



Annual Notice Cold Weather Program

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.

Registration: If you are low-income and elderly or disabled, you can register for this program by filling out the following form. Once registered, KCP&L will take additional steps to help you avoid disconnection of service if your account becomes delinquent between November 1 and March 31. You're eligible to register if you are:

- Elderly or disabled with a household income of 150 percent of federal poverty guidelines or less, **or**
- 65 or older, **or**
- Disabled and rely on electricity for health or life support. You will need to complete the medical verification portion of the form and have it signed by your doctor, **or**
- Disabled and receive government disability benefits.

To register, complete, sign, and return the form on the back. You must register every year, even if you've registered in the past. Following registration, KCP&L will send you complete details on the program.

Special Friend Notification: 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:

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

Cold Weather Registration

(Please print or write legibly)

*Your Name _____

*Phone (_____) _____

*Social Security # _____

*Age _____

*KCP&L Account # _____

*Address _____

*City _____

*State _____ Zip _____

Check all that apply:

- I am elderly or disabled with a household income of 150% or less of federal poverty guidelines.**

150 PERCENT FEDERAL POVERTY GUIDELINES

(check box that applies)

Family Unit	Annual Household Income
<input type="checkbox"/> 1	(at or below) \$ 15,600
<input type="checkbox"/> 2	(at or below) \$ 21,000
<input type="checkbox"/> 3	(at or below) \$ 26,400
<input type="checkbox"/> 4	(at or below) \$ 31,800
<input type="checkbox"/> 5	(at or below) \$ 37,200
<input type="checkbox"/> 6	(at or below) \$ 42,600
<input type="checkbox"/> 7	(at or below) \$ 48,000
<input type="checkbox"/> 8	(at or below) \$ 53,400

- I am 65 or older.**
- I am disabled and receive government disability benefits.**
- I am disabled and rely on electricity for health and/or life support.** (If this box is checked please have your doctor complete the following. KCP&L may contact your doctor to verify information.)

Cold Weather Medical Verification

Patient's Name _____

*Nature of Ailment or Condition _____

*Physician's Name (print) _____

*Physician's Office Address _____

City _____ State _____ Zip _____

*Physician's Signature _____

Note: A customer whose service is critical for life support should make prior emergency arrangements to accommodate the medical patient during power interruptions.

*Your Signature _____

Return completed form with attachments 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.

KCP&L Payment Plans

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 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.

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

Energy Assistance Agencies

Please contact these agencies if you or someone you know needs assistance with home heating bills this winter.

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

Low-Income Home Energy Assistance Program (LIHEAP):

LIHEAP is a federally funded program that helps low-income households with their home energy bills during the winter months. The program begins in October for elderly/disabled households and in November for all other households.

For information on LIHEAP or to request an application, call United Way at **211** or visit www.dss.mo.gov/fsd/liheap.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.

