

## Special programs

**Dollar-Aide.** You can provide assistance to customers in need. We match each dollar donated with a 50¢ energy credit. Funds are administered by the Mid America Assistance Coalition. To make a donation, send a check to: **Dollar-Aide, c/o Mid America Assistance Coalition, One West Armour Boulevard, Suite 301, Kansas City, MO 64111.**

**Adjustable Due Dates.** Qualified customers can schedule KCP&L payment dates to correspond with the receipt of their Supplemental Security Income or Social Security benefits.

**Special Medical Conditions.** If any member of your household depends on electrically operated life support equipment, contact KCP&L online or by phone for a Medical Customer application form.

**Special Friend Notification.** Customers 60 or older who are disabled or expect to be away for long periods may give KCP&L the name of a relative, friend or agency to contact if their payments become overdue. This “special friend” is not responsible for payment, but can help avoid credit problems or service cutoffs.

## Billing and payment options

**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 on your mobile phone. Register for account access at [kcpl.com](http://kcpl.com), and look for Text Options under the Preferences tab.

**Pay by Mail.** When you receive your monthly bill, mail the bill stub and your payment back in the return envelope. Allow up to one week for delivery and posting to your account 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 [www.kcpl.com](http://www.kcpl.com) or call KCP&L.

**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, and call **(816) 471-5275** or **1-888-471-5275**.

**Budget Billing.** Manage your budget with consistent monthly payments. Budget Billing 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 electric usage varies by more or less than 10%. If your usage is above or below the 10% of the actual amount, the budget readjusts slightly 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.

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

**Automatic Payments.** Ensure your payments are always on time. Receive paperless e-bills and pay your bill automatically on each month's due date by authorizing electronic withdrawal from your bank account. Register for account access at [kcpl.com](http://kcpl.com).

*Note: Payments returned by your bank can result in late payment penalties and returned payment charges.*

## Energy Efficiency Rebates

Save now, save later—with KCP&L Energy Savings for your home or business, you'll enjoy instant rebates and monthly savings all year long. Learn more at [kcpl.com/rebates](http://kcpl.com/rebates).

**Heating and Cooling.** Save hundreds when you upgrade your home with a new, energy-efficient system. Learn more at [kcpl.com/BeCoolNow](http://kcpl.com/BeCoolNow).

**LED Discount.** Get instant KCP&L rebates on qualifying LEDs. See participating stores at [kcpl.com/BulbsSave](http://kcpl.com/BulbsSave).

## Manage your account online

To access your account info online, go to [kcpl.com](http://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.

## Call before you dig

Many utility lines are buried, so before any planting or improvement project, please call **8-1-1**. A free locating service will mark all underground lines within two working days.

## Resolving disputes

KCP&L's prices and practices are regulated by the Missouri Public Service Commission. Federal and state agencies oversee our operations. Copies of price schedules and general rules and regulations are available at [kcpl.com](http://kcpl.com).

If you have a problem with a bill, here's how to resolve it as quickly as possible.

- Contact KCP&L immediately. We'll record the date and time you called.
- Please be willing to cooperate with any investigation.
- If your issue is with the billing amount, we'll ask you to pay the undisputed portion.
- If we can't resolve the dispute, you may contact the Missouri Public Service Commission to file an informal complaint.

**Missouri Public Service Commission**  
**P.O. Box 360, Jefferson City, MO 65102**  
**1-800-392-4211**

The Commission will investigate the dispute and try to resolve it. If the outcome is not satisfactory, you may file a formal complaint, which follows the legal rules established by the Commission.

## Your consumer advocate

The Office of the Public Counsel represents the interests of utility customers in proceedings and appeals from the Missouri Public Service Commission.

**Office of the Public Counsel**  
**Governor Office Building, Suite 650**  
**P. O. Box 2230, Jefferson City, MO 65102**  
**(866) 922-2959**

## How to reach us

*For service or billing-related needs, call:*

Kansas City..... **(816) 471-5275**

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

To report emergencies or lights out,  
toll-free ..... **1-888-544-4852**

Complete account- and service-related assistance,  
outage reporting and bill payment information are available  
at [kcpl.com](http://kcpl.com).

*Energizing Facts is provided in accordance with the rules of the Missouri Public Service Commission.*



# Energizing facts for new Missouri (GMO) customers



Welcome! KCP&L is committed to providing you with reliable, affordable energy and friendly, responsive customer service. This pamphlet describes our bills and charges, payment options, energy-efficiency tools and special needs services. See more at [kcpl.com](http://kcpl.com).

### Your monthly bill

Your monthly bill features complete information about your account, energy use and services you buy. Here's what it includes:

#### On the front . . .

**1** **Bill Stub.** Return this portion with your payment in the enclosed return envelope.

**2. Message Board.** Helpful information about your electric rates, programs to help you save energy, and payment options to make your life simpler. You'll also find seasonal energy-saving tips.

**3. How to Reach Us.** The numbers you'll need for billing and service information or to report an outage or emergency.

**4. Account Summary.** Recent account activity including previously billed amounts, payments credited to your account, amounts due for other services and your total amount due upon receipt.

#### On the back . . .

**5. Your rate code.** Indicates which rate group you are in. Rate tariffs are available at [kcpl.com](http://kcpl.com).

**6. Usage Information.** Your meter number(s), the service dates and the total kilowatt-hours used during the period.

**7. Billing Details.** An itemized accounting of your energy charges, customer charge and all taxes and municipal fees for the period shown.

**Understanding your billing charges**

**Energy Charge.** The amount billed for the kilowatt-hours of electricity you have used.

**Customer Charge.** A minimum monthly charge that covers KCP&L's costs to meter and bill your account and provide customer service.

**Franchise Fee.** A municipal fee charged to KCP&L by your city for the right to bring utility lines across city property to serve you. We are required to list this fee separately on your bill.

**City, State and County Taxes.** Sales tax charged by the city, state and county in which you reside.

**Fuel Adjustment Clause (FAC).** Covers the fuel costs over or under those already included in base rates. It is adjusted periodically to reflect changing market conditions.

**Demand Side Investment Mechanism (DSIM).** Recovers the costs associated with energy efficiency and demand response programs.

**Renewable Energy Standard Rate Adjustment Mechanism (RESRAM).** Recovers the costs to comply with the Renewable Energy Standard. The rate is approved annually by the Missouri Public Service Commission.

**Special Districts (Fire, ambulance, etc.)** A tax on applicable sales made within your special taxing district boundaries.

**Other Services.** A summary of charges for services other than energy, such as Home Surge Protection.

**About Estimated Bills.** While most meters are read electronically, some are read in person. When we're unable to obtain a reading, we estimate usage based on account history. The amount is adjusted in the months that follow.

KCP&L must read meters at least once every three months to ensure billing accuracy. Automated readings are taken daily around midnight.

### How to read your meter

You can monitor your usage by reading your own electric meter.

To measure the kilowatt-hours used during a given period, take a reading at the beginning and another at the end. Subtract the first reading from the last. The difference is what was used.

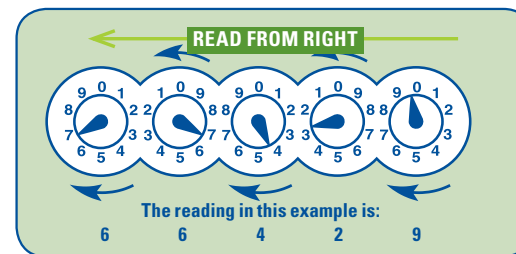
**Digital Meter.** Newer electric meters use digital displays instead of dials. The difference between one month's reading and the next is the amount of energy units (kWh) used for that billing period.

The first display—01 shows the current kWh reading.

The second display—02 verifies all LCD numbers are readable.

The third display—03 confirms the communication signal that transmits the meter reading to KCP&L is working properly.

**Analog Meter.** Read from right to left. If a dial is between numbers, always use the smaller number. For example, between nine and zero (10), use nine.



**Caution:** Never tamper with the electric meter. You'll risk shock, explosion, or fire.

### Service arrangements

**Avoiding Account Problems.** Your bill is due upon receipt. Call us immediately if you can't pay your bill on time, receive a service cancellation notice or have any problem with your bill. With your cooperation, we may be able to continue service while the problem is being resolved.

**Deposits.** Cash deposits or guarantees may be required from customers who are disconnected for non-payment, have insufficient credit or a history of past-due payments. The deposit earns simple interest, which is returned along with the original deposit once a satisfactory one-year payment record is established or if you move from KCP&L's service territory. Accrued interest on deposits held is credited annually.

**Payment Arrangements.** With prior notice, payment arrangements can be made for customers on extended vacation. When there's a medical emergency, we can postpone service cancellations for up to 21 days. During cold weather periods, special considerations are made for seniors and customers with disabilities. If you experience another circumstance that may delay payment, contact us as soon as possible to make arrangements and avoid service cancellation.

**Disconnection for Nonpayment.** A disconnect notice will appear on your bill and tell you what you should do to continue service. An additional notice will be mailed or an automated call will be attempted also. You'll need to make arrangements at least 24 hours before the service disconnection date stated on your notice. If we don't hear from you, we'll try to contact you prior to disconnecting service. We will charge reconnection and service deposit fees.

Once a delinquent payment is made and you report it to us, we will restore service within one day. If the account was closed for non-payment, the turn-on will occur the following business day.

Although we don't routinely disconnect service without advance notice, there are times when we must for health, safety, emergency or maintenance reasons or when someone tampers with our equipment.

**Transferring or Closing an Account.** Contact KCP&L online or by phone if you're planning to move. We connect and disconnect service every weekday except holidays. We will need this information: **1**) the name on your account **2**) the current address or account number **3**) the moving date **4**) your new address and date you want service or the address for mailing your final bill **5**) a phone number for your new home and work **6**) your employer **7**) your Social Security number and **8**) your spouse or roommate's Social Security number.