



Energizing facts for new residential customers



8. Other Services. This section summarizes charges for services other than energy, such as Meter-based Surge Protection.

9. Bill Stub. Use the back of the bill stub to update your mailing and contact information. Supplying us with the current phone number for your service address helps make outage reporting easier.

Understanding your billing charges

Rate Code. The code that defines the customer selected rate schedule for service. Rate tariffs are available at www.kcpl.com.

Energy Charge. The portion billed for the kilowatt-hours of electricity you use.

Customer Charge. A minimum monthly charge that covers KCP&L's costs to meter and bill your account and provide customer service.

Fuel Adjustment Cost (FAC). A charge that reflects the increase or decrease of the cost of fuel to generate electricity.

Franchise Fee. A municipal fee charged to KCP&L by your city for the right to bring utility lines across city property to serve you. We are required to list this fee separately on your bill.

State Sales Tax. A tax applicable to taxable sales made within Missouri.

City Sales Tax. A tax applicable to taxable sales made within your city's limits.

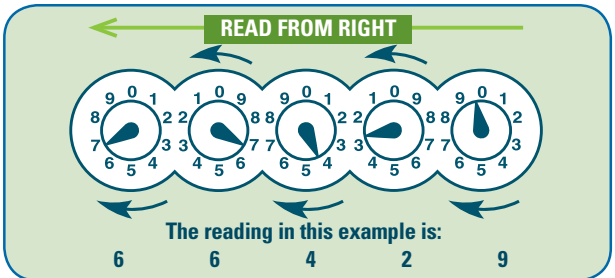
County Sales Tax. A tax applicable to taxable sales made within your county's limits.

Special Districts (Fire, ambulance, etc.). A tax applicable to taxable sales made within your special taxing district boundaries.

About Estimated Bills. KCP&L must read meters at least once every three months to ensure billing accuracy. When we're unable to read meters due to weather, locked gates or pets, we estimate usage based on account history. The amount is adjusted in the months that follow.

How to read your meter

You can monitor your usage by reading your own electric meter. Located at the side or back of your house or building, your meter has five dial faces. When a dial hand is between numbers, always use the smaller number. For example, between nine and zero (10), use nine.



To measure the kilowatt-hours used during a given period, take one reading at the beginning and another at the end. Subtract the first reading from the last.

Service arrangements

Avoiding Account Problems. Your bill is due upon receipt. Call us immediately if you can't pay your bill on time, receive a service cancellation notice or have any problem with your bill. With your cooperation, we may be able to continue service while the problem is resolved. Many problems can be taken care of by phone.

Deposits. Cash deposits or guarantees may be required from customers who are disconnected for non-payment, or have insufficient credit or a history of past-due payments. In Missouri, the deposit earns simple interest, which is returned along with the original deposit, once a satisfactory one-year payment record is established or if you move from KCP&L's service territory. Accrued interest on deposits held is credited in January.

Payment Arrangements. With prior notice, payment arrangements can be made for customers on extended vacation. When there's a medical emergency, we can postpone service cancellations for up to 21 days. During cold weather periods, special considerations are made for seniors and customers with disabilities. If you experience another circumstance that may delay payment, contact us as soon as possible to make arrangements and to avoid service cancellation.

Disconnection for Nonpayment. A disconnect notice will tell you what you can do to continue service. You'll need to make arrangements at least 24 hours before the service cancellation date stated on your notice. If we don't hear from you, we'll try to contact you prior to disconnecting service. Service disconnections are generally done between 8 a.m. and 4 p.m., at least 11 days after we've mailed the notice. We will charge reconnection and service deposit fees.

Once a delinquent payment is received, a reasonable effort will be made to restore service on the day restoration is requested.

Although we don't routinely disconnect service without advance notice, there are times when we must for health, safety, emergency or maintenance reasons, or when someone tampers with our equipment.

Transferring or Closing an Account. Contact KCP&L by phone or online if you're planning a move. We connect and disconnect service every weekday except holidays. You will need to have the following information available: 1) the name on your account 2) your current address or account number 3) the moving date 4) your new address and date you want service or the address for mailing your final bill 5) a phone number for your new home and work 6) your employer 7) your Social Security number and 8) your spouse or roommate's Social Security number.

Resolving disputes

KCP&L's prices and practices are regulated by the Missouri Public Service Commission. Federal and local agencies oversee our operations. Copies of price schedules and general rules and regulations are available at www.kcpl.com.

In the unlikely event you have a problem with a bill, here are the steps to take to resolve the problem as soon as possible:

- Contact KCP&L immediately. We'll record the date and time you called.
- Be willing to cooperate with any investigation.
- If your issue is with the billing amount, we'll ask you to pay the undisputed portion.
- If we can't resolve the dispute, you may contact the Missouri Public Service Commission in your state to file an informal complaint.

Missouri Public Service Commission
P.O. Box 360, Jefferson City, MO 65102
1-800-392-4211

The Commission will investigate the dispute and try to resolve it. If the outcome of an informal complaint is not satisfactory, either you or KCP&L may file a formal complaint. A formal complaint will follow the legal rules established by the commission.

Your consumer advocate

In Missouri, the Office of the Public Counsel represents the interests of utility customers in proceedings and appeals from the Missouri Public Service Commission.

Office of the Public Counsel
Governor Office Building, Suite 650
P. O. Box 7800, Jefferson City, MO 65102
Telephone: (573) 751-4857

Special programs

Dollar-Aide. You can help provide energy assistance to residents in need by making direct donations or by pledging regular amounts added to your monthly KCP&L bill. Funds are administered by the Mid-America Assistance Coalition and the United Way of St. Joseph. KCP&L matches every dollar donated with a 50-cent energy credit.

Adjustable Due Dates. Qualified customers can schedule KCP&L payment dates to correspond with the receipt of their Supplemental Security Income or Social Security benefits.

Special Medical Conditions. If any member of your household depends on electrically operated life-support equipment, contact KCP&L by phone or online for a Medical Customer application form.

Special Friend Notification. Customers 60 or older who are disabled or expect to be away for long periods may give KCP&L the name of a relative, friend or agency to contact if their payments become overdue. This "special friend" would not be responsible for payment, but could help avoid credit problems or service cutoffs.

Billing and payment options

Pay by Mail. When you receive your monthly bill, mail the statement back with your payment in the return envelope provided with the billing. Allow up to one week for delivery and posting to your account.

Pay in Person. Pay your bill by cash, check or money order at an authorized walk-in location. All you need is your monthly statement or account number. Authorized locations apply payment to your account within three business days. There may be a small convenience fee. *Unauthorized* locations may result in posting delays and fees in excess of \$1. For a complete list of authorized locations, visit www.kcpl.com or call KCP&L.

Pay Online. Our online account management system, AccountLink, lets you pay your bill using a bank withdrawal, debit or Visa/MasterCard credit card. Payments made before 2:30 p.m. weekdays, except holidays, will be credited to your account the same day.

Pay by Phone. You can pay your bill by phone with an electronic check, debit card, or Visa or MasterCard credit card. If you pay by check, please have your KCP&L account number, bank account number and routing number handy. Payments made to your account by 5 p.m. will be applied within one business day.

Budget Billing. Budget Billing averages your last 12 bills, giving you a fixed monthly payment regardless of seasonal ups and downs. Your account is reviewed periodically and adjusted as needed based on usage and rate changes. Each month, you'll find an up-to-date status for your account shown on your bill.

Paperless Billing. Receive your bill via e-mail, simplifying your life and conserving natural resources. The e-mail includes a link to your online account, so you can log on instantly, review and pay your bill.

Automatic Payments. Ensure your payments are always on time. Each month, KCP&L will send you a billing statement or paperless e-bill for review. Unless we hear from you, we'll deduct the amount due from your account on your regular due date. Please notify us at least three business days in advance if you need to stop an electronic funds transfer. Login or register for account access at www.kcpl.com to sign up for automatic payments.

Payments refused due to insufficient funds can result in late payments and late fees.

Energy solutions



AccountLink. Access your bills, energy usage and transaction records online, pay electronically and even receive e-mail bills.



Weatherization. Take advantage of energy efficiency services for your home, if your income qualifies.



Cool Homes. Qualify for up to \$850 in rebate incentives when you upgrade working HVAC equipment with a higher efficiency system.



Home Performance with ENERGY STAR®. Receive rebates for improving efficiency in your home by having a certified contractor perform a home audit.



Meter-based Surge Protection. Safeguard expensive electronics from damaging power surges at your meter. *Meter-based Surge Protection is not regulated by the Missouri Public Service Commission.*



Energy Optimizer. Minimize your heating and cooling costs with a free, professionally installed Honeywell programmable thermostat.



Energy Analyzer. Use this free, interactive tool to understand your home energy use and learn how you can conserve energy and save money.



Heat Pump. Invest in an energy-efficient heat pump and receive a lower rate eight months out of the year.

Call before you dig

Contact with underground electrical lines can be deadly. Before starting any project that requires digging or excavating, call to get your underground utility lines marked for *free*. Allow at least three working days for lines to be marked. One-Call service numbers: **National, 811** (connects you with your area's service) or **Missouri, 1-800-DIG-RITE**.

How to reach us

For service or billing-related needs, call:

Metropolitan Kansas City **(816) 471-5275**

Toll-free **1-888-471-5275**

To report emergencies or lights out, call toll-free:

..... **1-888-544-4852**

Complete account- and service-related assistance, outage reporting and bill payment are available at **www.kcpl.com**.

Energizing Facts is provided in accordance with the rules of the Missouri Public Service Commission.





P.O. Box 418679
Kansas City, MO 64141-9679