



Kansas

Cold Weather Program

Need help with your account? Contact us.



Visit us online at kcpl.com/assistance
or call us (816) 471-5275,
toll-free (888) 471-5275

KCP&L's Cold Weather Program

Our customer service team can help you with payment options.

Cold Weather Program

KCP&L's Cold Weather Program is available November 1 through March 31. This program may be right for you if you are unable to pay the full amount of your electric bill. Contact us if you are concerned your electric service may be disconnected, or if your service is currently disconnected.

Follow These Steps:

- Call us at **(816) 471-5275** or toll-free at **1-888-471-5275** to let us know you are unable to pay your bill in full.
- Ask about the Cold Weather payment plan.
- A customer service representative will walk you through the details.
- If your service has been disconnected, you may ask for a Cold Weather payment plan.

Note: Any past-due amounts caused by electric service diversion must be paid in full before you can be placed on this plan.

Payment Plan Details

- **Make an initial payment** of $\frac{1}{12}$ of all amounts due plus any disconnect or reconnect charges owed.
- **Continue making the monthly payments for the next 11 months.** This allows you to pay all past-due, current and estimated bills over the next 11 months.
- **It's important to make your monthly payment while enrolled in the Cold Weather Program.** If you are removed from the program due to nonpayment, your first bill after leaving the program will include your deferred account balance—resulting in a larger bill.



- **If your service is disconnected because you fail to pay your Cold Weather Program payments,** you will be required to pay $\frac{1}{12}$ of all amounts due plus any disconnect or reconnect charges to be reconnected. After April 1, if you fail to make your agreed-upon Cold Weather Program payments, you will have to pay the past-due amounts in full to reconnect service.

In addition to the Cold Weather Program, KCP&L will not disconnect electric service on a day when the 48-hour weather forecast predicts temperatures will drop below 35° F.

Short-term Payment Plans

If your account is past due or about to become past due, you may be eligible for a special payment agreement. The agreement will allow you to pay the past-due amount over a period of time determined by you and KCP&L.

Call KCP&L and ask for a Short-term Payment Plan. A customer service representative will walk you through the different plans. An additional payment may be required.

Medical Customer Program

This program identifies homebound customers who do not have a back-up system for their electrically powered medical equipment to sustain life.

Acceptance into the program connects medical customers to specialists who provide direct support and information to help ensure safety during extended outage periods.

Note: Medical designation does not guarantee continuous electric service, nor does it prevent service disconnection due to unpaid electric bills.

Special Friend Notification

Are you afraid of missing a payment? KCP&L offers a program where we'll contact a "special friend" of your choice if you miss two payments in a row.

This person will not be responsible for payment, but may be able to help you avoid late charges or disconnection.

Connections

Connect to energy-saving ideas and a variety of payment options through KCP&L's Connections program.

Visit kcpl.com/assistance or call us toll-free at **1-888-471-5275** to learn more about how Connections can help you.

United Way

United Way 2-1-1 is an easy-to-remember phone number that links you to a wide range of community resources. A representative is available 24/7 to walk you through support services including utility assistance. All services are free and confidential.

Dial **2-1-1** or **1-866-320-5764** for these counties: Franklin, Johnson, Leavenworth, Linn and Miami.

Dial **2-1-1** or **1-888-413-4327** for these counties: Anderson, Bourbon, Douglas and Osage.

How to reach us

KCP&L's customer service representatives are available 24/7, except company observed holidays to answer your questions and provide you with personalized assistance.

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

If you have any problem with your bill that isn't mutually resolved with us, you have the right to file an informal or formal complaint with the Kansas Corporation Commission at **1-800-662-0027**.