

KCPL and KCPL GMO  
Case Name: KCPL/GMO Allconnect Complaint  
Case Number: EC-2015-0309

FILED  
January 29, 2016  
Data Center  
Missouri Public  
Service Commission

Response to Dottheim Steve Interrogatories - MPSC\_20151125  
Date of Response: 12/11/2015

Question:0058S

SUPPLEMENTAL:

Mr. Scruggs states at page 7, lines 19-21 of his rebuttal testimony that "[c]ustomer data is purged from the system where our Allconnect agents are able to view it after 30 minutes of the data being received by Allconnect." The Staff does not find this sentence to be self-explanatory. (a) Please fully explain this sentence noted above. (b) What is the timing of the "purging" of the "customer data" from the "system"? (c) What does Mr. Scruggs mean by the words "purged" and "system"? (d) What "customer data" does Allconnect "purge," i.e., is it the customer data transferred by the KCPL-GMO customer service representative, does it include the customer information collected by the Allconnect customer service representative, or is it only the customer data collected by the Allconnect customer service representative that is "purged"? (e) Is the "customer data" that Allconnect submits to Home Depot so that Home Depot can send the KCPL-GMO customer a coupon(s) purged from the Home Depot system? (f) Please provide a copy of all documentation related to Allconnect's oversight of KCPL-GMO customer information that indicates that this "purging" activity is actually a part of Allconnect's activities. (g) Please provide a copy of all documentation, including policies and procedures, to individuals acting on behalf of Allconnect instructing those individuals that customer data is to be purged from the Allconnect system.

Response:

(f)&(g):

Data is purged after 35 days in compliance with payment card industry data security standards. The purge is done automatically using a script that runs against the database.

Attachment: Q0058S\_Verification.pdf

Staff Exhibit No. 112  
Date 1/20/16 Reporter JE  
File No. EC-2015-0309

## *Verification of Response*

**Kansas City Power & Light Company  
AND**

**KCP&L Greater Missouri Operations**

**Docket No. EC-2015-0309**

The response to Data Request # 0058S is true and accurate to the best of my knowledge and belief.

Signed: \_\_\_\_\_

*Tim Rush*

Date: December 11, 2015