



Annual Notice Cold Weather Program

Nobody should be left out in the cold this winter. Especially when there are programs to help you cope with home heating bills. Let us help you and your family keep warm this winter.

Registration

KCP&L's Cold Weather Program begins November 1 and remains in effect through March 31. It is designed to help customers with delinquent accounts avoid loss of service or have service restored during the winter months.

If you're unable to pay the full amount of your electric bill and want to take advantage of the Cold Weather Program, simply follow these steps:

1. Call KCP&L at **(816) 471-5275** or **1-888-471-5275** toll-free to apply for a payment plan under the Cold Weather Program. **You will be required to make an initial payment.** You may also want to apply for payment assistance through a local energy assistance agency. For a list of agencies, refer to the back of this brochure.

2. After enrolling in the program, each month your KCP&L statement will show your Cold Weather Program payment amount, plus either your Average Payment Amount or Actual Billing Amount.

Special Friend Notification

KCP&L's Special Friend Notification is another way to help manage timely payments. If you plan to be away from your home for an extended period or if your account should ever become delinquent, we will contact a relative, friend or other third party of your choice. This Special Friend would not be responsible for payment, but might be able to help you avoid late payment charges or disconnection of service. To register, complete the following form on the back.

Special Friend Registration

Customer Name _____
Premise Address _____
KCP&L Account # _____
Special Friend Name _____
Special Friend Phone _____
Relationship or Agency _____
Address _____
City _____
State _____ Zip _____
Special Friend Signature _____

All fields required for registration. Return completed form to:

KCP&L, P.O. Box 418679, Kansas City, MO 64141-9679

Utility Assistance Information

KCP&L wants all our customers to be warm and safe throughout the cold weather months. You or someone you know may be eligible for help with home heating bills this winter. For information or assistance, please contact the organizations listed below.

United Way 2-1-1: United Way 2-1-1 is an easy-to-remember phone number connecting people with available community resources including assistance with utility bills. You'll reach a trained, caring professional seven days a week, 24 hours a day. All for free, all confidential.

- **Dial 211** or **1-866-320-5764** for the following counties:
Franklin, Johnson, Leavenworth, Linn, Miami.
- **Dial 211** or **1-888-413-4327** for the following counties:
Anderson, Bourbon, Douglas, Osage.

Low-Income Energy Assistance Program (LIEAP): LIEAP is a federally funded program that helps eligible households pay a portion of their home energy costs by providing a one-time per year benefit.

For more information or to request an application, please contact LIEAP at **1-800-432-0043** or visit www.srskansas.org/ISD/ees/lieap.htm.

We're here to help

KCP&L's customer service representatives are available 24 hours a day, 7 days a week to answer your questions or provide assistance.

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

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

Additional information is available online at www.kcpl.com.