

FOR IMMEDIATE RELEASE  
KCP&L ANNOUNCES DEADLINE EXTENSION FOR  
CONNECTIONS PROGRAMS

KCP&L's Connections deadlines extended to assist more seniors, lower-income customers and families struggling to pay their electric utility bills  
Kansas City, Mo. (October 24, 2012)

While the temperature may be dropping outside, KCP&L realizes there are many customers who are still struggling to pay their electric bills as a result of the record high temperatures this summer. As a result, KCP&L is extending the application deadline for the expanded Connections programs announced in August. Customers will now have until December 31, 2012 to apply.

"This summer our region experienced extreme heat and our customers use more electricity during the hottest summer months. Our Connections programs were designed to help thousands of local customers pay their summer electricity bills," said Terry Bassham, KCP&L's president and chief executive officer. "It's our hope that extending the deadline for our expanded KCP&L Connections programs will help struggling individuals and families manage their energy costs through the rest of the year."

KCP&L Connections is a suite of programs that connects customers to company resources and community assistance programs to help them through difficult financial situations. These programs include a range of flexible payment options. The company also has simplified the process for identifying and connecting eligible customers to community assistance programs.

The Connections programs receiving a deadline extension include the following:

- KCP&L will double the match to Dollar-Aide, raising its match from \$.50 to \$1 for every \$1 donated. This program lends a hand to area residents who need help paying their utility and bills. Since 2007, KCP&L, our employees and customers have given more than \$1.2 million in Dollar-Aide assistance. The program is administered by the Mid America Assistance Coalition. To contribute to Dollar-Aide, please visit [www.kcpl.com/dollaraide](http://www.kcpl.com/dollaraide) or text "AID" and the dollar amount you want to donate to 80077.
- The Family Relief Fund will provide families who qualify with up to a \$150 credit on their KCP&L bills. For more information, contact the local Salvation Army at (877) 566-2769, Ext. 416.
- KCP&L also launched Reconnection Relief, a new program that helps reconnect customers who were previously disconnected. For more information about this program, please contact KCP&L at (800) 526-3348.
- The Economic Relief Program provides a monthly credit of \$50 to Missouri customers who

qualify. For more information, contact the local Salvation Army at (877) 566-2769, Ext. 416.

Also, beginning November 1, KCP&L customers will be eligible for assistance from Missouri Low Income Home Energy Assistance Program (LIHEAP) and Kansas Low Income Energy Assistance Program (LIEAP) funding. These are federally-funded programs that help eligible households pay energy bills. For more information or an application, please visit [www.kcpl.com](http://www.kcpl.com) or call United Way 2-1-1 for a referral to your local community action agency.

As a part of Connections, KCP&L will continue hosting Connection Point events to bring assistance information directly to customers. "We want to do what we can to keep our customers from falling behind on their bills," added Bassham. "Face-to-face Connections Point meetings with our customers is another way we can answer questions and connect them with local community assistance agencies. I encourage customers needing assistance to come meet with us at these events."

Additional information about Connections, upcoming events, assistance options, as well energy saving tips and videos, are available at [www.kcpl.com/connections](http://www.kcpl.com/connections) or by calling 1-800-526-3348.