

Customer FAQs

Billing Questions

- **What will happen to my electricity bill?**

You will continue to receive a bill mailed to your home. **Important Note:** If you are an Aquila customer, your bill will continue to include the Aquila logo for a short period of time — do not discard it and please remit your payment from this invoice. Customer bills will transition to the new KCP&L logo within a few weeks. Thank you.

- **Will the transaction increase my energy rates? Will my bills be higher?**

No, there will be no rate increase as a result of this transaction. In fact, the transaction will create up to \$500 million in savings from operational efficiencies between now and 2017... savings that will be passed along to customers to help mitigate anticipated energy price increases that are occurring all over the country.

- **Do I have to cancel my Aquila service and sign up for service with KCP&L after the acquisition?**

No, the transaction will be seamless. Aquila will be doing business under the KCP&L brand and your check will now be payable to KCP&L.

- **I am a small business owner and have locations in both Aquila and KCP&L service territories. Will I receive one bill after the acquisition?**

No, you will continue to receive two bills.

- **If I am currently signed up for automatic bill pay (CheckLINE) or a level payment plan (StreamLINE), do I need to sign up again?**

No, but you should update the billing information in your online bank account to include the new company name (KCP&L).

- **What will be the policy for past-due/late payments? What happens if I am behind on my payments with Aquila when the transaction happens?**

You will experience no change in policy regarding late payments.

- **Will my billing due date and remittance location remain the same? Will my bill look different?**

Your billing due date will remain the same. If you bank online, you will need to update the billing information to reflect the new company name. The remittance locations will remain the same.

- **How will I know which bill to pay?**

You will receive only one statement from us for your electric service. Over the first several months, you will notice a change as we transition branding from Aquila to KCP&L.

- **Will my payment locations or payment options change?**

No, you can continue to access payment locations and options online, as before.

Service Questions

- **Will you keep the existing customer programs?**

Existing programs will remain and you also will have access to new residential and commercial programs, including Affordable New Homes, Low-Income Weatherization, Energy Star New Homes and Building Operator Certification. You will soon learn more about these programs.

Following the transaction's closing, we will request Missouri Public Service Commission approval to offer additional programs to customers. We will notify you as these programs become available.

- **Who do I call if I experience a power outage or have billing questions?**

To report emergencies or outages:
1-888-LIGHT-KC (544-4852)

For service-related needs or billing questions:

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

Toll-free: **1-888-471-KCPL (5275)**

Complete account- and service-related assistance, outage reporting and bill payment information are also available online at: www.kcpl.com.

Customer FAQs *continued*

- **How will the transaction affect the level of service customers receive?**

You should experience seamless customer service during the transaction.

CUSTOMER SERVICE: To handle the expected higher call volume following the transaction, we have increased the number of customer service representatives to answer questions and assist customers.

POWER LINE MAINTENANCE AND

OUTAGE RECOVERY: Power line maintenance and power outage recovery will continue to be managed in a timely manner. We've retained Aquila personnel to service customers in central and north-western Missouri.

- **Will I need new equipment on/in my house (meters, thermostats, etc.)?**

No.

- **Does KCP&L intend to make environmental improvements at the Aquila power plants?**

Yes. You may be aware that we forged a first-of-its-kind collaborative agreement with the Sierra Club in 2007. We already have in place a comprehensive long-term plan to meet the region's future energy, economic and environmental needs. It was approved by the Missouri Public Service Commission in 2005 and when it is completed in 2010, it will have reduced regional emissions up to 80 percent while increasing generation capability substantially. The plan includes new energy generation from coal and wind; environmental upgrades at existing power plants; investments in affordability, efficiency and demand response programs; and transmission and distribution network facilities improvements.