

**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.)	

**KANSAS CITY POWER & LIGHT COMPANY AND
KCP&L GREATER MISSOURI OPERATIONS COMPANY’S
RESPONSE TO REQUEST FOR LATE-FILED INFORMATION**

COME NOW Kansas City Power & Light Company (“KCP&L”) and KCP&L Greater Missouri Operations Company (“GMO”; collectively, the “Company”), by and through undersigned counsel, and hereby files its response to the Missouri Public Service Commission’s (“Commission”) request for late-filed information.

1. (Tr. 454-455). Percentage of calls transferred by KCP&L to Allconnect during 2005-2007 – Although this specific information cannot be found, the Company has located the number of calls transferred by KCP&L to Allconnect during 2005-2007 – KCP&L transferred 11,548 calls to Allconnect from April 2005 through November 2007; See Attachment A.

2. (Tr. 415). Script used by KCP&L CSRs for transfer of call to Allconnect during 2005-2007 – Cannot be found.

3. (Tr. 415). Script currently in use by Company CSRs for transfer of calls to Allconnect – See Attachment B.

4. (Tr. 415). Script currently in use by an Allconnect utility partner's CSRs for transfer of calls to Allconnect when customer consent for call transfer is obtained – See Attachment C.

WHEREFORE, the Company respectfully submits this Response to request for late-filed information.

Respectfully submitted,

/s/ Robert J. Hack

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Attorneys for Kansas City Power & Light
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Operations Company

CERTIFICATE OF SERVICE

I do hereby certify that a true and correct copy of the foregoing document has been electronically mailed this 8th day of February, 2016 to all counsel of record in this proceeding.

/s/ Robert J. Hack

Robert J. Hack

Jan	Feb	Mar	Apr	May	June	July	Aug	Sept	Oct	Nov	Dec
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2005:

-	-	-	8	13	33	406	1,242	930	770	633	545
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2006:

560	604	601	478	605	644	578	550	431	394	276	177
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2007:

168	8	73	174	207	185	138	102	8	5	2	-
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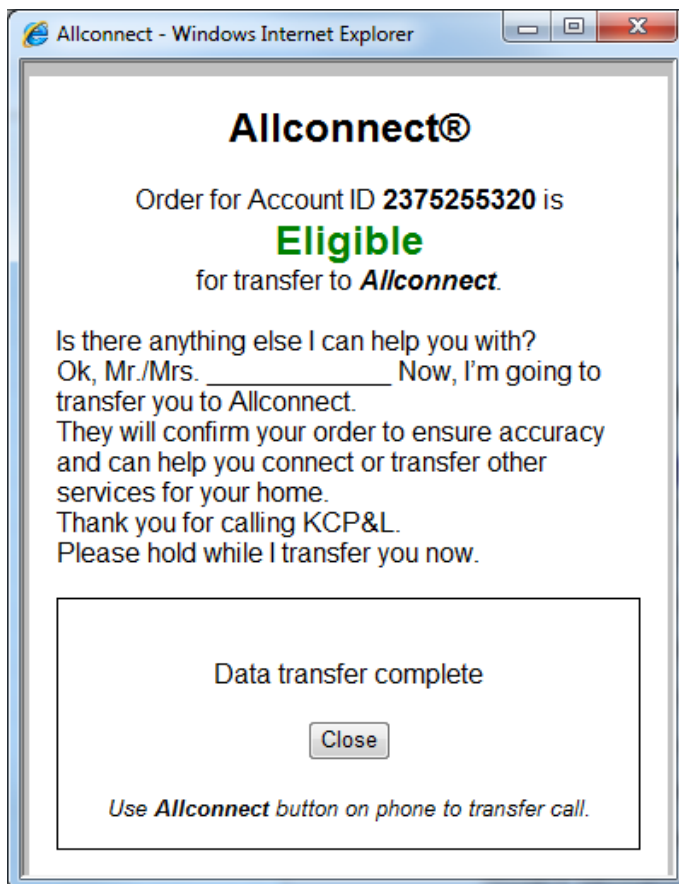
KCP&L to Allconnect Transfer Guidelines

Upon completion of a Turn On/Transfer order, a message will appear in the customer information system (CIS+) indicating if a customer is Eligible or Not Eligible. If the customer is eligible for Allconnect:

Advise the customer:

- They will be transferred to Allconnect.
- Their order will be verified.
- Their confirmation number will be provided.
- They will be offered other services for their home (such as home phone, TV, internet)

Below is the pop up screen CSRs receive as they navigate through the system/process that gives suggested scripting:



Script of Agent Transfer Model

"I have completed your order. And now with your permission, I would like to get you to Allconnect, a company that will help you with other services regarding your move at no additional charge. Is that ok?"