

**BEFORE THE PUBLIC SERVICE COMMISSION
OF THE STATE OF MISSOURI**

Staff of the Missouri Public Service Commission,)	
)	
Complainant,)	
)	
v.)	File No. EC-2015-0309
)	
Kansas City Power & Light Company)	
)	
And)	
)	
KCP&L Greater Missouri Operations Company,)	
)	
Respondents.)	

**RESPONSE TO ORDER DIRECTING FILING
OF KANSAS CITY POWER & LIGHT COMPANY
AND KCP&L GREATER MISSOURI OPERATIONS COMPANY**

COME NOW Kansas City Power & Light Company and KCP&L Greater Missouri Operations Company (collectively, the “Company”), and hereby files the Company’s *Response To Order Directing Filing*. In support, the Company states as follows:

1. In its *Report And Order* (“*Order*”) in this case issued on April 27, 2016, the Commission stated at Ordered Paragraph 2 on page 23:

If Kansas City Power & Light Company and KCP&L Greater Missouri Operations Company wish to continue their contractual relationship with Allconnect, Inc. they shall file for Commission approval a modified customer service representative script to ensure that customers give their informed consent before their calls and related information are transferred to Allconnect.

2. On pages 21-22 of the *Order*, the Commission also provided additional direction regarding the contents of the customer service representative script as follows:

If KCP&L and GMO wish to continue their contractual relationship with Allconnect by transferring customer calls and related information, they must ensure that customers understand that they have the option to transfer to Allconnect; that they can complete their business with KCP&L or GMO without

having to transfer to Allconnect; and that Allconnect is a third-party that offers services separate and apart from the services offered by the utility. KCP&L and GMO will need to modify the script used by their customer service representatives regarding the proposed transfer to Allconnect to obtain the informed customer consent.

3. In response to the *Order*, the Company proposes to revise the customer service representative script as follows:

Mr. / Ms. ____ Now that I have completed your order, I'd like to transfer you and your order information to our partner Allconnect, a company that can confirm your electric service order for accuracy and assist you with the transfer or setup of your other home services, such as TV and internet. May I transfer you at this time?

4. The proposed revised script meets the criteria set forth in the *Order* (pp. 21-22), as explained in the table below:

Script Element	Criteria it meets
<i>Now that I have completed your order, I'd like to...</i>	They can complete their business with KCP&L or GMO without having to transfer to Allconnect.
<i>...I'd like to transfer you and your order information to our partner Allconnect, a company that can confirm your electric service order for accuracy and assist you with the transfer or setup of your other home services, such as TV and internet.</i>	Allconnect is a separate company and a KCP&L partner that offers services separate and apart from the electric service offered by the utility.
<i>May I transfer you at this time?</i>	They must ensure that customers understand that they have the option to transfer to Allconnect.

5. The Company shared this proposed revised script with representatives of the Commission Staff and the Office of the Public Counsel prior to filing this pleading and remains interested in their feedback. Nevertheless, in an effort to obtain Commission approval of script

revisions prior to the effective date of the *Order* (i.e., May 27, 2016), the Company believed it was important to make this filing as promptly as possible.

WHEREFORE, the Company respectfully requests that the Commission approve the above-referenced script to be used as a guide by the Company's customer service representatives on and after the effective date of the *Order* (i.e. May 27, 2016).

Respectfully submitted,

/s/ Robert J. Hack

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and KCP&L Greater Missouri Operations Company

CERTIFICATE OF SERVICE

I do hereby certify that a true and correct copy of the foregoing document has been electronically mailed this 10th day of May, 2016 to all counsel of record in this proceeding.

/s/ Robert J. Hack

Robert J. Hack