

They can also provide you with information about the **Missouri Low Income Home Energy Assistance Program (LIHEAP)**. This federally funded program helps low-income households with their bills from November 1 to March 31. Assistance is available in November for individuals who are elderly or disabled. For information visit www.dss.mo.gov/fsd/liheap.htm.

00198727



Missouri Cold Weather Program

Need help with your account? Contact us.

Cold Weather Registration Form			
Your name			
Phone ()			
Social security #		Age	
KCP&L account #			
Address			
City			
State		Zip	
150% Federal Poverty Guidelines (check all that apply)			
Number in household	Annual income	Number in household	Annual income
<input type="checkbox"/> 1	(= or less) \$17,820	<input type="checkbox"/> 5	(= or less) \$42,660
<input type="checkbox"/> 2	(= or less) \$24,030	<input type="checkbox"/> 6	(= or less) \$48,870
<input type="checkbox"/> 3	(= or less) \$30,240	<input type="checkbox"/> 7	(= or less) \$55,095
<input type="checkbox"/> 4	(= or less) \$36,450	<input type="checkbox"/> 8+	(= or less) \$61,335
<input type="checkbox"/> I am elderly or disabled with a household income of 150% or less of federal poverty guidelines.			
<input type="checkbox"/> I am 65 or older.			
<input type="checkbox"/> I am disabled and receive government disability benefits.			
<input type="checkbox"/> I am disabled and rely on electricity for health and/or life support. (If this box is checked, please have your doctor complete the form below. KCP&L may contact your doctor to verify information.)			
Patient's name			
Nature of ailment or condition			
Physician's name			
City			
State		Zip	
Physician's signature			
Your signature			
Note: a customer whose service is critical for life support should make prior emergency arrangements to accommodate the medical patient during power interruptions.			
All fields required for registration.			
Return completed form to: KCP&L, atten: CWR P.O. Box 418679 Kansas City, MO 64141-9679			



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

KCP&L's Cold Weather Program November 1 through March 31.

During this time you have additional options if you fall past due on your account, even if you have been disconnected.

Cold Weather Registration

Once you have registered, we'll take additional steps to help you avoid disconnection if your account becomes delinquent between November 1 and March 31. **You are eligible to register if you are:**

- Elderly or disabled with a household income of 150% of federal poverty guidelines or less, or
- 65 or older, or
- Disabled and rely on electricity for health or life support*, or
- Disabled and receive government disability benefits.

To register, please complete and sign the form on the back. You must fill out a new form each year to be registered. Once you have registered, we will send you additional information about the program. *Please have your physician complete and sign the medical verification section.

Worried about making your next payment?

If your account is past due there are several ways to get caught up.

1. Call us at **(888) 471-5275** and ask if you qualify for a short-term payment arrangement. This will allow you to pay your past-due balance over a period agreed to between you and KCP&L. An initial payment may be required.
2. If you need a payment arrangement for a longer period, or if your service has been disconnected, our Cold Weather Program payment plan may help. This plan is available November 1 through March 31.

Here's how it works:

- Call us to see if you qualify.
- You will be required to make an initial payment on this plan.
- Once you are enrolled, your past-due balance will be spread out over the next 11 months.
- Each month you'll pay toward your past-due balance and your current monthly bill.

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.

Special Friend Registration Form	
Customer name	
Address	
City	
State	Zip
KCP&L account #	
Special friend name	
Special friend phone	
Relationship/Agency	
Address	
City	
State	Zip
Special friend signature	
Your signature	
All fields required for registration. Return completed form to: KCP&L, P.O. Box 418679, Kansas City, MO 64141-9679	

Need financial assistance?

There are several Community Action Agencies located throughout our service area that may be able to help you with your bill and connect you with other community resources.

United Way 2-1-1

Call anytime to reach a trained, caring professional that can help. All services are free and confidential.

- Dial 211 or **1-866-320-5764** for the following counties: Andrew, Bates, Buchanan, Clay, Clinton, DeKalb, Henry, Jackson, Johnson, Lafayette, Pettis, Platte, Ray and Saline.
- Dial 211 or **1-800-427-4626** for the following counties: Atchinson, Barton, Benton, Carroll, Cedar, Chariton, Dade, Daviess, Gentry, Grundy, Harrison, Holt, Howard, Livingston, Mercer, Nodaway, Randolph, St. Clair, Vernon and Worth.