

**STATE OF MISSOURI  
PUBLIC SERVICE COMMISSION**

At a session of the Public Service  
Commission held by telephone  
and internet audio conference  
on the 4<sup>th</sup> day of November,  
2020.

In the Matter of the Application of Evergy )	
Missouri West, Inc. d/b/a Evergy Missouri )	<b><u>File No. ET-2021-0110</u></b>
West for Approval of Tariff Revisions )	

**ORDER APPROVING PROPOSED TARIFF WORDING**

Issue Date: November 4, 2020

Effective Date: November 14, 2020

On October 8, 2020, Evergy Missouri West, Inc. d/b/a Evergy Missouri West filed an application for approval of three tariff revisions as part of its Customer Forward Program. Attached to the application as Exhibit A are exemplars of the tariff sheets to be filed, but no changes to the tariffs have yet been officially filed. Evergy Missouri West requested waiver of the Commission's sixty-day notice requirement, and also requested a Commission order approving the application by November 11, 2020, in order to meet its deadline for testing of changes to its customer systems. Tariffs are expected to be filed later, after testing, to coincide with a January 18, 2021, implementation date.

The Commission issued notice of the filing, set an intervention deadline, and directed the Staff of the Missouri Public Service Commission (Staff) to submit a recommendation. Staff submitted a recommendation on October 23, 2020, recommending that the Commission approve Evergy Missouri West's application with a wording modification. No other party commented on the application or responded to Staff's recommendation.

The proposed tariff revisions all relate to Evergy Missouri West's Customer Forward Program, which will serve to integrate and consolidate the customer service systems in all Evergy jurisdictions. The first revision is to change the name of its Level Payment Plan to Average Payment Plan, which will align with the name used by its sister company, Evergy Metro, Inc. No other change is being made to this program except its change of name.

The second revision adds language to better explain the estimation process. No change is being made to the approved estimation process; however, additional phrasing was determined to help more accurately describe the existing process. In the only change to Evergy Missouri West's proposed language, Staff and the Office of Public Counsel (OPC) recommended changing the proposed phrase "last read plus" to "last read plus the". The description of the calculation would thus be as follows: "For customers with Advanced Metering Infrastructure (AMI) meters, when a current meter read is unavailable, the Meter Data management (MDM) system will average consumption from the last read plus the three-prior days to estimate the daily meter read."

The third revision would allow non-residential customers to pay with an approved credit or debit card while incurring a third-party vendor transaction fee. Staff's review of the third revision led it to conclude that there is no rule or tariff prohibition against paying via credit or debit card through a third-party vendor; therefore no Commission approval was necessary for this revision. However, Staff noted that the third revision may assist customers in differentiating the treatment of residential versus non-residential, thus Staff does not oppose Evergy Missouri West's proposed third revision.

The Commission has reviewed Evergy Missouri West's application and Staff's recommendation and memorandum, and finds the proposed tariff revisions acceptable. As no tariff changes are being approved, the Commission will hold open this file for receipt of the final tariff proposed changes in anticipation of the expected future tariff filing to meet the January 18, 2021, implementation date.

Lastly, the Commission will grant Evergy Missouri West's request for waiver of the sixty-day case filing notice requirement under 20 CSR 4240-4.017. The Commission finds good cause exists for waiver based on Evergy Missouri West's verified declaration that it had no communication with the Commission regarding substantive issues likely to arise in this file within 150 days before filing its application.

So that the testing program can begin close to Evergy Missouri West's chosen start date, this order will be made effective in less than thirty days.

**THE COMMISSION ORDERS THAT:**

1. The sixty-day notice of case filing requirement is waived for good cause found pursuant to 20 CSR 4240-4.017(1)(D).
2. Evergy Missouri West's tariff revision application is approved for customer testing as described above and in the application, subject to the wording change recommended by Staff and OPC related to the estimation of bills as described in the body of this order.
3. This order shall become effective on November 14, 2020.



**BY THE COMMISSION**

*Morris L. Woodruff*

Morris L. Woodruff  
Secretary

Silvey, Chm., Kenney, Rupp, Coleman, and  
Holsman CC., concur.

Hatcher, Regulatory Law Judge

**STATE OF MISSOURI**

**OFFICE OF THE PUBLIC SERVICE COMMISSION**

**I have compared the preceding copy with the original on file in this office and I do hereby certify the same to be a true copy therefrom and the whole thereof.**

**WITNESS my hand and seal of the Public Service Commission, at Jefferson City, Missouri, this 4<sup>th</sup> day of November, 2020.**



  
**Morris L. Woodruff**  
**Secretary**

**MISSOURI PUBLIC SERVICE COMMISSION**

**November 4, 2020**

**File/Case No. ET-2021-0110**

**Missouri Public Service  
Commission**

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**Enclosed find a certified copy of an Order or Notice issued in the above-referenced matter(s).**

**Sincerely,**



**Morris L. Woodruff  
Secretary**

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Recipients listed above with a valid e-mail address will receive electronic service. Recipients without a valid e-mail address will receive paper service.