

Automatic Payment Authorization Form

To have monthly payments automatically deducted from your checking account, enroll online through AccountLink or mail the completed form below, along with a voided check, to:

Remittance Processing

KCP&L

P.O. Box 11739

Kansas City, MO 64138-0239

Or fax your completed form to: (816) 737-7449



Automatic Payment Authorization Form

I authorize my bank to deduct monthly KCP&L payments for electric service from my bank account. I understand that I am in complete control of my payments. I can stop participating at any time by notifying KCP&L at least three business days prior to the bill due date.

Your KCP&L account number

Name

Street Address

City

State

ZIP

Bank account owner's signature

Date

Home Phone

()

E-mail

Manage your account

AccountLink. AccountLink is a free, secure online service that allows you to manage and access your account at your convenience, 24/7. In addition to the ability to review and pay bills, you get immediate and unlimited access to your account to check payment status, monitor electric usage and compare monthly bills to see how your energy use varies.



We're here to help

If you would like to talk with a customer service representative, please call:

Kansas City Metro Area **(816) 471-5275**

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

Our representatives are available 24/7, including holidays. Additional information is available online at www.kcpl.com.



530-12-2266 (04/12)



Bill payment options



KCP&L offers a number of options to help you manage your electric service account, avoid late charges or lapses in service and make your bill payment experience easy and convenient.

Choose the payment method that's right for you

Pay Online. Through KCP&L's online account management system, AccountLink, you can pay your bill online using an electronic bank withdrawal or debit or Visa/MasterCard credit card. If you pay online, you can also sign up to receive timely e-mail reminders to help you avoid late charges. Online payments made before 2:30 p.m. weekdays, except holidays, will be posted the same day. Debit and credit card payments may not post until the next day. Online payments can be scheduled any time between the date your bill is issued and your due date.



Pay by Mobile Device. You can receive reminders, make payments and receive payment confirmations—all from your mobile phone. Log in or register for account access at www.kcpl.com to sign up for mobile alerts and payments.



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



Pay in Person*. There are a number of locations throughout KCP&L's service area where you can make your payment by cash, money order or check. For a list of authorized payment locations, visit www.kcpl.com or call our

Customer Contact Center at (816) 471-5275 or toll free at 1-888-471-5275. Be sure to bring your bill with you.



**Note: There may be businesses that accept your KCP&L payment, but are not authorized payment locations. KCP&L is not responsible for payments made at unauthorized locations. Payments will be credited to customer accounts only when KCP&L receives them. Allow at least three days for payments to be applied to your account. Some authorized locations in our Missouri service area add a modest fee for processing your payment, but never more than \$1.*

Pay by Phone. You can call our Customer Contact Center to pay your bill by phone with an electronic check drawn on your checking account, a debit card or a Visa/MasterCard credit card. If you pay by check, you'll need your KCP&L account number, bank account number and the routing number for your financial institution (located at the bottom of your checks). Payments made by phone will post to your account within two workdays.

Automatic Payments*. This free payment option eliminates having to write checks and mail payments on an ongoing basis. Once you're enrolled, you don't have to do anything else. Each month, KCP&L will send you your choice of an online or paper billing statement for review, and we'll deduct the amount due from your bank account or charge your debit or Visa/MasterCard credit card on your regular due date. Because your payments will always be made on time, you eliminate late payment worries and charges.



**Note: The automatic monthly payment option via debit/credit card is not available in all parts of our Missouri service territory. To determine if this option is available to you, visit www.kcpl.com or call our Customer Contact Center. Payments refused due to insufficient funds can result in late payments, penalties and insufficient funds charges.*

Customize your options

Budget Billing. With Budget Billing, your bills from the last 12 months are added together and divided by 12 to "level out" your payments for the next year. This means you pay the same amount each month, a useful tool for budgeting. Any balance or credit remaining at the end of each year will be averaged into your billing calculation for the next year, so your payment may either decrease or increase slightly from year to year. Each month, you'll also find an accurate, up-to-date status for your account on your bill.



If you leave the program, your next month's bill will no longer be averaged and your bills will once again be based on your monthly energy usage. However, depending on where you are in your annual billing cycle, your first bill after leaving the program may include an additional balance, resulting in a larger bill. And if you have already paid amounts that cover your more expensive usage months, you may receive a smaller bill.

Paperless Billing. Paperless Billing is available for those who prefer to save stamps, trees and time by managing the entire payment process electronically. Each month you will receive an electronic e-mail notification. It includes a password-protected link to your online statement from which you can review and pay your bill.

