



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 choose to pay your bill online using a bank withdrawal, debit or Visa/MasterCard credit card. If you pay online, you can also elect to receive timely e-mail reminders to help you avoid late charges. Payments made before 2:30 p.m. weekdays, except holidays, will be posted the same day.

Pay by Mail: When you receive your monthly bill, mail the statement back with your payment in the return envelope provided with the billing. 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, call out Customer Contact Center or visit www.kcpl.com. Please note there may be businesses in your area 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.

When paying in person, be sure to bring your monthly bill — it's required at most locations. Some Missouri locations add a modest fee for processing your payment, but never more than \$1. Allow at least three days for payments to be applied to your account.

If you're paying on or near your due date, you can avoid late payment charges or other complications, such as service disconnection, by phoning to report

your payment. The phone system is automated so you won't have to wait for a representative. Simply enter your phone number, KCP&L account number and receipt number as prompted by the phone system. Our system will update your account automatically.



Pay by Phone: You can 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 the following workday.

Convenient and flexible payment choices

One-time Payments. You can control how much you pay and when by paying your bill month to month by check, credit card or debit card.



When you pay your bills electronically using AccountLink, you save time, checks and postage. Online payments made before 2:30 p.m. weekdays, except holidays, will be posted the same day. You can receive bill notifications by e-mail, so you don't have to remember due dates. Online payments can be scheduled any time between the date your bill is issued and your due date.

Automatic Payments. This free payment option eliminates the inconvenience of remembering to write checks and mail payments on an ongoing basis. Once you're enrolled, you don't have to do a thing.



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 can eliminate late payment worries and charges.

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 the budget conscious. 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 find an accurate, up-to-date status for your account printed right 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. Likewise, 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 manage the entire payment process electronically. Each month, five days before your due date, you will receive an electronic e-mail reminder. The e-mail includes a link to your online AccountLink account, so you can log on instantly, review and pay your bill. Paperless Billing is a convenient way to save time and postage and help the environment.

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.

Automatic Payment Authorization form

To arrange automatic payments using debit or credit cards, please use AccountLink. To have payments deducted from your checking account, enroll online through AccountLink, call a customer service representative, or mail the completed form below, along with a voided check, to:

Billing Services

KCP&L

P.O. Box 418679

Kansas City, MO 64141-9679

Or fax your completed form to: (816) 654-1390



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 and that I can discontinue my participation in this program at any time just by notifying KCP&L.

Your KCP&L account number

Street Address

City

State

ZIP

Bank account owner's signature

Date

Home Phone

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E-mail

We're here to help

If you would like to talk with one of our customer service representatives, just dial the toll-free number in the upper right corner of your bill, or note the number for your area below. Our representatives are available 24/7, including holidays.

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

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

Additional information is available online at

www.kcpl.com.