



# Bill Payment Options



## Choose the option right for you

**Pay Online.** Access all of your account information any time you want it, and pay your bill using a bank withdrawal, debit or Visa/MasterCard credit card. See the Manage Your Account online section in this brochure for how to enroll.

**Pay by Text.** You can receive reminders, make payments, and receive payment confirmations - all from your mobile phone. Register for account access at **[kcpl.com/textme](http://kcpl.com/textme)**.

**Pay by Mail.** When you receive your monthly bill, mail the statement and your payment back in the return envelope. Allow up to one week for delivery to avoid late charges.

**Pay in Person.** Visit us at **KCP&L Connect (1710 Paseo Blvd.)** to pay your monthly bill or for in-person account support and assistance. Also, learn about energy-saving ideas, products and services for your home or business. Visit **[kcpl.com/connect](http://kcpl.com/connect)** for hours and directions.

**Can't make it to KCP&L Connect?** You can also 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. Missouri locations may charge a small convenience fee but not more than \$1. Unauthorized locations may result in posting delays and fees in excess of \$1. For a complete list of authorized locations, visit **[kcpl.com/payinperson](http://kcpl.com/payinperson)** or call KCP&L.

**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.

**Pay by Phone.** You can pay your bill by phone with a debit card, Visa/MasterCard credit card or an electronic check drawn on your bank account. Have your KCP&L bill and checkbook handy for the information required to use the system. Call **(816) 471-5275** or **1-888-471- 5275 toll-free**.

**Automatic Payments.\*** Ensure your payments are always on time. Pay your bill automatically on each month's due date by authorizing recurring debit or Visa/MasterCard credit charges or an electronic withdrawal from your bank account. Register for account access at [kcpl.com/myaccount](http://kcpl.com/myaccount).



**\*NOTE:** The automatic monthly payment option via debit/credit card is not available in all parts of our service territory. To determine if this option is available to you, visit [kcpl.com](http://kcpl.com) or call our customer service. Payments returned by your bank can result in late payment charges and returned payment charges.

## Customize your options

**Average Payment Plan.** Manage your budget with consistent monthly payments. The Average Payment Plan averages the last 12 bills at the time you enroll, giving you a fixed monthly payment. Each month, your bill will remain the same amount unless your average electric usage varies by more or less than 10%, in which case the budget readjusts on the next bill to bring the yearly average to a more accurate monthly budgetary amount. Call **(816) 471-5275** or **1-888-471- 5275** toll-free to see if you qualify.



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 use, plus any remaining balance from being on the Average Payment Plan. If it is a credit, this is the amount we would owe you.

**Paperless Billing.** A monthly email includes a link to your online account, so you can log in instantly, review and pay your bill.

## Manage your account

**My Account** 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. To enroll, go to **kcpl.com** and click Register in the upper right corner of the home page. Fill out the Account and Security Information and click Submit. Once you've registered, log in to your account in the same location of the home page.



## Late payments

If we haven't received and posted your payment by the date printed on your bill, your account becomes past due and a late payment charge is added. If your service is disconnected due to non-payment, a reconnection charge will apply. Payments returned by your bank can result in late payment charges and returned payment charges.

## We're here to help

If you would like to talk with a representative to pay your bill or discuss payment options, please call:

Kansas City Metro Area ..... **(816) 471-5275**  
Toll-free ..... **1-888-471-5275**

Our representatives are available 24/7, except company observed holidays. Additional information is available online at **kcpl.com**.

