



Missouri time-based Frequently Asked Questions

Q: What is happening and when will it happen?

A: Evergy will be moving its Missouri residential customers over to time-based rate structures in the fall of 2023. In December 2022, the Missouri Public Service Commission (MPSC) issued an order requiring Evergy to phase out its residential rate options, including the Standard Tier Rate (General Use Rate) and All-Electric Rate (Space Heating Rate), and transition all residential customers to time-based rate structures by the end of 2023. Under this mandate, a new default time-based rate was created for customers, but additional time-based rates were also created to allow customers to pick a rate that might best fit their lifestyle. In the fall, Evergy will switch customers to the Standard Peak Saver plan, unless a customer decides to pick from one of the other optional time-based rates. Starting in October 2023 (October for Missouri Metro and November for Missouri West), Evergy will start the process of transitioning all customers to the new time-based rate structures and ensure that all Missouri residential customers are on a time-based rate by year-end.

Q: Why did the MPSC decide to require time-based for Missouri residential customers?

A: Time-based pricing is intended to encourage customers to use electricity during times of the day when power is cheaper and demand is lower, helping to alleviate strain on the electric grid. It is possible that the Commission felt that due to changing weather patterns, the addition of more renewables, and the increased costs to maintain the power grid, time-based rates could help manage costs while also helping improve reliability.

Q: Are there tools or calculators available to help customers understand the impact of time-based?

A: Yes. Evergy is creating several resources to assist customers' understanding of the various time-based rate options and the rate impacts on their energy bills. Evergy will send a Rate Education Report in both paper and email format to Missouri customers. This report will utilize each customer's usage data over the past year to estimate what they may have paid on each of the new time-based rates. In addition, Evergy will provide an online Rate Analysis Tool accessible through a customer's MyAccount portal. Once customers log in, they can use the tool to determine which rate is most suitable for them based on their usage history. Customers can also use the online Rate Simulator to identify any necessary lifestyle adjustments that may help them save even more money on time-based rates. Evergy's Customer Service team is also ready to answer any questions they have about what is coming, and how they can select a plan that best fits their needs.



Q: What are the new Missouri time-based rate options?

A: Evergy's website provides customers detailed information on the four different time-based rate options, including the new default time-based rate. Comprehensive information regarding each of the time-based rate options is available on the rate options page on [evergy.com](https://www.evergy.com).

Rate Name	Default/Options	Additional Details
Standard Peak Saver	Default	https://www.evergy.com/manage-account/rate-information-link/plan-options/standard-peak-plan
Nights and Weekends Saver	Optional	https://www.evergy.com/manage-account/rate-information-link/plan-options/nights-and-weekends-saver
Nights and Weekends Max Saver	Optional	https://www.evergy.com/manage-account/rate-information-link/plan-options/nights-and-weekends-max-saver
Peak Reward Saver	Optional	https://www.evergy.com/manage-account/rate-information-link/plan-options/peak-reward-saver

Q: How will Missouri customers be transitioned to time-based and where can they pre-sign up?

A: Evergy is starting a customer education campaign in early summer 2023 to help customers better understand which plan is best for them. The campaign will aim to encourage customers to enroll in one of the time-based rate options before October to avoid being automatically switched to the new default time-based rate if they haven't signed up for time-based by the transition deadline. Starting in October, Evergy will begin transitioning Missouri Metro non-time-based customers to the new default time-based rate, followed by Missouri West customers in November. Customers not already on a time-based rate will be gradually phased into the default time-based rate based on their October bill cycle (Missouri Metro) or their November bill cycle (Missouri West).

Q: How can Evergy's Missouri residential customers save money with time-based?



A: There are a lot of ways to save money on a time-based plan—all it takes is planning and attention to how customers use energy in their homes in order to pick which plan fits their households' needs best.

As customers are reviewing the plan options, here are some things to consider:

- **Do you have smart appliances in your home?** Some home appliances allow you to control them remotely or delay operations for certain times of the day. This means you can schedule your dishwasher or clothes dryer to run during off-peak hours or set your smart thermostat to avoid the peak times. Some appliances can be programmed to automatically switch on when rates are low.
- **Shift energy usage to off-peak hours:** Customers can save by shifting energy-intensive activities such as running the dishwasher, doing laundry, or charging electric vehicles to off-peak hours when the rates are lower. This way, you can take advantage of the cheaper rates and reduce your overall energy costs.
- **Are you an EV driver?** By setting your car to charge overnight, EV drivers can save big on your fueling costs. Set your car or home charger to start during off-peak times and wake up to a full charge at a much lower price.

Q: What happens if a customer signs up for a plan and wants to change?

A: If a customer signs up for a rate plan and later decides to make a change, they have the flexibility to do so at any time. However, we suggest waiting for 2-3 months after switching to the new rate plan. This timeframe allows customers to gain a better understanding of how the new rate plan impacts their energy bills. Our online rate analysis tool will continue to adapt based on the customer's energy usage. This tool can be utilized by customers at any time to assess and compare different rate plans, helping them determine which plan may be the most suitable for their needs.

Q: When will the change to time-based rates happen?

A: Starting in the fall, Evergy will be implementing new time-based rate structures for its customers. By default, customers will be switched to the Standard Peak Saver plan, unless they actively choose one of the other optional time-based rates. The transition process will begin in October 2023 for Missouri Metro customers and in November 2023 for Missouri West customers. Evergy aims to ensure that all residential customers in Missouri are on a time-based rate by the end of the year.