tariffs of Westar; *Order Approving Name Change*, Docket No. 20-WSEE-123-CCN, dated October 8, 2019.

² “Evergy’s Application requesting an Accounting Authority Order allowing Evergy to defer to a regulatory asset all incremental costs (net of any cost decreases) and lost revenue associated with the COVID-19 pandemic is hereby approved, subject to the recommendations set forth in Staffs R&R. Additionally, the information contained in paragraph 2 on page five (5) of Staffs R&R shall be due at the end of the quarter ending June 30, 2020, with subsequent filings due fifteen (15) days after the completion of every quarter thereafter. Finally, the Commission adopts CURB’s recommendation that Evergy track and report any federal or state assistance they receive related to the COVID-19 pandemic.” See, Approval Order, Ordering ¶A, pp. 5-6.

1. Pursuant to the requirements of the Staff Recommendation (as approved by the Commission):

(3) As soon as possible after the Commission issues an Order approving the AAO, and monthly thereafter, Evergy shall file the following statistics, by customer class, as well as how these statistics differ from 2019 for the equivalent time period:

- a. A quantification of total past-due customer bills (arrearages) and number of customer experiencing arrearages, that are at 30-days late, 60-days late, and 90-days late;
- b. Number of current customers receiving utility service;
- c. Number of voluntary and involuntary utility disconnections; and
- d. Number of utility reconnections.

(4) As soon as possible after the Commission issues an Order approving the AAO, and monthly thereafter, Evergy shall file the following statistics, by customer class:

- a. Number of customers accepting a COVID-19 payment plan;
- b. Average number of months to pay COVID-19 payment plans;
- c. Average monthly payment amount for the COVID-19 payment plan; and
- d. Number of customers that have broken two COVID-19 payment plans, and thus been disconnected.³

³ See, *Staff Recommendation*, ¶1-5, pp. 5-6.

2. In accordance with the above-referenced Approval Order condition(s), the Companies hereby submit to the Commission the following:

- Exhibit 1: Customer Stats by Class
- Exhibit 2: Evergy KS Metro Arrears Info
- Exhibit 3: Evergy KS Central Arrears Info
- Exhibit 4: KCC COVID-19 Payment Plans August 2020 Data

Respectfully submitted,

/s/ Robert J. Hack

Robert J. Hack (#12826)
Telephone: (816) 556-2791
Roger W. Steiner (#26159)
Telephone: (816) 556-2314
Evergy, Inc.
One Kansas City Place
1200 Main Street – 16th Floor
Kansas City, Missouri 64105
Facsimile: (816) 556-2787
E-mail: rob.hack@evergy.com
E-mail: roger.steiner@evergy.com

/s/ Cathryn J. Dinges

Cathryn J. Dinges, (#20848)
Phone: (785) 575-8344
Evergy, Inc.
818 South Kansas Avenue
Topeka, Kansas 66612
Facsimile: (785) 575-8136
E-mail: cathryn.dinges@evergy.com

COUNSEL FOR EVERGY KANSAS METRO and EVERGY KANSAS CENTRAL

VERIFICATION

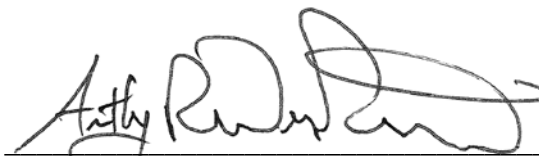
STATE OF MISSOURI)
) ss
COUNTY OF JACKSON)

The undersigned, Darrin R. Ives, upon oath first duly sworn, states that he is the Vice President of Regulatory Affairs of Evergy Metro, Inc., 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.



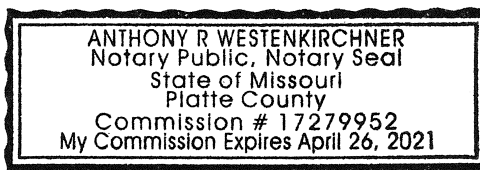
Darrin R. Ives
Vice President, Regulatory Affairs

Subscribed and sworn to before me this 25th day of September 2020.



Notary Public

My appointment expires: 4/26/2021



CERTIFICATE OF SERVICE

I do hereby certify that a true and correct copy of the foregoing document has been emailed or mailed, postage prepaid, this 25th day of September 2020, to all parties listed below:

JOSEPH R. ASTRAB
CITIZENS' UTILITY RATEPAYER BOARD
1500 SW ARROWHEAD RD
TOPEKA, KS 66604
j.astrab@curb.kansas.gov

TODD E. LOVE
CITIZENS' UTILITY RATEPAYER BOARD
1500 SW ARROWHEAD RD
TOPEKA, KS 66604
t.love@curb.kansas.gov

DAVID W. NICKEL
CITIZENS' UTILITY RATEPAYER BOARD
1500 SW ARROWHEAD RD
TOPEKA, KS 66604
D.NICKEL@CURB.KANSAS.GOV

SHONDA RABB
CITIZENS' UTILITY RATEPAYER BOARD
1500 SW ARROWHEAD RD
TOPEKA, KS 66604
s.rabb@curb.kansas.gov

DELLA SMITH
CITIZENS' UTILITY RATEPAYER BOARD
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

PHOENIX ANSHUTZ
KANSAS CORPORATION COMMISSION
1500 SW ARROWHEAD RD
TOPEKA, KS 66604
p.anshutz@kcc.ks.gov

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

TERRI PEMBERTON
KANSAS CORPORATION COMMISSION
1500 SW ARROWHEAD RD
TOPEKA, KS 66604
t.pemberton@KCC.KS.GOV

ROBERT E. VINCENT
SMITHYMAN & ZAKOURA, CHTD.
7400 W 110TH ST STE 750
OVERLAND PARK, KS 66210-2362
robert@smizak-law.com

JAMES P. ZAKOURA
SMITHYMAN & ZAKOURA, CHTD.
7400 W 110TH ST STE 750
OVERLAND PARK, KS 66210-2362
jim@smizak-law.com

TOM POWELL
903 S. Edgemoor
Wichita, KS 67218
tpowell@usd259.net

AMY FELLOWS CLINE
TRIPLETT, WOOLF & GARRETSON, LLC
2959 N ROCK RD STE 300
WICHITA, KS 67226
amycline@twgfir.com

TIMOTHY E. MCKEE
TRIPLETT, WOOLF & GARRETSON, LLC
2959 N ROCK RD STE 300
WICHITA, KS 67226
TEMCKEE@TWGFIRM.COM

/s/ Robert J. Hack

Attorney for Evergy Kansas Metro and
Evergy Kansas Central

Customer Statistics
 COVID 19 AAO Reporting Requirements

	June 2020	July 2020	August 2020
<u># of Customers</u>			
<u>KS Central</u>			
Residential	628,394	631,744	635,790
Commercial	87,293	87,483	87,612
Industrial	4,437	4,460	4,440
Total	<u>720,124</u>	<u>723,687</u>	<u>727,842</u>

<u>KS Metro</u>			
Residential	234,729	235,107	235,485
Commercial	30,143	30,223	30,192
Industrial	887	885	882
Total	<u>265,759</u>	<u>266,215</u>	<u>266,559</u>

of Involuntary Disconnects (Moratorium on Involuntary Disconnects through 07/15/2020)

<u>KS Central</u>			
Residential	-	4,580	7,163
Commercial/Industrial	-	86	217
Total	<u>-</u>	<u>4,666</u>	<u>7,380</u>

<u>KS Metro</u>			
Residential	-	350	1,169
Commercial/Industrial	-	16	64
Total	<u>-</u>	<u>366</u>	<u>1,233</u>

of Reconnects

<u>KS Central</u>			
Residential	-	3,379	5,292
Commercial/Industrial	-	62	89
Total	<u>-</u>	<u>3,441</u>	<u>5,381</u>

<u>KS Metro</u>			
Residential	-	232	1,057
Commercial/Industrial	-	6	28
Total	<u>-</u>	<u>238</u>	<u>1,085</u>

of Voluntary Disconnects

<u>KS Central</u>			
Residential	2,120	2,442	3,059
Commercial/Industrial	54	76	95
Total	<u>2,174</u>	<u>2,518</u>	<u>3,154</u>

<u>KS Metro</u>			
Residential	6,015	7,228	6,517
Commercial/Industrial	3	23	300
Total	<u>6,018</u>	<u>7,251</u>	<u>6,817</u>

Evergy Kansas Metro

		<u>Arrears Balances - Active Accounts Excluding Pay Arrangements</u>				<u># of Active Accounts in Arrears Excluding Pay Arrangements</u>			
		Total Arrears	30 - 59 Days	60 - 89 Days	90+ Days	Total	30 - 59	60 - 89	90+
Apr-20	Residential	\$ 6,065,129.64	\$ 2,050,374.01	\$ 1,252,677.41	\$ 2,762,078.22	19,663	8,891	4,093	6,679
	Commercial	\$ 387,953.08	\$ 915.00	\$ 208,780.20	\$ 178,257.88	1,269	574	264	431
	Industrial	\$ 75,807.63	\$ 69,650.88	\$ 2,656.23	\$ 3,500.52	25	11	5	8
	Total Arrears	\$ 6,528,890.35	\$ 2,120,939.89	\$ 1,464,113.84	\$ 2,943,836.62	20,957	9,476	4,362	7,119
May-20	Residential	\$ 9,474,319.65	\$ 2,780,285.77	\$ 2,373,394.07	\$ 4,320,639.80	18,135	7,863	3,986	6,286
	Commercial	\$ 675,651.29	\$ 1,240.73	\$ 395,566.87	\$ 278,843.69	1,733	1,064	244	425
	Industrial	\$ 104,954.26	\$ 94,445.86	\$ 5,032.64	\$ 5,475.76	28	15	6	7
	Total Arrears	\$ 10,254,925.20	\$ 2,875,972.36	\$ 2,773,993.58	\$ 4,604,959.25	19,896	8,942	4,236	6,718
Jun-20	Residential	\$ 6,990,383.02	\$ 2,533,627.01	\$ 1,201,071.28	\$ 3,255,684.73	17,052	6,663	4,214	6,175
	Commercial	\$ 411,423.85	\$ 1,130.65	\$ 200,179.15	\$ 210,114.05	1,471	1,114	231	125
	Industrial	\$ 92,739.79	\$ 86,066.90	\$ 2,546.80	\$ 4,126.09	28	14	7	7
	Total Arrears	\$ 7,494,546.66	\$ 2,620,824.56	\$ 1,403,797.23	\$ 3,469,924.87	18,551	7,791	4,452	6,307
Jul-20	Residential	\$ 5,669,244.11	\$ 2,520,292.68	\$ 628,339.19	\$ 2,520,612.24	14,920	7,070	1,735	6,115
	Commercial	\$ 1,510,943.92	\$ 884,142.07	\$ 292,200.40	\$ 334,601.45	1,351	877	105	369
	Industrial	\$ 249,147.28	\$ 182,002.53	\$ 56,335.98	\$ 10,808.77	47	27	6	14
	Total Arrears	\$ 7,429,335.31	\$ 3,586,437.28	\$ 976,875.57	\$ 2,866,022.46	16,318	7,974	1,846	6,498
Aug-20	Residential	\$ 4,170,800.00	\$ 2,638,293.00	\$ 670,879.00	\$ 861,628.00	16,450	7,855	5,671	2,924
	Commercial	\$ 938,311.00	\$ 626,560.00	\$ 188,383.00	\$ 123,368.00	867	551	127	189
	Industrial	\$ 126,047.00	\$ 110,741.00	\$ 14,145.00	\$ 1,161.00	50	41	4	5
	Total Arrears	\$ 5,235,158.00	\$ 3,375,594.00	\$ 873,407.00	\$ 986,157.00	17,367	8,447	5,802	3,118

Metro (Includes KS & MO) Arrears

Providing this information since we do not have a break-out of KS Metro prior to April 2020

	Total Arrears	31-60 days	61-90 days	Over 90		Total Arrears	31-60 days	61-90 days	Over 90
Jan-20	\$ 17,388,670.95	\$ 7,360,430.84	\$ 3,636,756.05	\$ 6,391,484.06	Jan-19	\$ 24,425,443.79	\$ 8,549,276.29	\$ 3,649,975.95	\$ 12,226,191.55
Feb-20	\$ 16,043,555.85	\$ 6,662,508.00	\$ 3,542,597.24	\$ 5,838,450.61	Feb-19	\$ 24,488,021.96	\$ 8,495,039.73	\$ 4,764,120.32	\$ 11,228,861.91
Mar-20	\$ 18,921,383.72	\$ 8,451,657.97	\$ 3,960,050.32	\$ 6,509,675.43	Mar-19	\$ 21,093,211.62	\$ 7,751,938.89	\$ 3,853,366.61	\$ 9,487,906.12
Apr-20	\$ 24,862,124.74	\$ 10,494,180.59	\$ 5,613,791.71	\$ 8,754,152.44	Apr-19	\$ 21,502,343.13	\$ 8,169,352.16	\$ 3,893,582.09	\$ 9,439,408.88
May-20	\$ 24,658,243.92	\$ 9,068,363.88	\$ 5,490,984.64	\$ 10,098,895.40	May-19	\$ 19,610,786.19	\$ 6,544,739.51	\$ 4,207,793.85	\$ 8,858,252.83
Jun-20	\$ 25,010,941.20	\$ 8,238,041.63	\$ 5,043,211.02	\$ 11,729,688.55	Jun-19	\$ 17,412,938.40	\$ 5,863,007.62	\$ 3,215,711.56	\$ 8,334,219.22

30%

42%

26%

Evergy Kansas Central

# of Active Accounts in Arrears Excluding Pay Arrangements					# of Active Accounts in Arrears Excluding Pay Arrangements								
Arrears Balances - Active Accounts Excluding Pay Arrangements					Arrears Balances - Active Accounts Excluding Pay Arrangements								
	Total Arrears	30 - 59 Days	60 - 89 Days	90+ Days	Total	30 - 59	60 - 89	90+	Total	30 - 59	60 - 89	90+	
Jan-20 Residential	\$ 14,229,153.17	\$ 5,937,622.99	\$ 2,675,920.11	\$ 5,615,610.07	58,688	31,223	7,673	19,792	Jan-19 Residential	\$ 13,340,090.17	\$ 6,320,683.98	\$ 2,594,560.39	\$ 4,424,845.80
Commercial	\$ 685,187.85	\$ 490,493.85	\$ 99,674.28	\$ 95,019.72	3,576	2,019	659	898	Commercial	\$ 783,359.26	\$ 610,059.50	\$ 96,561.64	\$ 76,738.12
Industrial	\$ 100,976.69	\$ 97,689.71	\$ 1,873.94	\$ 1,413.04	110	75	9	26	Industrial	\$ 109,727.06	\$ 106,196.26	\$ 1,766.02	\$ 1,764.78
Total Arrears	\$ 15,015,317.71	\$ 6,525,806.55	\$ 2,777,468.33	\$ 5,712,042.83	62,374	33,317	8,341	20,716	Total Arrears	\$ 14,233,176.49	\$ 7,036,939.74	\$ 2,692,888.05	\$ 4,503,348.70
Feb-20 Residential	\$ 12,081,942.67	\$ 5,074,986.13	\$ 2,255,508.55	\$ 4,751,447.99	46,466	25,427	6,595	14,444	Feb-19 Residential	\$ 14,552,080.62	\$ 6,650,435.48	\$ 2,845,838.51	\$ 5,055,806.63
Commercial	\$ 901,501.39	\$ 732,640.51	\$ 83,800.92	\$ 85,059.96	3,124	1,838	548	738	Commercial	\$ 573,812.12	\$ 437,262.13	\$ 74,292.64	\$ 62,257.35
Industrial	\$ 322,690.58	\$ 315,052.06	\$ 5,496.49	\$ 2,142.03	94	49	18	27	Industrial	\$ 509,726.09	\$ 504,326.27	\$ 2,945.96	\$ 2,453.86
Total Arrears	\$ 13,306,134.64	\$ 6,122,678.70	\$ 2,344,805.96	\$ 4,838,649.98	49,684	27,314	7,161	15,209	Total Arrears	\$ 15,635,618.83	\$ 7,592,023.88	\$ 2,923,077.11	\$ 5,120,517.84
Mar-20 Residential	\$ 12,909,675.91	\$ 6,532,035.49	\$ 2,070,870.51	\$ 4,306,769.91	63,566	44,012	6,125	13,429	Mar-19 Residential	\$ 6,725,372.22	\$ 4,176,702.18	\$ 1,301,686.37	\$ 1,246,983.67
Commercial	\$ 1,030,017.46	\$ 790,407.43	\$ 134,667.14	\$ 104,942.89	4,048	2,582	660	800	Commercial	\$ 1,225,824.67	\$ 1,088,445.32	\$ 73,062.96	\$ 64,316.39
Industrial	\$ 86,680.33	\$ 79,641.24	\$ 4,601.04	\$ 2,438.05	109	62	15	32	Industrial	\$ 190,327.46	\$ 185,583.18	\$ 2,132.13	\$ 2,612.15
Total Arrears	\$ 14,026,373.70	\$ 7,402,084.16	\$ 2,210,138.69	\$ 4,414,150.85	67,723	46,656	6,806	14,261	Total Arrears	\$ 8,141,524.35	\$ 5,450,730.68	\$ 1,376,881.46	\$ 1,313,912.21
Apr-20 Residential	\$ 18,890,100.09	\$ 6,793,780.10	\$ 4,224,526.66	\$ 7,871,793.33	72,569	35,169	16,099	21,301	Apr-19 Residential	\$ 8,561,208.08	\$ 5,267,062.15	\$ 1,287,973.44	\$ 2,006,172.49
Commercial	\$ 2,533,981.83	\$ 1,915,084.70	\$ 431,713.60	\$ 187,183.53	2,432	1,268	602	562	Commercial	\$ 3,022,553.05	\$ 2,268,496.57	\$ 673,152.20	\$ 80,904.28
Industrial	\$ 167,206.23	\$ 120,243.92	\$ 41,415.40	\$ 5,546.91	143	85	26	32	Industrial	\$ 77,551.28	\$ 72,117.00	\$ 2,531.99	\$ 2,902.29
Total Arrears	\$ 21,591,288.15	\$ 8,829,108.72	\$ 4,697,655.66	\$ 8,064,523.77	75,144	36,522	16,727	21,895	Total Arrears	\$ 11,661,312.41	\$ 7,607,675.72	\$ 1,963,657.63	\$ 2,089,979.06
May-20 Residential	\$ 20,447,881.68	\$ 6,394,391.14	\$ 4,224,448.60	\$ 9,829,041.94	71,726	29,530	14,516	27,680	May-19 Residential	\$ 7,226,580.53	\$ 4,360,012.85	\$ 1,355,289.13	\$ 1,511,278.55
Commercial	\$ 2,335,700.13	\$ 1,178,842.11	\$ 765,350.78	\$ 391,507.24	4,545	1,907	1,059	1,579	Commercial	\$ 4,746,823.45	\$ 2,169,939.48	\$ 1,902,623.30	\$ 674,260.67
Industrial	\$ 60,124.87	\$ 565,963.83	\$ 25,457.98	\$ 9,703.06	158	70	41	47	Industrial	\$ 58,982.69	\$ 53,299.07	\$ 2,209.51	\$ 3,474.11
Total Arrears	\$ 23,384,706.68	\$ 8,139,197.08	\$ 5,015,257.36	\$ 10,230,252.24	76,429	31,507	15,616	29,306	Total Arrears	\$ 12,032,386.67	\$ 6,583,251.40	\$ 3,260,121.94	\$ 2,189,013.33
Jun-20 Residential	\$ 21,354,519.49	\$ 6,487,658.80	\$ 3,639,119.06	\$ 11,227,741.63	76,954	36,614	10,461	29,879	Jun-19 Residential	\$ 6,179,923.76	\$ 3,867,342.82	\$ 1,204,331.46	\$ 1,108,249.48
Commercial	\$ 2,353,938.40	\$ 1,109,527.08	\$ 531,761.99	\$ 712,649.33	2,266	567	550	1,149	Commercial	\$ 4,685,835.36	\$ 420,857.06	\$ 1,787,429.12	\$ 2,477,549.18
Industrial	\$ 125,357.34	\$ 89,775.52	\$ 15,215.37	\$ 20,366.45	142	65	17	60	Industrial	\$ 58,624.76	\$ 53,129.03	\$ 1,962.28	\$ 3,533.25
Total Arrears	\$ 23,833,815.23	\$ 7,686,961.40	\$ 4,186,096.42	\$ 11,960,757.41	79,362	37,246	11,028	31,088	Total Arrears	\$ 10,924,383.88	\$ 4,341,328.91	\$ 2,993,722.96	\$ 3,589,332.01
Jul-20 Residential	\$ 12,756,950.31	\$ 5,978,554.31	\$ 1,917,675.68	\$ 4,860,720.32	58,447	31,727	11,183	15,537	Jul-19 Residential	\$ 7,540,781.90	\$ 5,704,832.59	\$ 936,415.23	\$ 899,534.08
Commercial	\$ 1,415,298.85	\$ 646,051.42	\$ 292,546.19	\$ 476,701.24	3,040	1,517	548	975	Commercial	\$ 716,664.82	\$ 502,245.07	\$ 95,155.51	\$ 119,264.24
Industrial	\$ 117,491.46	\$ 72,610.61	\$ 31,090.05	\$ 13,790.80	101	50	16	35	Industrial	\$ 378,438.89	\$ 372,222.54	\$ 2,416.34	\$ 3,800.01
Total Arrears	\$ 14,289,740.62	\$ 6,697,216.34	\$ 2,241,311.92	\$ 5,351,212.36	61,588	33,294	11,747	16,547	Total Arrears	\$ 8,635,885.61	\$ 6,579,300.20	\$ 1,033,987.08	\$ 1,022,598.33
Aug-20 Residential	\$ 10,960,649.09	\$ 7,795,397.05	\$ 1,449,773.10	\$ 1,715,478.94	63,666	46,248	9,091	8,327	Aug-19 Residential	\$ 9,113,559.84	\$ 7,388,282.61	\$ 1,029,729.31	\$ 695,547.92
Commercial	\$ 1,415,760.11	\$ 836,550.10	\$ 275,076.04	\$ 304,133.97	3,060	1,936	431	693	Commercial	\$ 834,736.01	\$ 582,659.63	\$ 104,664.95	\$ 147,411.43
Industrial	\$ 99,192.56	\$ 48,353.50	\$ 25,824.28	\$ 25,014.78	99	64	14	21	Industrial	\$ 283,563.21	\$ 277,417.87	\$ 1,874.47	\$ 4,270.87
Total Arrears	\$ 12,475,601.76	\$ 8,680,300.65	\$ 1,750,673.42	\$ 2,044,627.69	66,825	48,248	9,536	9,041	Total Arrears	\$ 10,231,859.06	\$ 8,248,360.11	\$ 1,136,268.73	\$ 847,230.22

August Reporting

Covid Customer Assistance Programs			
Division	1 month arrangement (Pay Your Balance Credit)	4 month arrangement (rec'd initial credit) **	Avg Monthly Arrangem t Amount for 4 month ARR
KS Metro	45	99	\$ 146.88
KS Central	176	260	\$ 115.73
Total	221	359	
Average # of months to pay ARR	1	3	

** 4 month arrangements/initial credits are only those customers who have received the initial credit. It is not reflective of those who kept the entire 4 month arrangement.

Kansas Metro 12 month Arrangement Info		
Customer Class	12 Month Arrangements	Average Monthly Arrangement Amount for 12 month
Commercial	56	\$ 492.76
Residential	2,612	\$ 78.21
Total	2,668	\$ 64.85

KS Central 12 month Arrangement Info		
Customer Class	12 Month Arrangements	Average Monthly Arrangement Amount for 12 month
Commercial	168	\$ 168.16
Residential	17,322	\$ 63.85
Total	17,490	\$ 64.85

* 12 month arrangements are only tracked as to who has signed up for the arrangement. This does not distinguish those who have kept.

Arrangement counts are based on newly created Payment Arrangements after our custome programs began. This is not reflective of all customers on pay agreements.

JULY REPORTING

Covid Customer Assistance Programs			
Division	1 month arrangement (Pay Your Balance Credit)	4 month arrangement (rec'd initial credit) **	Avg Monthly Arrangem t Amount for 4 month ARR
KS Metro	70	201	\$ 157.78
KS Central	245	746	\$ 146.73
Total	315	947	
Average # of months to pay ARR	1	3	

** 4 month arrangements/initial credits are only those customers who have received the initial credit. It is not reflective of those who kept the entire 4 month arrangement.

Kansas Metro 12 month Arrangement Info		
Customer Class	12 Month Arrangements	Average Monthly Arrangement Amount for 12 month
Commercial	71	\$ 302.33
Residential	2,360	\$ 79.53
Total	2,431	\$ 86.06

KS Central 12 month Arrangement Info		
Customer Class	12 Month Arrangements	Average Monthly Arrangement Amount for 12 month
Commercial	287	\$ 157.14
Residential	16,281	\$ 71.84
Total	16,568	

* 12 month arrangements are only tracked as to who has signed up for the arrangement. This does not distinguish those who have kept.

Arrangement counts are based on newly created Payment Arrangements after our custome programs began. This is not reflective of all customers on pay agreements.

JUNE REPORTING

Covid Customer Assistance Programs			
Division	1 month arrangement (Pay Your Balance Credit)	4 month arrangement (rec'd initial credit) **	Avg Monthly Arrangem Amount for 4 month ARR
KS Metro	26	94	\$ 133.83
KS Central	214	474	\$ 126.13
Total	240	568	
Average # of months to pay ARR	1	3	

** 4 month arrangements/initial credits are only those customers who have received the initial credit. It is not reflective of those who kept the entire 4 month arrangement.

Kansas Metro 12 month Arrangement Info		
Customer Class	12 Month Arrangements	Average Monthly Arrangement Amount for 12 month
Commercial	6	\$ 206.99
Residential	596	\$ 62.03
Total	602	\$ 63.48

** revised reporting for June based on counting all pay arrangements from that time vs only those in particular status

KS Central 12 month Arrangement Info		
Customer Class	12 Month Arrangements	Average Monthly Arrangement Amount for 12 month
Commercial	24	\$ 105.09
Residential	2,687	\$ 65.99
Total		\$ 65.98

* 12 month arrangements are only tracked as to who has signed up for the arrangement. This does not distinguish those who have kept.

** revised reporting for June to include all 12 month arrangements vs. just those noted as Covid. Customers could also receive online or IVR

JUNE REPORTING

Covid Customer Assistance Programs			
Division	1 month arrangement (Pay Your Balance Credit)	4 month arrangement (rec'd initial credit) **	Avg Monthly Arrangem t Amount for 4 month ARR
KS Metro	26	94	\$ 133.83
KS Central	214	474	\$ 126.13
Total	240	568	
Average # of months to pay ARR	1	3	

** 4 month arrangements/initial credits are only those customers who have received the initial credit. It is not reflective of those who kept the entire 4 month arrangement.

Kansas Metro 12 month Arrangement Info		
Customer Class	12 Month Arrangements	Average Monthly Arrangement Amount for 12 month
Commercial	3	\$ 208.56
Residential	394	\$ 59.88
Total	397	\$ 61.00

KS Central 12 month Arrangement Info		
Customer Class	12 Month Arrangements	Average Monthly Arrangement Amount for 12 month
Commercial	7	\$ 87.99
Residential	1,155	\$ 65.84
Total	1,162	\$ 65.98

* 12 month arrangements are only tracked as to who has signed up for the arrangement. This does not distinguish those who have kept.