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Witness: Contessa Poole-King
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MISSOURI PUBLIC SERVICE COMMISSION

STAFF COUNSEL DEPARTMENT

REBUTTAL TESTIMONY

OF

CONTESSA POOLE-KING

KCP&L GREATER MISSOURI OPERATIONS COMPANY

CASE NO. ER-2012-0175

Jefferson City, Missouri
September 12, 2012

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REBUTTAL TESTIMONY OF

CONTESSA POOLE-KING

KCP&L GREATER MISSOURI OPERATIONS COMPANY

CASE NO. ER-2012-0175

Q. Please state your name and business address.

A. Contessa Poole-King, 200 Madison Street, Suite 800, Jefferson City, MO 65101.

Q. By whom are you employed and in what capacity?

A. I am a Consumer Services Coordinator with the Missouri Public Service Commission ("Commission").

Q. Are you the same Contessa Poole-King who filed comments in the Staff's Cost of Service Report, filed on August 9, 2012?

A. Yes, I am.

EXECUTIVE SUMMARY

Q. What is the purpose of your rebuttal testimony?

A. My testimony will address KCP&L Greater Missouri Operations Company's ("GMO" or "Company") request for continuation and expansion of GMO's low-income payment program, the Economic Relief Pilot Program ("ERPP" or "program"), with 100% rate recovery of all associated program costs, set forth in the Direct Testimony of Jimmy D. Alberts of GMO. While Staff is supportive of continuing the program, Staff is not supportive of expansion with full recovery of all program costs at this time. Staff recommends the ERPP remain a pilot program, maintaining current participation levels, and that program funding remain the same.

RESPONSE TO DIRECT TESTIMONY OF JIMMY D. ALBERTS, KCPL

Q. Which portion of the Direct Testimony submitted by GMO witness Jimmy D. Alberts do you wish to address?

A. I wish to address Mr. Alberts' comments concerning GMO's evaluation of the ERPP, which was conducted by a third party evaluator, True North Market Insights, LLC. Specifically on page 8, lines 4 through 10 of his testimony, Mr. Alberts states:

> **Q: What do you plan to do after the evaluation has been completed?**
> A: GMO will provide the complete evaluation to Staff and the other parties in the advisory group. The results of the evaluation will help guide the next steps for the program.
> **Q: If the evaluation is positive, what do you propose?**
> A: GMO proposes that the ERPP be continued and expanded with full recovery of all program costs and its name changed to reflect that it is no longer a pilot program. The program would be called Economic Relief Program (ERP).

Q. Did Staff review the program evaluation results?

A. Yes, Consumer Services Unit Manager, Gay Fred and I received a copy of the evaluation on August 23, 2012. (Rebuttal CPK S1)

Q. Does Staff believe the evaluation results warrant expansion with full recovery of all costs associated with ERPP from ratepayers?

A. No, Staff feels the customer survey results contained in the evaluation are insufficient. The methodology used to assess customer feedback of the program was isolated to 10% of currently enrolled ERPP participants. The random sampling approach should have included customers that were removed from the program by GMO, customers that requested removal from the program, and those that successfully completed the program. A random sampling of all program participants would provide a comprehensive assessment of the program.

Q. In addition to the evaluation results, did Staff review other internal GMO data?

A. Yes, Staff submitted a number of Data Requests ("DR") and thoroughly analyzed the Company's responses. Additionally, Staff reviewed the monthly Economic Relief Pilot Program report submitted by the Company to Staff.

Q. Was there information provided in the monthly reports or DR's that supports Mr. Alberts' recommendation to expand the program?

A. In reviewing the data provided by the Company, I was unable to identify a need to expand the program from 1,000 to 2,500 with 100% rate recovery for all program cost. The data did however, support current enrollee numbers are appropriate at this time, given the program rarely meets capacity and over a third of participants have participated multiple years.

Q. According to Mr. Alberts, in January 2012 GMO revised the evaluation plan to accommodate changes recommended by the DSM Advisory Group. Do you believe the DSM Advisory Group was the appropriate group to address the methodology used to evaluate the ERPP, which is a low-income payment program?

A. No, the Non-Unanimous Stipulation and Agreement filed on May 22, 2009, in Case No. ER-2009-0090 (*In the Matter of the Application of KCP&L Greater Missouri Operations Company for Approval to Make Certain Changes in its Charges for Electric Service*) states on page 7 that "The Signatory Parties agree that this program should be implemented, but that it should not be considered a demand side management program (DSM)." The DSM Advisory Group is a collaborative designed to address DSM programs, which ERPP is not. The Non-Unanimous Stipulation and Agreement in Case No. ER-2009-0090 was approved by the Commission in that case.

Q. Is Staff suggesting the development of an advisory group separate from the DSM Advisory Group that exclusively addresses the ERPP and other low-income payment programs?

A. Yes, collaborative discussion regarding the ERPP and other GMO low-income payment plans not considered demand side programs should convene in a group solely dedicate to low-income customer issues.

Q. ERPP is a three-year pilot-program scheduled to end September 1, 2012. Is Staff supportive of continuing the program?

A. Yes, Staff recognizes the monthly "fixed-credit" helps relieve some financial hardship experienced by low-income customers. Additionally, the program is beneficial because it targets low-income customers that may not qualify for other assistance programs due to income eligibility requirements. As stated in my comments in the Staff's Cost of Service Report filed in this case, Staff recommends maintaining currently authorized participation levels, current program terms and that program funding of 50% ratepayer funded and 50% GMO contribution remain unchanged at this time.

Q. In reviewing the evaluation results, did Staff identify opportunities for improvements?

A. Yes, Staff believes the evaluation results, although lacking in objectivity, provided a number of recommendations that could strengthen the program. The four Salvation Army employees, interviewed because of their experience with enrolling customers into the program, provided feedback on the application process and qualification requirements. Staff is hopeful the Company is responsive to the recommendations submitted by The Salvation Army employees concerning the language and content on the application

form and the need to educate Salvation Army employees and applicants on payment arrangement opportunities to meet qualification requirements. The recommendations will not change the terms and conditions of the program, but instead simplify the language in the application form, and increase opportunity for applicants to qualify.

Q. Does this conclude your rebuttal testimony?

A. Yes, it does.

KCP&L's Economic Relief Pilot Program Customer Research

June 2012

Study Conducted by

True North Market Insights

Rebuttal CPK S1

KCP&L

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KCP&L

Background

Background

The Kansas City Power & Light Company (KCP&L) and its affiliate, Greater Missouri Operations Company, created the Economic Relief Pilot Program in September, 2009 to help relieve some of the financial hardship experienced by some of its residential customers. Customers enrolled in the program receive a monthly credit of up to $50 for up to twelve consecutive months. The Pilot Program was designed to meet the needs of customers who, with help of the credit, could keep their accounts in good standing. The Pilot Program is scheduled to end September 2012. KCP&L wishes to evaluate the Pilot Program so that it can make a recommendation as to its future.

KCP&L commissioned True North Market Insights, an independent market research firm, to conduct research to help aid in that recommendation.

Methodology

Methodology

This research was conducted in two phases:

The **first phase** of the Pilot Program was a qualitative 15-minute telephone interview among four Salvation Army employees who are familiar with enrolling residential KCP&L customers into the Pilot Program. The names and contact information of the employees were provided by the Salvation Army, and the interviews were conducted between January 17 and January 20, 2012.

The **second phase** of the Pilot Program assessment was a short 11-question postcard survey mailed to 10% of the customers currently enrolled in the Pilot Program. KCP&L designed and mailed the postcard to 200 random Program enrollees in March, 2012. Two reminder postcards were mailed in April and May to those that had not yet responded. Overall, 144 completed postcards were collected through June 8, 2012 (72% response rate).

- Initial mailing of 200 postcards resulted in 118 returns (58% response rate)
- First reminder mailing of 105 postcards resulted in 19 returns (18% response rate)
- Second reminder mailing of 59 postcards resulted in 7 returns (12% response rate)

Objectives

Phase 1 Qualitative Objectives

- Determine overall satisfaction with the Program among Salvation Army employees
- Determine satisfaction with the Program's application process and qualification requirements
- Identify any questions or concerns applicants have regarding the Program
- Assess how many additional customers could qualify and benefit from the Program
- Evaluate how many customers are affected when the Program is at capacity, and the impact should Program be discontinued
- Identify any suggestions for improvement of the Program

Phase 2 Quantitative Objectives

- Determine overall satisfaction with the Program among participants
- Assess impact on customer should Program be discontinued
- Evaluate interest in the Program being extended
- Identify if Program encourages reduction in electric usage

Executive Summary

- The Program is a success as it provides assistance to area residents in financial need. Salvation Army employees enjoy helping residents save on their electric bill and participants are extremely satisfied with the program.
- Enrollees would experience hardship should the $50 credit on their electric bill be removed. This credit allows applicants to have additional funds for basic necessities. To counteract this budgetary change, further cutbacks in food, clothing, and transportation would occur.
- Almost all participants intend to re-enroll should the program be extended past September 2012.
- The program rarely reaches its cap of 2,000 enrollees and closed briefly just once time.

- The application process is simple, easy, and is processed quickly.
- The qualification process is acceptable, as it assists those who work at keeping their account in good standing who otherwise would 'fall through the cracks' of the system.

Recommendations

Opportunities

- Simplify the language of the application, taking into consideration that some applicants are less educated and aren't able to comprehend the rules and regulations. Include a place for applicants to provide their phone number.
- Establish a point-of-contact at KCP&L for Salvation Army employees and applicants to call with questions about the status of pending applications.
- If applicants *can* qualify for the Program after making payment arrangements with KCP&L for past due accounts, educate all Salvation Army employees of this so that additional residents can qualify for the program.
- Consider increasing capacity of program should payment arrangements be allowed, as that will qualify more customers into the Program.
- Consider increasing credit amount during the summer months.
- Encourage Salvation Army employees to inform enrollees of other programs they may qualify for while at the Salvation Army; they should not assume that participants already know of the Food Pantry and other assistance programs.
- Educate participants on how they can further stretch their budget by reducing electricity, so that the $50 credit has even more of an impact on their overall electric bill.

Detailed Findings of Phase 1

KCP&L Economic Relief Pilot Program
Market Research Report

June 2012

Overall Satisfaction with Program

KCP&L's Economic Relief Program is viewed as a success. It is an excellent program that helps Kansas City residents who are in need of financial assistance.

"I think it has been good because there are a lot of people who are on a fixed income and the $50 a month... helps a lot."

"I see a lot of senior citizens that really benefit from this program and they look forward to the opportunity of getting up to $50 paid on their utility bill."

"It's an excellent program and helps a lot of people."

"I've enjoyed hearing the positive feedback from the client's point of view."

"I've enjoyed helping people through the program."

"I wish other utility companies did something like this to help residents."

"I would love to see it turn permanent."

Applicant's Perspective

Residents view the Program positively. They appreciate the credit to their electric bill as it helps them manage their monthly budgets.

"Everyone that I've signed up, when their year is up they are contacting me to get another application to reapply. It really helps them a lot."

"They really appreciate the $50 toward their bill. They really look forward to that every month."

"Sometimes $50 doesn't sound like much, but, when they are on a budget it helps."

"Most of the clients say it helps because they are on social security, retired, elderly and they are on a fixed income. A few are single moms who are working and that helps them to have $50 every month."

"There was one lady I spoke to last week. She thought she had it for another full year but as of right now the program ends in September. She's already fretting over how she is going to pay her bills in October."

Program Capacity

Salvation Army employees are contacted via email when the Program is closed due to reaching capacity. They have also been contacted with a reminder to continue referring people to the Program.

The Program has only closed one time due to reaching capacity, and it wasn't closed for long. Only one employee mentioned a large number of people being turned away during that time.

Typically residents are advised to call back in a week or two to check on the status of the Program. Only one Salvation Army employee kept a waiting list.

"I think the 2,000 is a very good number. It motivates people to not sit and wait. It's a first come, first serve basis."

"There was only one time they contacted us saying they couldn't take any more. But that only lasted a week or so, so there weren't that many that I turned away."

"I got an email saying they weren't taking applications. They (also) email reminding us they still have openings so don't forget to refer people."

"I only had two people during that time the program was closed. I just told them to keep calling every week to see if they have an opening."

"There was a period in September where they were closed for a month. We logged 108 calls during that time, so that's 108 people we couldn't help. I just have them check back to see if it's opened back up."

"I still encourage people to contact us, and I take names and numbers of some people so when the program opens back up I'll give them a call. For some I'll mail them an application because they can't come into the office."

"They have to come back and reapply, unfortunately. But that's the same as other programs."

Impact of Program

The typical Program applicant is someone who is on a fixed income. Enrollees were widely referenced as 'elderly' and 'senior citizens' on fixed incomes. Others are those currently unemployed, or working single moms.

Discontinuing the monthly credit to their electric bill would mean that the $50 will then come out of some other basic necessity. Food budgets were mentioned most often, followed by medications and other utility bills.

"Most are on a fixed income like social security. So if they only have to pay $5 versus $55 for their electric, for example, that's a huge impact. The extra money could even go toward medications that Medicare doesn't pay."

"People really appreciate getting that $50 a month. It allows them to stretch their fixed income and maintain other parts of their household, to buy food."

"I've had several people tell me it makes a huge difference. They put that money toward groceries or their gas bill in the winter."

"(If the program closed) they would take that money from their food or prescription (budget). Therefore they would seek more food aid. And of course food pantries run short a lot, so it puts a strain on other agencies at that point."

"Most of our clients come to our food pantry when their budget runs out and they don't have any food. So I think food and things like that is what they are cutting into. If they didn't have this $50 we'd just see them at the food pantry earlier in the month."

Application Process – Satisfaction

Those at the Salvation Army involved in the application process are satisfied with the procedure. They view it as...

- **Simple**
- **Easy**
- **Self-explanatory**

The process runs smoothly and receiving approval into the Program is quick.

"I'm very satisfied. I don't think we can make it more simple."

"I think it's a very easy process for the applicants to fill out. We also make it available for them to come into the office and they bring in their information and we help them with the process."

"The application is pretty self-explanatory. It's word for word everything they need."

"It's very simple. It covers everything and gets all the information."

"I like how they added on the application this last go-around asking for everyone's name in the household, their Social Security, and their birthdate. It's very easy, very clear."

"Once they apply, the approval process seems to move pretty quickly."

"I'm surprised how smoothly we have the process now."

Application Process – Suggestions

The application is too difficult to understand

Applicants have difficulty understanding the application, however. They require assistance from Salvation Army employees in comprehending the rules and completing the form correctly.

"Sometimes I help people read it and understand the rules."

"I had to help a few people read through it because it is a couple of pages and they aren't literate enough to read it."

"For some people it's just a matter of reading and comprehending the entire application. Some actually sign the application without reading the whole thing."

"There are people that aren't as educated so it confuses them."

"Even though the application is simplified on what they fill out, I would like to see all the rules and regulations simplified. It's 3-4 pages of... rules, regulations and by-laws. They just fill out the first page and that's it. To me it's a waste of paper."

"About 50% need help filling it out. I notice that if an application gets returned, it's because a particular part didn't get filled out correctly or they didn't send in the right documents."

"A lot of times the people (are) elderly and aren't comfortable with the process to the point of sending it in themselves."

Application Process – Suggestions

check the status of the application

Even though the application is processed quickly, residents and those at the Salvation Army experience difficulty in contacting KCP&L to check the status of a pending application.

The 1-800 number is not viewed as a reliable resource, so applicants do not have access to a viable contact person at KCP&L.

Additionally, re-contacting the applicant for additional information is not currently possible.

"They didn't know the status of the application and I had to refer them to someone at KCP&L."

"After the application is pending, the applicants want to be able to contact someone. I know there's an 800 number, but sometimes they don't get a response."

"A few clients call and get the run-around trying to find out if (their application has) been processed."

"I don't have any contacts to give them ,so they can't check on it."

"There's not even a place for a phone number on the application to get back with the client for whatever reason. I normally put a phone number on there myself."

"Not being able to contact someone or get a response in a timely manner as far as the status of their opplication (is an issue)."

"(They don't have) the ability to contact, or be contacted, about the status of their application."

KCP&L

Qualification Process – Satisfaction

The qualification requirements needed in order to be accepted into the Program are seen as acceptable.

The requirement level is higher than other public assistance agencies so that impacts more people, and rewards those that keep their utility bill in good standing.

"It's really good. They have a pretty good income level, higher than what we even do."

"They are pretty fair across the board. They are able to approve quite a few people."

"I believe it's helping the people that need to be helped."

"It helps people that fall between the cracks. They may not qualify for food stamps but could qualify for this program. It helps those that... don't qualify for other public assistance."

"We have people who are chronic, that come back year after year for Salvation Army funding, who never get caught up on their bills because they never pay the full amount. This doesn't apply to the chronic people. This applies to those who are on unemployment or who are working, but struggle to maintain their bills every month. So they may be coming into the food pantry because they don't have money to buy food, but their utilities are paid."

Qualification Process – Account Status

standing are disqualified

Those whose accounts are in arrears are not accepted into the Program.

Extremely delinquent accounts typically gain assistance with their bills through other programs. However, those on the border of being in arrears, just 30 days past due, do not qualify either.

Or do they? One Salvation Army employee stated that applicants can first make payment arrangements with KCP&L, and then apply and be accepted into the Program.

"People that are in between jobs or not working are usually behind on their bills and they don't qualify."

"A lot of people, when they come to me, are about ready to get shut off and they won't benefit because you can't have a past due when you apply for this program."

"We've already turned away 8 people in the first two weeks of 2012; 364 in 2011. Some didn't realize they were past due, but they were 30 days past."

"Some people are right there on the borderline, they are probably just one payment away from being eligible for the program. But they can still apply and qualify... as long as there are acceptable pay arrangements made with KCP&L. Then when you verify the information, KCP&L will say the account is current. As long as they continue with that arrangement, that payment plan, then they qualify for the program."

Improvements to the Program are suggested

Overall, the Program is administered well. Specific recommended improvements are:

- **Consider increasing the $50 credit during the summer months when electric bills are higher**
- **Provide a shorter application form for residents when they are reapplying to the Program**
- **Provide information on the application form educating the resident to reapply if they move**

Suggested Improvements

"During the winter time (the credit) covers more of the bill – I'd say 33-50%. In the summer maybe 25% of the bill is covered."

"Maybe more than $50 is needed. The $50 may be adequate during the winter..., but during the summer, some bills are extremely high. So maybe there could be an increase during the summer months."

"I know a lot of people have to reapply every year, so they have to refill out the application and resubmit everything. I don't know if they could have a separate, shorter form where they just say all their information is the same."

"There were a couple of situations where the client moved and they didn't understand that (the credit) didn't transfer to the new address. They sat and waited a few months wondering what happened before they called to ask questions."

KCP&L

KCP&L Economic Relief Pilot Program
Market Research Report

June 2012

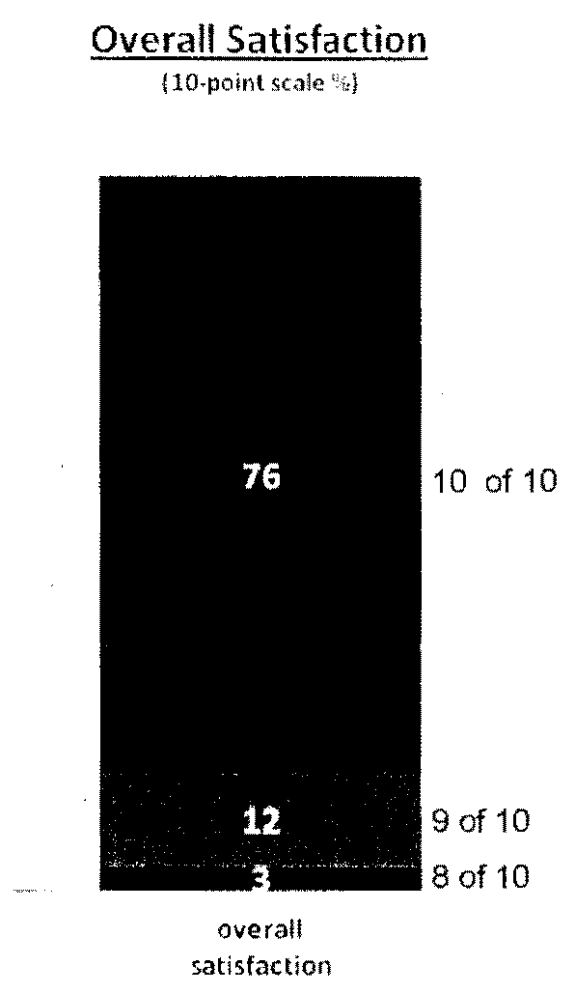
Overall Satisfaction & Re-enroll

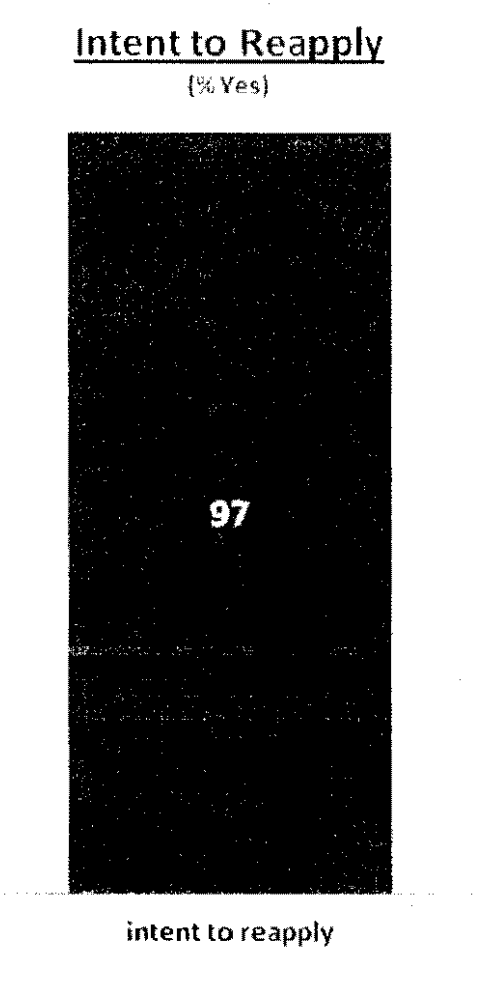
Satisfaction with the program and intent to re-enroll are high.

Nine out of 10 participants (91%) are satisfied with the KCP&L Economic Relief Pilot Program.

Three-fourths (76%) state they are extremely satisfied with the program (rating it a 10 on a 10-point scale).

The vast majority (97%) plan to reapply if the program is available after September 2012.





Base Size: Total respondents (n=144)
Q1: How satisfied are you with KCP&L's Economic Relief Pilot program? (10 = extremely satisfied; 1 = not satisfied at all)
Q4: Do you plan on reapplying to this program, if available in the future?
Note: Percentages may not add to 100% as not all respondents answered each question.

Pilot Program Cancelled

Participants would experience hardship if the program is cancelled.

Eight out of 10 participants (80%) state they would experience hardship should the program not be extended.

Over half (56%) state they would experience extreme hardship (rating it a 10 on a 10-point scale).

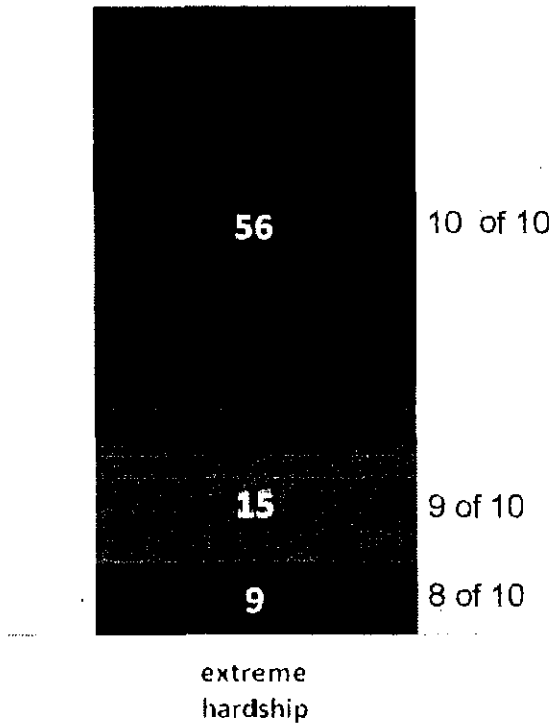
Food (56%) is the most likely budgetary item to be cut should the program not continue, followed by clothing (44%) and transportation (40%). Medical and housing expenses are least likely to be cut.

- **Other mentions included utilities or household needs and supplies.**

Base Size: Total respondents (n=144)
Q3: How would you describe the hardship to you and your family if KCP&L's Economic Relief Pilot program was not expanded beyond the three-year pilot? (10 = extreme hardship; 1 = no hardship)
Q2: In which of the following areas would you be most likely to cut your spending if KCP&L's Economic Relief Pilot program was not continued? (multiple responses accepted)
Note: Percentages may not add to 100% as not all respondents answered each question.

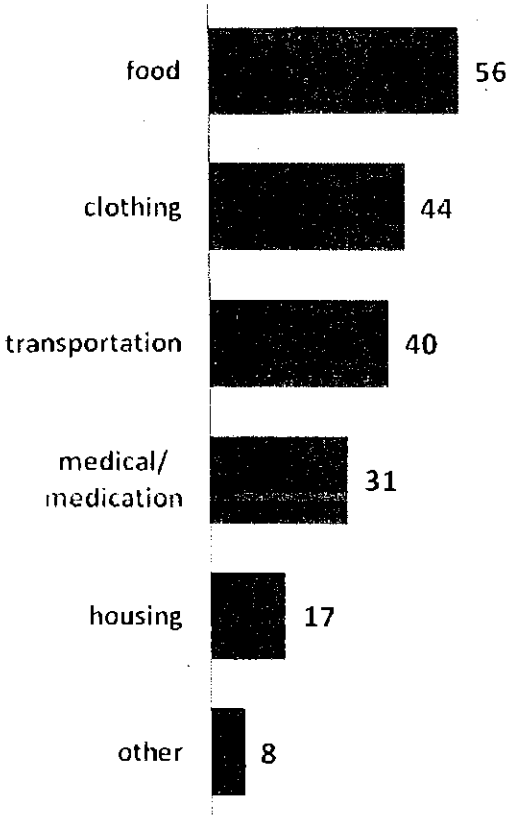
Hardship if Cancelled

(10-point scale %)



Budget Cut if Cancelled

(%)



KCP&L

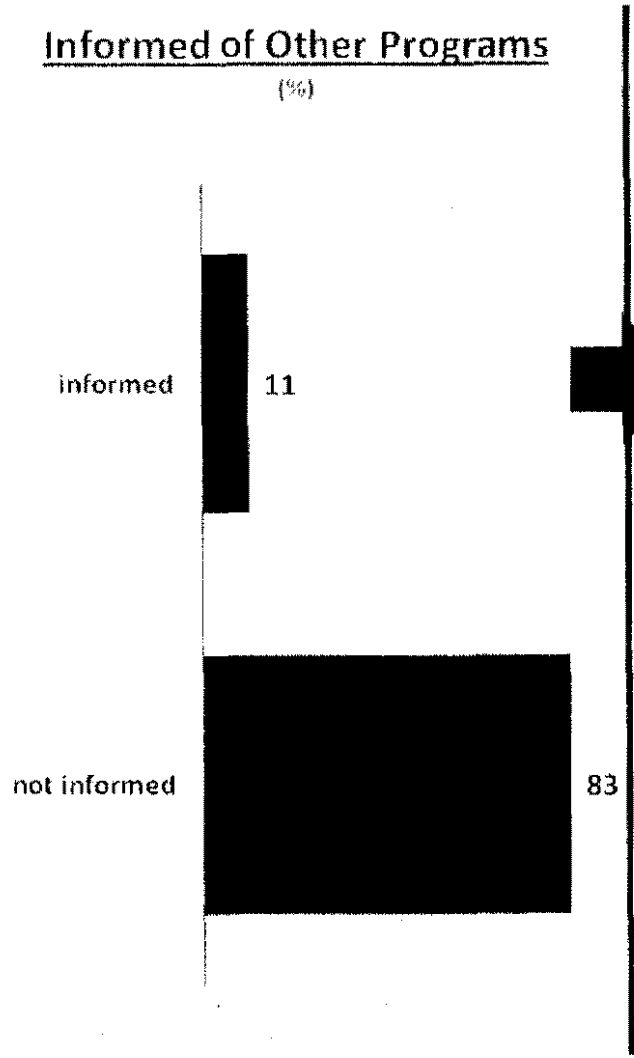
Informed of Other Programs

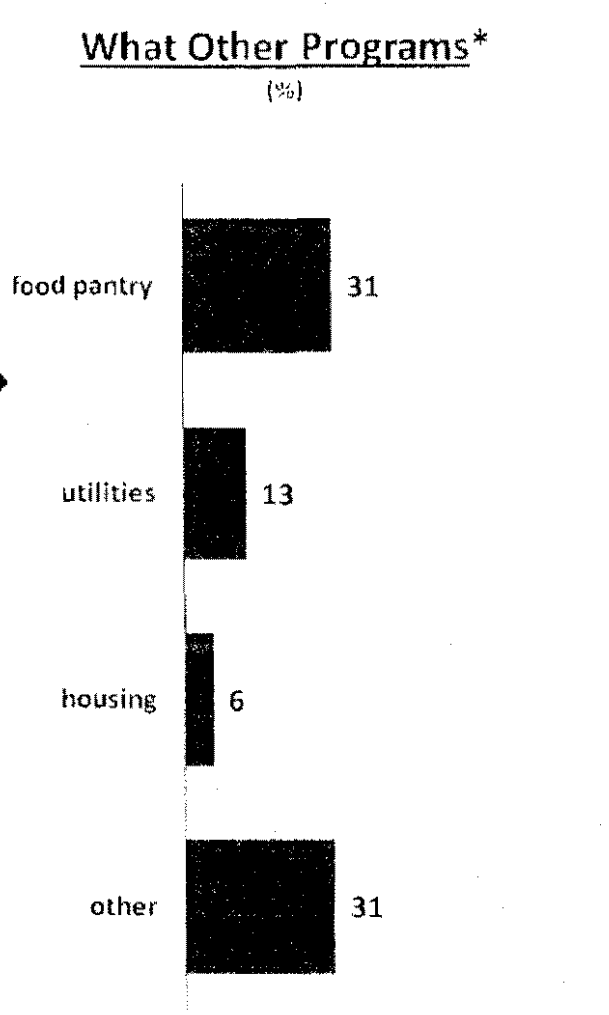
Few are informed of other programs that could provide assistance.

Only a few (11%) stated they were informed of other programs they could qualify for while at the Salvation Army.

The food pantry and other utility programs were mentioned most often.

While not asked directly, a few participants commented that they were not informed of other programs because they applied by mail or over the phone, or already knew of such programs prior to enrolling in the Economic Relief Pilot Program.





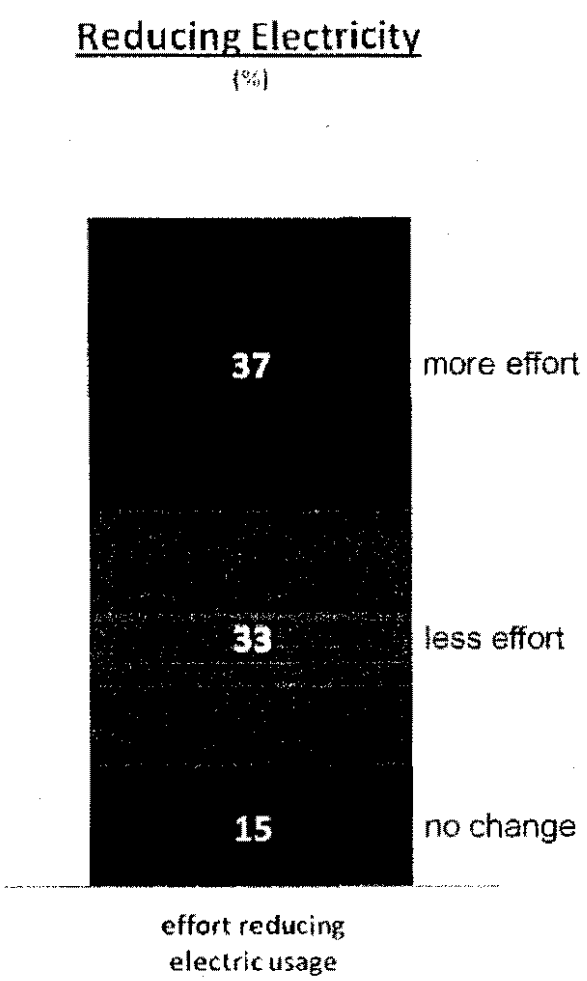
Base Size: Total respondents (n=144)
Q6: While at Salvation Army, were you informed of other programs you may be qualified for?
*Base Size: Those informed of other programs (n=16)
Q6: What programs? (multiple responses accepted)
Note: Percentages may not add to 100% as not all respondents answered each question

KCP&L

Effort Reducing Electricity

The program does not encourage participants to reduce their electricity usage.

A third of participants state they are either making an effort to reduce their electric usage since joining the program (37%), or they are making less of an effort (33%). One in six (15%) cite no change in usage behaviors.



Base Size: Total respondents (n=144)
Q5: Since you started participating in KCP&L's Economic Relief Pilot program, would you say that you have spent more, less or not changed your effort to reduce your electric usage?
Note: Percentages may not add to 100% as not all respondents answered each question.

Additional Comments

Participants are grateful for the program and wish it to be extended.

Respondents expressed gratitude for the program; listing specific hardships the program helps relieve or necessities they would have to cut back on should the program be cancelled.

"Helps me have my medication and clothing."

"I can afford my (medical) co-pays. I bought energy light bulbs."

"Has been lifesaver to reduce monthly bills to make it as long as I can without income since Oct 1, 2011 - desperately seeking job for any income."

"Until economy improves and more jobs are available, I will need to rely on this help."

"I am so thankful for this program. My husband lost his job and without this help I probably could not pay my KCP&L bill. Thank you so much."

"I would not have enough money to buy food without it."

"We would have little food without this program."

"I live on $6000 a year income and would have to turn my electric power off if you did not help me. Please don't end this program."

"If it weren't for this program I wouldn't be able to pay my electric bill."

"It has been extremely helpful... We are on limited budget."

"I appreciate the program. It helps on fixed income. I try hard to cut back."

"Wish it was more! We struggle every month with paying bills."

"Please keep it going, PLEASE!!"

"It is most helpful during the summer. I so appreciate the assistance!"

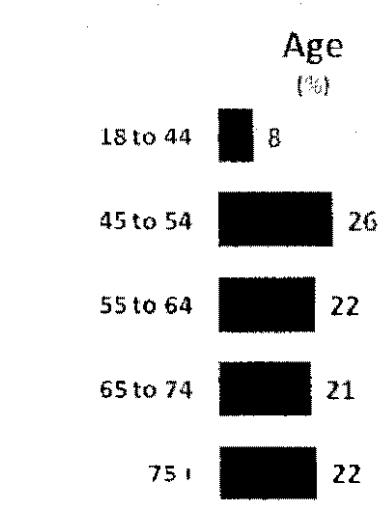
"I'm glad I qualified. I don't dread getting my bill each month any longer!"

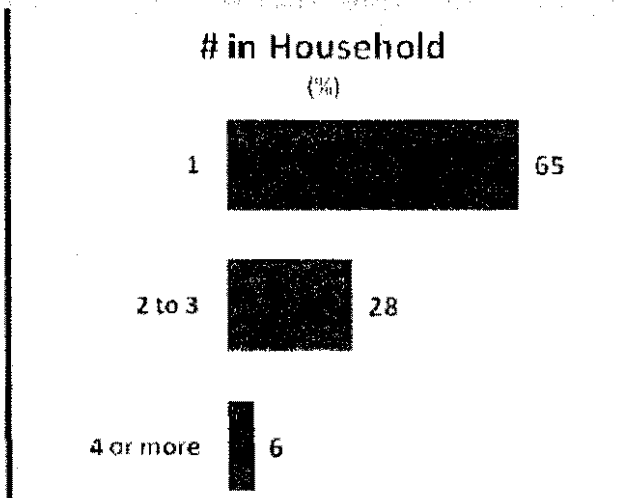
"The only way I am able to get through the month."

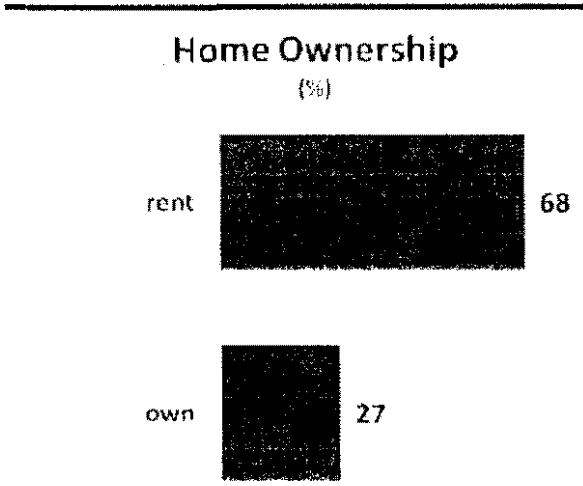
Q7: Please provide any additional comments about KCP&L's Economic Relief Pilot program. (select quotes shown)

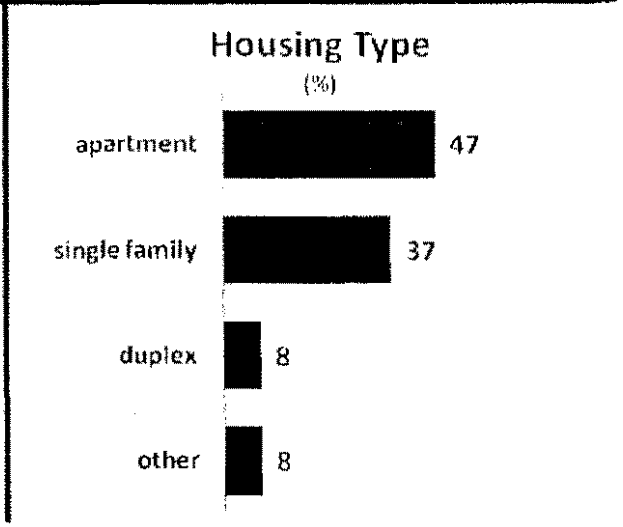
Profile of Program Participants

The average participant is over 55 years old and lives on their own in a rental apartment.









Base Size: Total respondents (n=144)
Q: Demographic questions
Note: Percentages may not add to 100% as not all respondents answered each question.

KCP&L

Appendix: Questionnaires

Qualitative Telephone Questionnaire

KCP&L Economic Relief Pilot Program
Salvation Army Discussion Guide

Intro

- Introductions
- 15-20 minutes talking about KCP&L Economic Relief Pilot program
- Be candid, there are no right or wrong answers – we just need your honest input.
- Recording discussion – assists me with note-taking
- Confidentiality – your name will not be included in any results back to KCP&L

Questionnaire

1. How satisfied are you with KCP&L's Economic Relief Pilot Program overall?

2. How satisfied are you with the ease of the application process?

3. How satisfied are you with qualification requirements?

4. How many additional customers come through your organization that you think could qualify and benefit from this program if expanded beyond the pilot?
    a. How many are currently turned away because the program is at capacity?
    b. How do you know it's full? Is this tracked, is there a waiting list?

5. Please explain in detail any suggestions for improving KCP&L's Economic Relief Program if expanded beyond the pilot.

6. What type of questions or concerns do applicants have when discussing KCP&L's Economic Relief Program?
    a. Amount of monthly credit?
    b. Any issues with the application process?

7. Based on your discussions with those participating in KCP&L's Economic Relief Pilot Program, what would be the impact to these participants if the program was not offered in the future?

Quantitative Postcard Questionnaire

1. How satisfied are you with KCP&L's Economic Relief Pilot program?
   1 2 3 4 5 6 7 8 9 10 ❑
2. In which of the following areas would you be most likely to cut your spending if KCP&L's Economic Relief Pilot program was not continued?
   ❑ housing ❑ clothing ❑ food ❑ medical/medicine ❑ transportation
   ❑ other: _____
3. How would you describe the hardship to you and your family if KCP&L's Economic Relief Pilot program was not expanded beyond the three-year pilot?
   1 2 3 4 5 6 7 8 9 10 ❑
4. Do you plan on reapplying to this program, if available in the future?
   ❑ yes ❑ no ❑ don't know
5. Since you started participating in KCP&L's Economic Relief Pilot program, would you say that you have spent more, less or not changed your effort to reduce your electric usage?
   ❑ more ❑ less ❑ no change ❑ don't know
6. While at Salvation Army, were you informed of other programs you may be qualified for? If yes, what programs?
   ❑ yes ❑ no ❑ If yes: _____
7. Please provide any additional comments about KCP&L's Economic Relief Pilot program.
   comments: _____
8. Which of the following best describes your age range?
   ❑ 18–24 ❑ 25–34 ❑ 35–44 ❑ 45–54 ❑ 55–64 ❑ 65–74 ❑ 75+
9. How many people live in your household?
   ❑ 1 ❑ 2–3 ❑ 4–6 ❑ 7+
10. Do you own or rent your home? ❑ own ❑ rent
11. What is your housing type?
    ❑ single family ❑ duplex ❑ apartment ❑ other

Form 3942

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