



Energizing facts  
for new residential  
customers

Welcome! KCP&L is committed to providing you with reliable, affordable energy and friendly, responsive customer service. We have developed innovative programs and services that give you control over your energy use and costs. This pamphlet describes our comprehensive programs, convenient payment options, energy-efficiency tools and special needs services. Additional information is available at [www.kcpl.com](http://www.kcpl.com).

## Your monthly bill

For billing and service questions: 1-816-471-6275 (816-471-KCPL)  
For emergencies: 1-888-471-6275 (1-888-471-KCPL)  
For assistance: 1-888-544-4622 (1-888-LIGHT-4622)

Due upon receipt: \$ 364.63

Page 1 of 2  
Billing Date: 01/15/2008

**Message Board**

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001001 0282 244

Customer Name: JILL SAMPLE  
Service Address: 123 MAIN STREET  
Account Number: 1234-56-7890

Page 2 of 2  
Billing Date: 01/15/2008

**Billing Details** - service from 01/15/2008 to 01/15/2008

Energy Charge: \$ 240.75  
Heat Energy Charge: 174.75  
Customer Charge: 0.16  
**Current Charges: \$ 364.63**

**6**

**7**

**8**

**9**

**10**

Please print changes in blue or black ink and don't forget to stick the bus on the front.

Your monthly bill features complete information about your account, the energy you use and the services you buy. Here's how to read and understand it:

### On the front . . .

- 1. How to Reach Us.** The numbers you'll need for billing and service information or to report an outage or emergency.
- 2. Account Information.** Your account name, service address and account number.
- 3. Message Board.** Helpful information about your electric rates, programs to help you save energy, as well as payment options to make your life simpler. You'll even find seasonal energy-saving tips.
- 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.
- 5. Bill Stub.** Return this portion with your payment for accurate posting in the enclosed return envelope.

## **On the back . . .**

**6. Historical Energy Use.** A graphic and numeric history of your energy use for the last 13 months, along with comparisons of average daily energy costs. This is data you can use to understand and budget your consumption. Rate code and service address are in the upper left-hand corner.

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

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

**9. Other Services.** This section summarizes charges for services other than energy, such as Meter-based Surge Protection or Leased Security Lighting.

**10. Bill Stub.** Use the back of the bill stub to update your mailing and contact information. Supplying us with the current phone number for your service address is important because it makes outage reporting easier.

## **Understanding your billing charges**

**Rate Code.** This code defines your selected rate schedule for service. Rate tariffs are available at [www.kcpl.com](http://www.kcpl.com).

**Energy Charge.** The portion billed for the kilowatt-hours of electricity you use.

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

**ECA Charge (Kansas only).** An Energy Cost Adjustment (ECA) is a method of billing costs incurred by KCP&L in producing and purchasing electricity. This cost is offset by the sale of electricity to other utilities during times of low customer demand.

**EER (Kansas only).** The monthly Energy Efficiency Rider (EER) recovers costs incurred by KCP&L in developing energy efficiency programs on behalf of Kansas customers.

**PTS (Kansas only).** The Property Tax Surcharge (PTS) covers the property tax amount that is over or under what is already included in base rates.

**FAC (Missouri only).** The Fuel Adjustment Clause (FAC) covers fuel costs over or under those already included in base rates. The FAC allows customers to benefit immediately from lower fuel market prices.

**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.

**State Sales Tax.** A tax applicable to taxable sales made within your state.

**City Sales Tax.** A tax applicable to taxable sales made within your city's limits.

**County Sales Tax.** A tax applicable to taxable sales made within your county's limits.

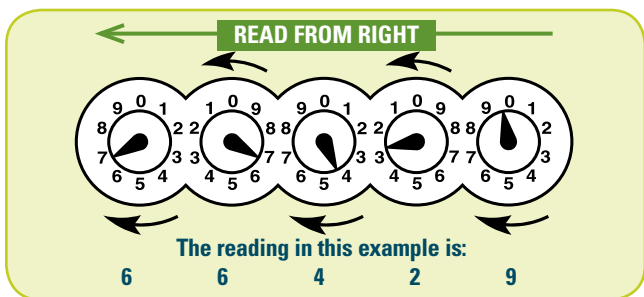
**Special Districts (Fire, ambulance, etc.).** A tax applicable to taxable sales made within your special taxing district boundaries.

**About Estimated Bills.** While most meters are read electronically, some are read in person. When we're unable to read meters due to weather, locked gates or pets, 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. Located at the side or back of your house or building, your meter has five dial faces. When a dial hand is between numbers, always use the smaller number. For example, between nine and zero (zero = 10), use nine.



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

## Service arrangements

**Avoiding Account Problems.** Your KCP&L 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. Many problems can be taken care of quickly and conveniently by phone.

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

**Payment Arrangements.** With prior notice, KCP&L can make payment arrangements for customers on extended vacation. When there's a medical emergency, we can postpone service disconnections 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 to avoid service disconnection.

**Disconnection for Nonpayment.** In Missouri, a disconnect notice will appear on your bill and tell you what you should do to continue service. In Kansas, the notice is mailed separately. 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 your service. We will charge reconnection and service deposit fees.

Once a delinquent payment is received, we will try to restore service within one day after restoration is requested.

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. You 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.

## Billing and payment options

**Pay Online.** Our online account management system, AccountLink, lets you pay your bill using a bank withdrawal, debit or Visa/MasterCard credit card. Online and phone check payments made before 2:30 p.m. weekdays, except holidays, will be credited to your account the same day. Debit and credit card payments may not post until the next business day.

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

**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 and posting to your account to avoid late charges of up to 2%.

**Pay in Person.** 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. Payments made by phone will post to your account within two workdays.



**Budget Billing.** Budget Billing averages your last 12 bills, giving you a fixed monthly payment regardless of seasonal ups and downs. Your account is reviewed annually and adjusted as needed based on your actual usage and rate changes. Each month, you'll find an up-to-date status for your account shown on your bill. You must have a 12-month history with KCP&L and be current on your account to participate in Budget Billing.

**Paperless Billing.** A monthly e-mail 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 recurring debit or Visa/MasterCard credit charges or an electronic withdrawal from your bank account. Register for account access at [www.kcpl.com](http://www.kcpl.com).

*\*NOTE: The automatic monthly payment option via debit/credit card is not available in all parts of the Missouri service territory. To determine if this option is available to you, visit [www.kcpl.com](http://www.kcpl.com) or call our Customer Contact Center. Payments refused due to insufficient funds can result in late payments, penalties and insufficient funds charges.*

## Special programs

**Dollar-Aide.** You can provide energy assistance to customers in need by making direct donations or pledging regular amounts to your monthly bill. Funds are administered by the Mid-America Assistance Coalition. KCP&L matches every dollar donated with a 50-cent energy credit.

**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 could help avoid credit problems or service cutoffs.

**For more information about these programs and services, visit [www.kcpl.com](http://www.kcpl.com).**



## Energy solutions



**AccountLink.** Access your bills, energy usage and transaction records online, pay electronically and even receive e-mail bills.



**Weatherization.** Take advantage of energy efficiency services for your home, if your income qualifies.



**Meter-Based Surge Protection.** Safeguard expensive electronics from damaging power surges at your meter. *Meter-based Surge Protection is not regulated by the Missouri Public Service Commission or the Kansas Corporation Commission.*



**Energy Analyzer.** Use this free, interactive tool to understand your home energy use and learn how you can conserve energy and save money. See our video at **[kcpl.com/energytools](http://kcpl.com/energytools)**



**Heat Pump.** Invest in an energy-efficient heat pump and receive a lower rate eight months of the year.

## Sign up for KCP&L's newsletter *The Wire Online*

See videos on how to save energy and how industry changes may impact you. Learn how to benefit from our programs. Get information on new products, services and electric safety. Opt-in today at **[www.kcpl.com/subscribe](http://www.kcpl.com/subscribe)**.

## Call before you dig

Contact with underground electrical lines can be deadly. Before starting any project that requires digging or excavating, call to get your underground utility lines marked for *free*. Allow at least three working days for lines to be marked. One-Call service numbers: **National, 811** (connects you with your area's service); **Kansas, 1-800-DIG-SAFE**; or **Missouri, 1-800-DIG-RITE**.

### How to reach us

For service or billing-related needs, call:

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

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

To report emergencies or lights out, call toll-free:

..... **1-888-544-4852**

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

visit **[www.kcpl.com](http://www.kcpl.com)** or call **(816) 471-5275** or **1-888-471-5275**.

## Resolving disputes

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

If you have a problem with a bill, here is 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 public service commission in your state to file an informal complaint.

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

**State Corporation Commission of Kansas  
Consumer Affairs Division  
1500 S.W. Arrowhead Road, Topeka, KS 66604-4027  
1-800-662-0027**

Your commission will investigate the dispute and try to resolve it. If the outcome of an informal complaint is not satisfactory, either you or KCP&L may file a formal complaint. A formal complaint will follow the legal rules established by the commission.

## Your consumer advocate

In Missouri, the Office of the Public Counsel represents the interests of utility customers in proceedings and appeals from the Missouri Public Service Commission. The Citizens' Utility Ratepayer Board serves the same function in Kansas.

**Office of the Public Counsel, Governor Office Building, Suite 650  
P. O. Box 7800, Jefferson City, MO 65102  
Telephone: (573) 751-4857**

**Citizens' Utility Ratepayer Board  
1500 SW Arrowhead Road, Topeka, KS 66604  
Telephone: (785) 271-3200**

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

