

Exhibit No.:
Issue: *Quality of Service*
Witness: *Scott J. Glasgow*
Sponsoring Party: *MoPSC Staff*
Type of Exhibit: *Surrebuttal Testimony*
File No.: *EC-2015-0309*
Date Testimony Prepared: *December 18, 2015*

MISSOURI PUBLIC SERVICE COMMISSION
COMMISSION STAFF DIVISION
OPERATIONAL ANALYSIS DEPARTMENT
CONSUMER & MANAGEMENT ANALYSIS UNIT

SURREBUTTAL TESTIMONY

OF

SCOTT J. GLASGOW

KANSAS CITY POWER & LIGHT COMPANY
KCP&L – GREATER MISSOURI OPERATIONS

CASE NO. EC-2015-0309

Jefferson City, Missouri
December 18, 2015

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Q. Please state your name and business address.

A. Scott J. Glasgow, P.O. Box 360, Jefferson City, Missouri 65102.

Q. By whom are you employed and in what capacity?

A. I am a Utility Management Analyst III in the Consumer and Management Analysis Unit of the Missouri Public Service Commission (Staff).

Q. Have you testified before the Commission before?

A. No.

Q. Describe your educational and professional background.

A. In 1995, I graduated from the University of Missouri – St. Louis with a Bachelor of General Studies (a multidisciplinary degree). I began employment with the Commission in September of 2010 and I have worked in multiple areas at the Commission. My first position at the Commission was as a Consumer Service Specialist I in the Consumer Services Department. I then obtained a position as a Utility Operations Technical Specialist II working jointly for the Telecommunications Department and the Engineering Analysis Unit. I began my present position as a Utility Management Analyst III in May of 2015. In my previous experience, I worked five years as a Customer Service Manager for Charter Communications with responsibility for multiple areas including business/residential high

1 speed internet, video, telephone repair, and sales. Prior to the Charter Communications
2 position, I worked as a Team Manager for Southwestern Bell, d/b/a AT&T coaching customer
3 service representatives in sales, meeting telephone standards and guidelines. Prior to the
4 AT&T position, I worked as a Site Director for a telemarketing call center managing all
5 aspects of the call center's day-to-day operations.

6 **EXECUTIVE SUMMARY**

7 Q. What is the purpose of your testimony?

8 A. The purpose of my testimony is to explain the development of the schedule
9 entitled LAK-s3 attached to Lisa Kremer's surrebuttal testimony.

10 Q. Did you produce Schedule LAK-s3?

11 A. Yes.

12 Q. How did you come to produce Schedule LAK-s3?

13 A. Lisa A. Kremer, Manager of the Consumer and Management Analysis Unit,
14 directed me to review Allconnect customer service calls provided by Kansas City Power &
15 Light Company (KCP&L). Ms. Kremer had previously reviewed the calls as had Patricia
16 Smith of the Consumer and Management Analysis Unit, who had left the Unit to take other
17 employment several months previously. She asked me to review each phone call and record
18 the following specific information: 1) whether KCP&L and KCP&L Greater Missouri
19 Operations Company (GMO) customers were provided confirmation numbers by Allconnect
20 customer service representatives 2) whether the confirmation number were given before or
21 after the Allconnect sales presentation, or 3) whether the customer had to ask for the
22 confirmation number.

23 Q. How did Staff receive these calls from KCP&L-GMO?

1 A. It is my understanding that Staff initially listened in KCP&L-GMO's call
2 center in Raytown, Missouri on October 3, 2013 to 45 recordings of new or transfer
3 connection service customers' phone calls to KCP&L-GMO customer service representatives
4 who were then transferred to Allconnect customer service representatives. Additionally, Staff
5 listened to 10 escalated calls. The 45 calls were specifically selected by Staff as a sample
6 from multiple areas of KCP&L-GMO's service territory. Staff traveled to KCP&L-GMO's
7 Raytown office to listen to the calls because KCP&L-GMO initially expressed security
8 concerns with having the calls in Staff's possession.

9 The Allconnect customer service representatives were located in an Allconnect
10 customer call center in a different state. The Allconnect customer service representatives
11 were supposed to verify customer data and give to the KCP&L-GMO customers confirmation
12 numbers after they verified the customer information.

13 Staff Counsel's Office subsequently requested from KCP&L's Law Department all
14 55 call recordings and KCP&L-GMO complied. Staff subsequently requested a second
15 sample of calls similar in size to the original sample it listened to on October 3, 2013. In Staff
16 Data Request No. 51 in File No. EO-2014-0306, the Staff requested in electronic format by a
17 physical medium, e.g., on a compact disc, the recorded calls of 45 separate individuals to a
18 KCP&L-GMO customer service representative seeking to establish new electric service or
19 transfer electric service to a different location served by KCP&L-GMO. These calls were
20 then transferred from the KCP&L-GMO customer representative to a Allconnect customer
21 representative, where the intent was for the Allconnect customer representative to verify the
22 customer information, then provide a confirmation number, and then attempt to engage the
23 KCP&L-GMO customer in subscribing to home products and services.

Surrebuttal Testimony of
Scott J. Glasgow

1 In addition to the calls mentioned above, Staff also requested other phone calls. In
2 total, Staff received 86 Allconnect customer service calls (which was less than the total of
3 KCP&L-GMO customer service calls).

4 Q. Does Schedule LAK-s3 represent KCP&L-GMO calls before the call was
5 transferred to Allconnect and if not, why?

6 A. No. Schedule LAK-s3 only represents customer calls after being transferred
7 from KCP&L-GMO customer representatives to Allconnect customer service representatives.
8 The intent of LAK-s3 is to determine if KCP&L-GMO customers received the confirmation
9 number, and if the customers received the confirmation number, was it given before or after
10 the Allconnect sales presentation or whether the customer had to ask for the confirmation
11 number.

12 Q. Did you conduct this review?

13 A. Yes. I listened to all Allconnect customer service calls Staff received and
14 marked each one according to the criteria that Ms. Kremer provided.

15 Q. Are the results of your review provided in schedule LAK-s3?

16 A. Yes

17 Q. Does this conclude your surrebuttal testimony?

18 A. Yes.

BEFORE THE PUBLIC SERVICE COMMISSION

OF THE STATE OF MISSOURI

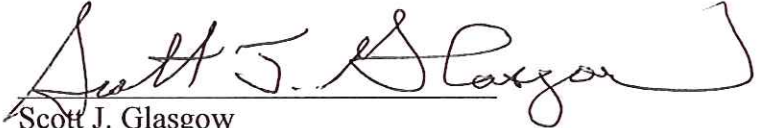
Staff the Missouri Public Service)
Commission, Complainant, vs. Kansas City) Case No. EC-2015-0309
Power & Light Company and KCP&L)
Greater Missouri Operations Company,)
Respondents)

AFFIDAVIT OF SCOTT J. GLASGOW

STATE OF MISSOURI)
) ss.
COUNTY OF COLE)

COMES NOW Scott J. Glasgow and on his oath declares that he is of sound mind and lawful age; that he contributed to the foregoing Surrebuttal Testimony and that the same is true and correct according to his best knowledge and belief.

Further the Affiant sayeth not.

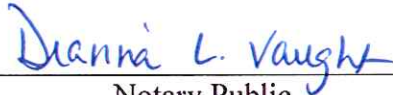


Scott J. Glasgow

JURAT

Subscribed and sworn before me, a duly constituted and authorized Notary Public, in and for the County of Cole, State of Missouri, at my office in Jefferson City, on this 18th day of December, 2015.

DIANNA L. VAUGHT
Notary Public - Notary Seal
State of Missouri
Commissioned for Cole County
My Commission Expires: June 28, 2019
Commission Number: 15207377



Notary Public