

Cold Weather Registration Form

Your Name _____
 Phone (____) _____
 Social Security # _____ Age _____
 KCP&L Account # _____
 Address _____
 City _____ State _____ Zip _____

150 PERCENT FEDERAL POVERTY GUIDELINES (check all that applies)

| Number of persons in household | Annual Household Income |
|------------------------------------|-------------------------|
| <input type="checkbox"/> 1 | (at or below) \$ 16,755 |
| <input type="checkbox"/> 2 | (at or below) \$ 22,695 |
| <input type="checkbox"/> 3 | (at or below) \$ 28,635 |
| <input type="checkbox"/> 4 | (at or below) \$ 34,575 |
| <input type="checkbox"/> 5 | (at or below) \$ 40,515 |
| <input type="checkbox"/> 6 | (at or below) \$ 46,455 |
| <input type="checkbox"/> 7 | (at or below) \$ 52,395 |
| <input type="checkbox"/> 8 or more | (at or below) \$ 58,335 |

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

Patient's Name _____
 Nature of Ailment or Condition _____
 Physician's Name _____
 Physician's Address _____
 City _____ State _____ Zip _____
 Physician's Signature _____
 Your Signature _____

Note: A customer whose service is critical for life support should make prior emergency arrangements to accommodate the medical patient during power interruptions.
 All fields required for registration. Return completed form to:
 KCP&L, P.O. Box 418679, Kansas City, MO 64141-9679



530-12-2422 (07/12)

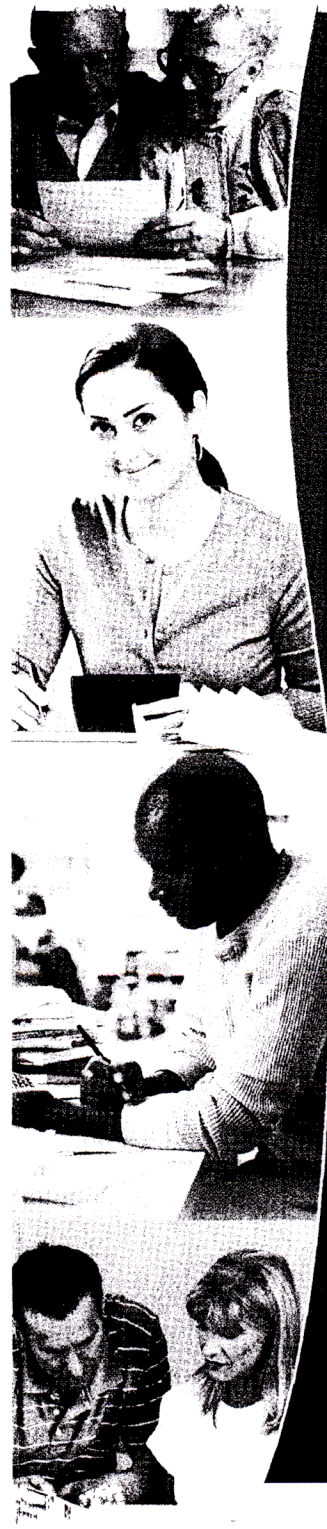


EXHIBIT 4
 9-12-12
 PENGAD 800-431-8888

If you need help with your account, KCP&L has several options for you.

Visit us online at www.kcpl.com

or call us

Kansas City Metro Area
(816) 471-5275

Toll-free
(888) 471-5275

KCP&L
connections
 Cold Weather Program
 MISSOURI

FILED

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Missouri Public Service Commission

Witness
 Lager Exhibit No. 4
 Date 9-12-12 Reporter FFH
 File No. ER-2012-0174
ER-2012-075

KCP&L's Cold Weather Program begins November 1 and remains in effect through March 31.

It provides you with additional options if you fall past-due on your account, even if you have been disconnected.

Cold Weather Registration

Once you are registered, we will take additional steps to help you avoid disconnection if your account becomes delinquent between November 1 and March 31. You are eligible to register if you are:

- Elderly or disabled with a household income of 150% 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 form and have it signed by your doctor.
- Disabled and receive government disability benefits.

To register, please complete and sign the form on the back. You must fill out a new form each year to be registered. Once you have registered, we will send you additional details about the program.

Special Friend Notification

Are you afraid of missing a payment? KCP&L offers a program where we will contact a "special friend" of your choice if you should ever miss two payments in a row. This person will not be responsible for payment, but may be able to help you avoid late charges or disconnection.

| Special Friend Registration Form | |
|----------------------------------|-----|
| Customer Name | |
| Address | |
| KCP&L Account # | |
| Special Friend Name | |
| Special Friend Phone () | |
| Relationship/Agency | |
| Address | |
| City | |
| State | Zip |
| Special Friend Signature: | |
| Your Signature: | |

All fields required for registration. Return completed form to:
KCP&L, P.O. Box 418679, Kansas City, MO 64141-9679

Are you worried about making your next payment?

If your account is past due, there are several ways to get caught up again.

1. Call us at **(888) 471-5275** and ask if you qualify for a short-term payment arrangement. This will allow you to pay your past-due balance off over a period agreed to between you and KCP&L. An initial payment may be required.
2. If you need a payment arrangement for a longer period or if your service has been disconnected, our Cold Weather payment plan may help. This plan is only available November 1 through March 31. Here's how it works:
 - Call us to see if you qualify.
 - You will be required to make an initial payment on this plan.
 - Once you are enrolled on the plan, your past-due balance will be spread out over the next 11 months.
 - Each month you'll pay toward your past-due balance and your current monthly bill.

Do you need financial assistance with your bill?

There are several Community Action Agencies located throughout our service area that may be able to help you with your bill and connect you with other community resources.

United Way 2-1-1: Call anytime to reach a trained, caring professional who can help. All services are free and 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.

They can also provide you with information about the Low-Income Home Energy Assistance Program (LIHEAP). This federally funded program helps low-income households with their bills from November 1 to March 31. Assistance is available in October for individuals who are elderly or disabled. For more information visit www.dss.mo.gov/fsd/liheap.htm.