

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

Larry Deshotels,)	
)	
Complainant,)	
)	
v.)	<u>Case No. EC-2024-0168</u>
)	
Evergy Missouri West, Inc. d/b/a Evergy)	
Missouri West,)	
)	
Respondent.)	

STAFF REPORT

COMES NOW the Staff of the Missouri Public Service Commission (“Staff”),
by and through the undersigned counsel, and for its *Staff Report* respectfully states:

1. On November 14, 2023, Larry Deshotels (“Complainant”) filed a formal complaint (“Complaint”) against Evergy Missouri West, Inc. d/b/a Every Missouri West (“Respondent”).¹

2. Complainant is seeking reimbursement for damage done to a microwave due to voltage fluctuations/surges that began at this home on June 8, 2023. Complainant is also seeking reimbursement for what he alleges were unnecessary upgrades he made to address the voltage fluctuations/surges.

3. Having concluded its investigation, Staff offers its *Staff Report*, which details Staff’s investigation and analysis, attached hereto as Appendix A. In summary, Staff has discovered no violations of any applicable statutes, Commission rules, or Commission-approved tariffs by Respondent related to this Complaint.

¹ Respondent’s Answer, filed on December 15, 2023, asserts that the Complainant is actually served by Evergy Missouri Metro, Inc. d/b/a Evergy Missouri Metro.

4. However, it does appear from Staff's investigation that Respondent's actions resulted in unnecessary delays in resolving Complainant's voltage issues and restoring service to his property.

5. Staff recommends that Respondent conduct a thorough review of its procedures regarding its responses to customer related problems. This review would include determining the appropriate investigation a troubleman² should take upon the initial response to a customer's concerns. The initial response should also include an appropriate amount of testing of equipment to ensure that a one-time test does not provide a false reading. Another area for review should include a thorough review of the Company's internal policies for closing open tickets and responding to calls for restoration of service.

6. Staff's findings and analysis in the attached Appendix A more fully explains the circumstances that led Staff to its conclusions and recommendations.

WHEREFORE, Staff hereby tenders its *Staff Report* for the Commission's information and consideration.

Respectfully Submitted,

/s/ Travis J. Pringle

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² A troubleman is typically a lineman who is effectively a "first responder" to a dispatch regarding a power or lighting problem. A troubleman is generally responsible for locating the source of electric powerline disturbances or failures and replace or repair defective equipment and accessories. A troubleman will often exercise independent judgement and decision making.

CERTIFICATE OF SERVICE

I hereby certify that copies of the foregoing have been mailed, hand delivered, transmitted by facsimile or electronically mailed to all parties and/or counsel of record this 29th day of February, 2024.

/s/ Travis J. Pringle