

Exhibit No.:  
Issue: Time-of-Use Rates; One CIS Solution  
Project; Electric Vehicle Charging  
Stations; Customer Bills  
Witness: Charles A. Caisley  
Type of Exhibit: Surrebuttal Testimony  
Sponsoring Party: Kansas City Power & Light Company  
and KCP&L Greater Missouri  
Operations Company  
Case Nos.: ER-2018-0145 and ER-2018-0146  
Date Testimony Prepared: September 4, 2018

**MISSOURI PUBLIC SERVICE COMMISSION**

**CASE NOS.: ER-2018-0145 and ER-2018-0146**

**SURREBUTTAL TESTIMONY**

**OF**

**CHARLES A. CAISLEY**

**ON BEHALF OF**

**KANSAS CITY POWER & LIGHT COMPANY and  
KCP&L GREATER MISSOURI OPERATIONS COMPANY**

**Kansas City, Missouri  
September 2018**

**SURREBUTTAL TESTIMONY**

**OF**

**CHARLES A. CAISLEY**

**Case No. ER-2018-0145**

1 **Q: Please state your name and business address.**

2 A: My name is Charles A. Caisley. My business address is 1200 Main, Kansas City,  
3 Missouri 64105.

4 **Q: By whom and in what capacity are you employed?**

5 A: I am employed by Kansas City Power & Light Company (“KCP&L”) as Vice President –  
6 Marketing and Public Affairs.

7 **Q: On whose behalf are you testifying?**

8 A: I am testifying on behalf of KCP&L and KCP&L Greater Missouri Operations Company  
9 (“GMO”) (collectively, the “Company”).

10 **Q: Are you the same Charles A. Caisley who filed Direct testimony in Case Nos. ER-**  
11 **2018-0145 and ER-2018-0146?**

12 A: Yes.

13 **PURPOSE AND REASON FOR THIS FILING**

14 **Q: What is the purpose of your testimony?**

15 A: The purpose of my testimony is to:

16 (1) Address the rebuttal testimony on behalf of Commission Staff (“Staff”)  
17 regarding its recommendation that the Company implement time  
18 differentiated rates on a mandatory basis for all residential customers with  
19 Advanced Metering Infrastructure (“AMI”);

1 (2) Respond to rebuttal testimony on behalf of the Office of the Public  
2 Counsel (“OPC”) regarding the Company’s implementation of the One  
3 CIS Solution Project;

4 (3) Respond to rebuttal testimony on behalf of OPC regarding electric vehicle  
5 (“EV”) charging stations; and

6 (4) Respond to testimony on behalf of OPC that the Commission order the  
7 Company to include additional verbiage on customer bills.

8 **1. TIME DIFFERENTIATED RATES ON A MANDATORY BASIS FOR ALL AMI**  
9 **RESIDENTIAL CUSTOMERS**

10 **Q: What is your understanding of Staff’s proposal regarding the implementation of**  
11 **time-of-use (“TOU”) rates for residential customers?**

12 A: My understanding is that Staff witness Lange recommends that KCP&L and GMO move  
13 all residential AMI customers to the time-differentiated rates Staff has proposed with the  
14 effective date of rates in this case which is expected to be in late December 2018. On  
15 pages 26-27 of her rebuttal testimony, Staff witness Ms. Sarah Lange characterizes this  
16 recommendation as “gradual”.

17 **Q: Do you agree that this Staff proposal is gradual?**

18 A: No, it is quite abrupt, unreasonable and should be rejected.

19 First, without proper configuration and testing, the Company cannot bill  
20 customers under Staff’s proposed TOU rate structure in December 2018. In order to  
21 properly configure the Company’s CIS system, the earliest possible date the Company  
22 might be able to start billing customers using Staff’s proposed TOU rate structure would  
23 be 90 days after the tariff sheets from this rate case take effect.

1           Second, even if the Company achieved this configuration using Staff's proposed  
2 TOU rate structure, it would be unwise to implement that rate structure on a mandatory  
3 basis without meaningful and deliberate customer education efforts. Staff's proposal  
4 allows no time for any reasonable customer education efforts.

5           Third, the Company is unwilling to offer Staff's proposed rate structure, or any  
6 time-differentiated rate structure, on a mandatory basis to all residential AMI customers  
7 at this time. As described in the surrebuttal testimony of Company witness Ives, the  
8 revenue impacts of Staff's proposed time differentiated rate structure on the Company are  
9 unknown. Just as important, the bill impacts of Staff's proposed time differentiated rate  
10 structure on individual customers are also unknown. Adoption of Staff's proposed time  
11 differentiated rate structure on a mandatory basis for all AMI-equipped residential  
12 customers is a recipe for customer revolt that is unacceptable to the Company and should  
13 be similarly unacceptable to the Commission.

14 **Q: Is the Company opposed to implementing TOU rates as a matter of principle?**

15 A: Absolutely not. The Company understands that the Commission has a keen interest in  
16 implementing TOU rates, and the Company has taken many significant steps to enable  
17 that to occur. These steps include the deployment of AMI meters to a substantial  
18 number, but not all, of its residential customers at this point, the implementation of the  
19 One CIS Solution Project, the undertaking of significant studies regarding TOU rates and  
20 the proposal initially made by the Company in this case to establish TOU rates for  
21 implementation as demand response programs through the Company's MEEIA Cycle 3  
22 filings. My understanding is that KCP&L and GMO are far ahead of any other investor-  
23 owned electric utility in the State of Missouri in this area.

1           But while the Company wants to implement TOU rates for its residential  
2 customers, it must be cognizant of the need to do so in a careful and thoughtful way.  
3 Failure to take the time needed to understand customer impacts, and provide customer  
4 education, when implementing substantial rate structure changes for the class with the  
5 largest number of customers on a utility's system may well serve to delay the  
6 achievement of broader penetration of time-differentiated pricing structures.

7 **Q: Do you have any concluding remarks regarding implementation of TOU rates for**  
8 **residential customers?**

9 A: Yes. The Company made a sincere and good faith proposal to begin implementing TOU  
10 rates to residential customers with the filing of these rate cases. We have endeavored to  
11 take the feedback provided by the other parties into consideration in developing an  
12 alternative proposal to implement time-differentiated rates on a broader scale than we  
13 originally proposed. This alternative proposal is discussed by Company witness Ives in  
14 his surrebuttal testimony. As the Company's Chief Customer Officer, however, at this  
15 time I cannot in good conscience endorse or agree to implement time differentiated rates  
16 on a mandatory basis to all residential customers with AMI meters.

17                           **2. ONE CIS SOLUTION PROJECT IMPLEMENTATION**

18 **Q: Please describe your general understanding of the disallowance of One CIS Solution**  
19 **Project costs recommended by OPC witness Geoff Marke in his rebuttal testimony.**

20 A: On pages 18-22 of his rebuttal testimony, Mr. Marke describes his dissatisfaction with  
21 the Company's proposed implementation of time-of-use ("TOU") rates in this case,  
22 alleges that the Company's TOU proposal is faulty because the Company has  
23 imprudently implemented the One CIS Solution Project and recommends that the

1 Commission disallow rate recovery of five years of depreciation expense for the One CIS  
2 Solution Project.

3 **Q: Did OPC witness Marke quantify his recommended disallowance?**

4 A: No. Based on the Company's proposed 15-year life and allocating the costs of the One  
5 CIS Solution Project as the Company has proposed, the Company estimates that adoption  
6 of OPC witness Marke's recommendation would result in the disallowance of  
7 approximately \$28.7 million (about \$13.9 million \$14.8 million, respectively, for  
8 KCP&L-MO and GMO) in depreciation expense.

9 **Q: What is your response to OPC witness Marke's recommendation that the  
10 Commission disallow recovery of what would amount to approximately \$28.7  
11 million in depreciation expense related to the One CIS Solution Project?**

12 A: OPC witness Marke's proposal to disallow One CIS Solution Project costs should be  
13 rejected. It appears that Mr. Marke's view of the Company's implementation of the One  
14 CIS Solution Project assumes that TOU rate functionality should be immediately  
15 deployed in December 2018 upon the effective date of rates to be established in these  
16 cases.

17 This assumption is erroneous for a number of reasons. It fails to recognize that  
18 the Company's former billing/customer information systems (separate systems were used  
19 for KCP&L and GMO) were at the end of their useful lives and needed to be replaced  
20 regardless of industry trends toward time-differentiated pricing. It also fails to recognize  
21 the magnitude and complexity of the One CIS Solution Project in the sense that the  
22 separate KCP&L and GMO billing systems – along with the data residing on them – had  
23 to be combined into the One CIS Solution.

1           The suggestion that the Company should have at the same time ensured the  
2 capability, effective in December 2018, of billing a yet to be determined TOU rate  
3 structure ignores the fact that such an expansion in the scope of the One CIS Solution  
4 Project would have further complicated an already extremely complex project. Further  
5 specifics of the TOU structure remain undefined to this day. To include TOU  
6 configuration in advance of an approved or even proposed structure would result in  
7 rework and additional cost. Upon implementation in May 2018, the One CIS Solution  
8 Project became subject to a warranty period during which the Company is protected from  
9 certain failures of the One CIS Solution. Expanding the scope of the One CIS Solution  
10 Project to enable the immediate billing in December 2018 of a still to be determined TOU  
11 rate structure would have put the protections available to the Company during the  
12 warranty period at risk. In my opinion, this would have been unreasonable and unwise,  
13 particularly in light of the typical industry experience where TOU implementation occurs  
14 at a measured pace with substantial customer education prior to voluntary TOU offerings,  
15 as described in the surrebuttal testimony of Company witness Ives.

16           In conclusion, OPC witness Marke has failed to demonstrate that the Company's  
17 implementation of the One CIS Solution Project was in any way imprudent. As a result,  
18 the Commission should reject his recommendation to disallow approximately \$28.7  
19 million in depreciation expense associated with the One CIS Solution.

1 **3. EV CHARGING STATIONS**

2 **Q: Please describe your understanding of OPC’s position regarding to EV charging**  
3 **stations?**

4 A: Based on pages 2-4 of the rebuttal testimony of OPC witness Mr. Geoff Marke, I  
5 understand that OPC opposes inclusion of EV charging stations in revenue requirement,  
6 relying on the Commission’s decision in Case No. ER-2016-0285 that they do not  
7 constitute “electric plant” while also arguing that the EV charging stations do not  
8 generate revenues sufficient to cover their costs and that the competitive market should  
9 control in that arena.

10 **Q: Do you agree with this OPC position?**

11 A: No. The Commission’s ruling Case No. ER-2016-0285 that EV charging stations do not  
12 constitute “electric plant” under Missouri statutes has been reversed and remanded by the  
13 Western District of the Missouri Court of Appeals in an opinion that is now final.

14 OPC witness Marke’s comparison of EV charging station revenues to the  
15 associated revenue requirement also misses the mark for a number of reasons. EV  
16 drivers do the vast majority of their vehicle charging at home, and these revenues are  
17 therefore excluded from the comparison made by Mr. Marke. Customers of the  
18 Company who purchased EVs because the Company has expanded the availability of EV  
19 charging stations are therefore providing incremental revenues that would not otherwise  
20 be available to support the revenue requirement assigned to the residential customer  
21 class. This is clearly a benefit to all residential customers that will only increase over  
22 time.



1 As to the effects of the competitive market on the availability of EV charging  
2 stations reasonable minds can disagree, but it is undeniable that the EV adoption rate in  
3 the Kansas City metropolitan area has increased substantially since the Company  
4 launched the Clean Charge Network (“CCN”) initiative in 2015. Absent the Company’s  
5 efforts in that regard, it is a virtual certainty that this growth in EV adoption would not  
6 have occurred. The possibility for additional growth in this area is vast as the  
7 transportation market is the last segment of the American economy to be subject to  
8 significant electrification. The Company’s measured efforts to broaden the availability of  
9 EV charging stations in its service territory simply makes common sense and serves the  
10 long-term interests of all of its customers.

11 **Q: In addition to the opinion by the Western District of the Missouri Court of Appeals**  
12 **you mentioned in the previous answer, has the regulatory landscape changed in any**  
13 **other ways since the Commission’s decision on EV charging stations in Case No.**  
14 **ER-2016-0285?**

15 **A:** Yes. The Missouri General Assembly passed Senate Bill 564, most of which became  
16 effective on August 28, 2018. Included in that bill was section 393.1610 which provides  
17 that:

18 The commission may approve investments by an electrical  
19 corporation in small scale or pilot innovative technology projects,  
20 including but not limited to renewable generation, micro grids, or  
21 energy storage, if the small scale or pilot project is designed to  
22 advance the electrical corporation's operational knowledge of  
23 deploying such technologies, including to gain operating  
24 efficiencies that result in customer savings and benefits as the  
25 technology is scaled across the grid or network.

26 The Company’s CCN initiative which significantly expands the availability of EV  
27 charging stations throughout the Company’s service territory meets the intent of this new

1 section of Missouri’s statutes by advancing the Company’s knowledge regarding EV  
2 charging station deployment. In addition, the intent of this section is also served by the  
3 likelihood that further expanded deployment of EV charging stations by non-utility  
4 providers spurred by the Company’s market-transformative efforts will generate  
5 incremental revenues that would not otherwise be available to mitigate other cost of  
6 service increases experienced by customers.

7 **4. OPC RECOMMENDATIONS REGARDING CUSTOMER BILLS**

8 **Q: Please describe your general understanding of the customer bill recommendations**  
9 **made by OPC witness Lena Mantle in her rebuttal testimony.**

10 A: On pages 3-6 of her rebuttal testimony, Ms. Mantle recommends that the Commission  
11 order the Company to include additional language regarding the Fuel Adjustment Charge  
12 (“FAC”), the Demand Side Investment Mechanism (“DSIM”), the Renewable Energy  
13 Source Rate Adjustment Mechanism (“RESRAM”) and non-utility charges. In addition,  
14 OPC witness Mantle also recommends that the Commission order the Company to  
15 include a bill insert every twelve months that explains the FAC, DSIM and RESRAM.

16 **Q: Does the Company agree that the customer bill recommendations of Ms. Mantle**  
17 **should be ordered by the Commission?**

18 A: No, subject to one exception that I will explain below. The Company already includes  
19 information regarding the FAC, DSIM, RESRAM and other matters in its customers’  
20 bills periodically as a result of Commission requirements. Schedule CAC-1 is a summary  
21 of all bill messages the Company is required to provide throughout the course of a year.  
22 These bill messages, and space that must be reserved on the bill for other transactional  
23 bill messages that may be necessary for a particular customer in any given month (e.g.,

1 Past Amount Due or Budget Billing Change) may leave very little space for additional  
2 bill messages.

3 Also in furtherance of Commission requirements, the Company provides each  
4 new customer with a bill insert that includes information on a variety of matters,  
5 including the FAC, DSIM and RESRAM as applicable. See Schedule CAC-2 (for  
6 KCP&L) and CAC-3 (for GMO). The Company's website is also available to customers  
7 and provides information regarding the FAC, DSIM, RESRAM and other matters  
8 pertaining to customer bills.

9 Given all of the information regarding the FAC, DSIM, RESRAM and other  
10 matters already included on customer bills, and the lack of significant available space on  
11 the bill to accommodate additional information, it is my opinion that OPC witness  
12 Mantle's recommendation that the Commission order the Company to include additional  
13 information on customer bills should be rejected.

14 **Q: What is the exception you mentioned above?**

15 A: The Company has no objection to including a bill insert every twelve months that  
16 explains the FAC, DSIM and RESRAM as applicable.

17 **Q: Does this conclude your surrebuttal testimony?**

18 A: Yes.



**Required Bill Messages for KCPL-MO and GMO Customers**

<b>Month</b>	<b>Message</b>	<b>Customer Class</b>
02 Feb	Effective February 1, the factor for the <b>Demand Side Investment Mechanism (DSIM)</b> charge on your bill will change. For more information about this charge, visit <a href="http://www.kcpl.com/programs">www.kcpl.com/programs</a> .	Missouri
03 Mar	Effective March 1, the factor for the <b>Fuel Adjustment Clause (FAC)</b> charge on your bill will change. For more info, visit <a href="http://www.kcpl.com/my-account">www.kcpl.com/my-account</a> .	GMO
03 Mar	<b>It's tree planting season.</b> A tree is an asset you'll enjoy for years to come. But some are better than others for planting near power lines. Learn what to consider before selecting your tree at <a href="http://www.kcpl.com/trees">www.kcpl.com/trees</a> .	All customers
04 April	<b>Summer rates begin May 16.</b> The price for electricity is slightly higher during the four months ahead. It is more expensive to produce energy during the summer months, when demand is at its highest.	Commercial KCP&L
04 April	<b>Summer rates begin May 16.</b> The price for electricity is slightly higher during the four months ahead, when it's more expensive to produce energy because demand is at its highest. To average out seasonal highs and lows, enroll in KCP&L's Budget Billing plan. Learn more at <a href="http://www.kcpl.com/budgetbilling">www.kcpl.com/budgetbilling</a> .	Residential KCP&L
04 April	Effective April 1, the factor for the <b>Fuel Adjustment Clause (FAC)</b> charge on your bill will change. For more info, visit <a href="http://www.kcpl.com/my-account">www.kcpl.com/my-account</a> .	KCP&L Missouri
05 May	<b>Summer rates begin June 1.</b> The price for electricity is slightly higher during the four months ahead. It's more expensive to produce energy during the summer months, when demand is at its highest.	Commercial GMO
05 May	<b>Summer rates begin June 1.</b> The price for electricity is slightly higher during the four months ahead, when it's more expensive to produce energy because demand is at its highest. To average out seasonal highs and lows, enroll in KCP&L's Budget Billing plan. Learn more at <a href="http://www.kcpl.com/budgetbilling">www.kcpl.com/budgetbilling</a> .	Residential GMO
08 Aug	Effective August 1, the factor for the Demand Side Investment Mechanism (DSIM) charge on your bill will change. For more information about this charge, visit <a href="http://www.kcpl.com/programs">www.kcpl.com/programs</a> .	Missouri
08 Aug	Starting September 16, the price you pay for electric service will be lower than summer usage pricing. Our cost to provide service decreases in winter. We pass this savings to you. Summer prices return on May 16, 2019.	KCP&L
09 Sept	Effective Sept. 1, the factor for the <b>Fuel Adjustment Clause (FAC)</b> charge on your bill will change. For more info, visit <a href="http://www.kcpl.com/my-account">www.kcpl.com/my-account</a> .	GMO
09 Sept	Starting October 1, the price you pay for electric service will be lower than summer usage pricing. Our cost to provide service decreases in winter. We pass this savings to you. Summer prices return on June 1, 2019.	GMO

### Required Bill Messages for KCPL-MO and GMO Customers

10 Oct	Effective Oct. 1, the factor for the <b>Fuel Adjustment Clause (FAC)</b> charge on your bill will change. For more info, visit <a href="http://www.kcpl.com/my-account">www.kcpl.com/my-account</a> .	KCP&L Missouri
11 Nov	<b>Are you considering adding renewable generation to your home or business?</b> If so, KCP&L's Net Metering may be the right option for you. To learn more visit <a href="http://www.kcpl.com/renewable">www.kcpl.com/renewable</a> .	KCP&L Missouri
12 Dec	Effective Dec. 1, the factor for the <b>Renewable Energy Standard Rate Adjustment Mechanism (RESRAM)</b> charge on your bill will change. For more info about this charge, visit <a href="http://www.kcpl.com/understandmybill">www.kcpl.com/understandmybill</a> .	GMO

## Special programs

**Dollar-Aide.** You can provide assistance to customers in need. We match each dollar donated with a 50¢ energy credit. Funds are administered by the Mid America Assistance Coalition. To make a donation, send a check to: **Dollar-Aide, c/o Mid America Assistance Coalition, One West Armour Boulevard, Suite 301, Kansas City, MO 64111.**

**Adjustable Due Dates.** Qualified customers can schedule KCP&L payment dates to correspond with the receipt of their Supplemental Security Income or Social Security benefits.

**Special Medical Conditions.** If any member of your household depends on electrically operated life support equipment, contact KCP&L online or by phone for a Medical Customer application form.

**Special Friend Notification.** Customers 60 or older who are disabled or expect to be away for long periods may give KCP&L the name of a relative, friend or agency to contact if their payments become overdue. This “special friend” is not responsible for payment, but can help avoid credit problems or service cutoffs.

## Billing and payment options

**Pay Online.** Access all of your account information any time you want it, and pay your bill using a bank withdrawal, debit or Visa/MasterCard credit card. See the Manage your account online section in this brochure for how to enroll.

**Pay by Text.** You can receive reminders, make payments and receive payment confirmations—all on your mobile phone. Register for account access at **kcpl.com**, and look for Text Options under the Preferences tab.

**Pay by Mail.** When you receive your monthly bill, mail the bill stub and your payment back in the return envelope. Allow up to one week for delivery and posting to your account to avoid late charges.

**Pay in Person.** Visit us at **KCP&L Connect (1710 Paseo Blvd)** to pay your monthly bill or for in-person account support and assistance. Also, learn about energy-saving ideas, products and services for your home or business. Visit **kcpl.com/connect** for hours and directions.

Can't make it to KCP&L Connect? You can also pay your bill by cash, check or money order at an authorized walk-in location. All you need is your monthly statement or account number. Missouri locations may charge a small convenience fee but not more than \$1. Unauthorized locations may result in posting delays and fees in excess of \$1. For a complete list of authorized locations, visit **www.kcpl.com** or call KCP&L.

**Pay by Phone.** You can pay your bill by phone with a debit card, Visa/MasterCard credit card or an electronic check drawn on your bank account. Have your KCP&L bill and checkbook handy for the information required to use the system, and call **(816) 471-5275** or **1-888-471-5275**.

**Budget Billing.** Manage your budget with consistent monthly payments. Budget Billing averages the last 12 bills at the time you enroll, giving you a fixed monthly payment. Each month, your bill will remain the same amount unless your electric usage varies by more or less than 10%. If your usage is above or below the 10% of the actual amount, the budget readjusts slightly to bring the yearly average to a more accurate monthly budgetary amount. Call **(816) 471-5275** or **1-888-471-5275** toll-free to see if you qualify.

**Paperless Billing.** A monthly email includes a link to your online account, so you can log on instantly, review and pay your bill.

**Automatic Payments.** Ensure your payments are always on time. Receive paperless e-bills and pay your bill automatically on each month's due date by authorizing recurring debit or Visa/MasterCard credit charges or electronic withdrawal from your bank account. Register for account access at **kcpl.com**.

*Note: Payments returned by your bank can result in late payment penalties and returned payment charges.*

## Manage your account online

To access your account info online, go to **kcpl.com** and click Register in the upper right corner of the home page. Fill out the Account and Security Information and click Submit. Once you've registered, log in to your account in the same location of the home page.

## Call before you dig

Many utility lines are buried, so before any planting or improvement project, please call **8-1-1**. A free locating service will mark all underground lines within two working days.

## Resolving disputes

KCP&L's prices and practices are regulated by the Missouri Public Service Commission. Federal and state agencies oversee our operations. Copies of price schedules and general rules and regulations are available at **kcpl.com**.

If you have a problem with a bill, here's how to resolve it as quickly as possible.

- Contact KCP&L immediately. We'll record the date and time you called.
- Please be willing to cooperate with any investigation.
- If your issue is with the billing amount, we'll ask you to pay the undisputed portion.

- If we can't resolve the dispute, you may contact the Missouri Public Service Commission to file an informal complaint.

**Missouri Public Service Commission**  
**P.O. Box 360, Jefferson City, MO 65102**  
**1-800-392-4211**

The Commission will investigate the dispute and try to resolve it. If the outcome is not satisfactory, you may file a formal complaint, which follows the legal rules established by the Commission.

## Your consumer advocate

The Office of the Public Counsel represents the interests of utility customers in proceedings and appeals from the Missouri Public Service Commission.

**Office of the Public Counsel**  
**Governor Office Building, Suite 650**  
**P. O. Box 2230, Jefferson City, MO 65102**  
**(866) 922-2959**

## How to reach us

For service or billing-related needs, call:

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

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

To report emergencies or lights out, toll-free ... **1-888-544-4852**

Complete account- and service-related assistance, outage reporting and bill payment information are available at **kcpl.com**.

*Energizing Facts is provided in accordance with the rules of the Missouri Public Service Commission.*



# Energizing facts for new Missouri customers



Welcome! KCP&L is committed to providing you with reliable, affordable energy and friendly, responsive customer service. This pamphlet describes our bills and charges, payment options, energy-efficiency tools and special needs services. See more at [kcpl.com](http://kcpl.com).

### Your monthly bill

Your monthly bill features complete information about your account, energy use and services you buy. Here's what it includes:

### On the front . . .

**1** **Bill Stub.** Return this portion with your payment in the enclosed return envelope.

**2** **Message Board.** Helpful information about your electric rates, programs to help you save energy, and payment options to make your life simpler. You'll also find seasonal energy-saving tips.

**3** **How to Reach Us.** The numbers you'll need for billing and service information or to report an outage or emergency.

**4** **Account Summary.** Recent account activity including previously billed amounts, payments credited to your account, amounts due for other services and your total amount due upon receipt.

**5** **Customer Charge.** A minimum monthly charge that covers KCP&L's costs to meter and bill your account and provide customer service.

**6** **Franchise Fee.** A municipal fee charged to KCP&L by your city for the right to bring utility lines across city property to serve you. We are required to list this fee separately on your bill.

**7** **City, State and County Taxes.** Sales tax charged by the city, state and county in which you reside.

**Fuel Adjustment Clause (FAC).** Covers the fuel costs over or under those already included in base rates. It is adjusted periodically to reflect changing market conditions.

### On the back . . .

**1** **Customer Name:** MISSOURI RESIDENTIAL SAMPLE  
**Account Number:** 000000000

**1234 E ST KANSAS CITY MO**

**2** **Energy Use:** Bar chart showing kWh usage from April to May.

**3** **Comparative Usage Information:** Table comparing current and previous periods.

**4** **Account Summary - Budget Billing:** Table showing bill components and totals.

**5** **Account Summary - Actual:** Table showing actual bill components and totals.

**6** **Adjustments:** Table showing bill adjustments.

**7** **Billing Details:** List of charges and fees.

**8** **Contact Information Change Form:** Form for updating contact information.

**5. Your rate code.** Indicates which rate group you are in. Rate tariffs are available at [kcpl.com](http://kcpl.com).

**6. Usage Information.** Your meter number(s), the service dates and the total kilowatt-hours used during the period.

**7. Billing Details.** An itemized accounting of your energy charges, customer charge and all taxes and municipal fees for the period shown.

### Understanding your billing charges

**Energy Charge.** The amount billed for the kilowatt-hours of electricity you have used.

**Customer Charge.** A minimum monthly charge that covers KCP&L's costs to meter and bill your account and provide customer service.

**Franchise Fee.** A municipal fee charged to KCP&L by your city for the right to bring utility lines across city property to serve you. We are required to list this fee separately on your bill.

**City, State and County Taxes.** Sales tax charged by the city, state and county in which you reside.

**Fuel Adjustment Clause (FAC).** Covers the fuel costs over or under those already included in base rates. It is adjusted periodically to reflect changing market conditions.

**Demand Side Investment Mechanism (DSIM).** Recovers the costs associated with energy efficiency and demand response programs.

**Special Districts (Fire, ambulance, etc.)** A tax on applicable sales made within your special taxing district boundaries.

**Other Services.** A summary of charges for services other than energy, such as Home Surge Protection.

**About Estimated Bills.** While most meters are read electronically, some are read in person. When we're unable to obtain a reading, we estimate usage based on account history. The amount is adjusted in the months that follow.

KCP&L must read meters at least once every three months to ensure billing accuracy. Automated readings are taken daily around midnight.

### How to read your meter

You can monitor your usage by reading your own electric meter.

To measure the kilowatt-hours used during a given period, take a reading at the beginning and another at the end. Subtract the first reading from the last. The difference is what was used.

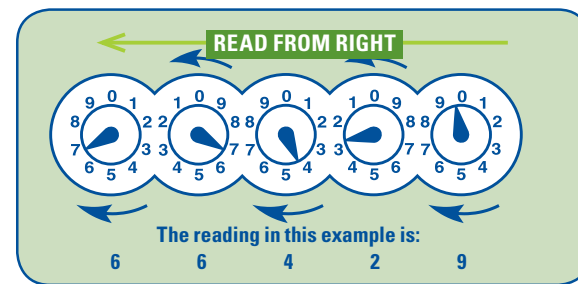
**Digital Meter.** Newer electric meters use digital displays instead of dials. The difference between one month's reading and the next is the amount of energy units (kWh) used for that billing period.

The first display—01 shows the current kWh reading.

The second display—02 verifies all LCD numbers are readable.

The third display—03 confirms the communication signal that transmits the meter reading to KCP&L is working properly.

**Analog Meter.** Read from right to left. If a dial is between numbers, always use the smaller number. For example, between nine and zero (10), use nine.



**Caution:** Never tamper with the electric meter. You'll risk shock, explosion, or fire.

### Service arrangements

**Avoiding Account Problems.** Your bill is due upon receipt. Call us immediately if you can't pay your bill on time, receive a service cancellation notice or have any problem with your bill. With your cooperation, we may be able to continue service while the problem is being resolved.

**Deposits.** Cash deposits or guarantees may be required from customers who are disconnected for non-payment, have insufficient credit or a history of past-due payments. The deposit earns simple interest, which is returned along with the original deposit once a satisfactory one-year payment record is established or if you move from KCP&L's service territory. Accrued interest on deposits held is credited annually.

**Payment Arrangements.** With prior notice, payment arrangements can be made for customers on extended vacation. When there's a medical emergency, we can postpone service cancellations for up to 21 days. During cold weather periods, special considerations are made for seniors and customers with disabilities. If you experience another circumstance that may delay payment, contact us as soon as possible to make arrangements and avoid service cancellation.

**Disconnection for Nonpayment.** A disconnect notice will appear on your bill and tell you what you should do to continue service. An additional notice will be mailed or an automated call will be attempted also. You'll need to make arrangements at least 24 hours before the service disconnection date stated on your notice. If we don't hear from you, we'll try to contact you prior to disconnecting service. We will charge reconnection and service deposit fees.

Once a delinquent payment is made and you report it to us, we will restore service within one day. If the account was closed for non-payment, the turn-on will occur the following business day.

Although we don't routinely disconnect service without advance notice, there are times when we must for health, safety, emergency or maintenance reasons or when someone tampers with our equipment.

**Transferring or Closing an Account.** Contact KCP&L online or by phone if you're planning to move. We connect and disconnect service every weekday except holidays. We will need this information: **1**) the name on your account **2**) the current address or account number **3**) the moving date **4**) your new address and date you want service or the address for mailing your final bill **5**) a phone number for your new home and work **6**) your employer **7**) your Social Security number and **8**) your spouse or roommate's Social Security number.



## Special programs

**Dollar-Aide.** You can provide assistance to customers in need. We match each dollar donated with a 50¢ energy credit. Funds are administered by the Mid America Assistance Coalition. To make a donation, send a check to: **Dollar-Aide, c/o Mid America Assistance Coalition, One West Armour Boulevard, Suite 301, Kansas City, MO 64111.**

**Adjustable Due Dates.** Qualified customers can schedule KCP&L payment dates to correspond with the receipt of their Supplemental Security Income or Social Security benefits.

**Special Medical Conditions.** If any member of your household depends on electrically operated life support equipment, contact KCP&L online or by phone for a Medical Customer application form.

**Special Friend Notification.** Customers 60 or older who are disabled or expect to be away for long periods may give KCP&L the name of a relative, friend or agency to contact if their payments become overdue. This “special friend” is not responsible for payment, but can help avoid credit problems or service cutoffs.

## Billing and payment options

**Pay Online.** Access all of your account information any time you want it, and pay your bill using a bank withdrawal, debit or Visa/MasterCard credit card. See the Manage your account online section in this brochure for how to enroll.

**Pay by Text.** You can receive reminders, make payments and receive payment confirmations—all on your mobile phone. Register for account access at [kcpl.com](http://kcpl.com), and look for Text Options under the Preferences tab.

**Pay by Mail.** When you receive your monthly bill, mail the bill stub and your payment back in the return envelope. Allow up to one week for delivery and posting to your account to avoid late charges.

**Pay in Person.** Visit us at **KCP&L Connect (1710 Paseo Blvd)** to pay your monthly bill or for in-person account support and assistance. Also, learn about energy-saving ideas, products and services for your home or business. Visit [kcpl.com/connect](http://kcpl.com/connect) for hours and directions.

Can't make it to KCP&L Connect? You can also pay your bill by cash, check or money order at an authorized walk-in location. All you need is your monthly statement or account number. Missouri locations may charge a small convenience fee but not more than \$1. Unauthorized locations may result in posting delays and fees in excess of \$1. For a complete list of authorized locations, visit [www.kcpl.com](http://www.kcpl.com) or call KCP&L.

**Pay by Phone.** You can pay your bill by phone with a debit card, Visa/MasterCard credit card or an electronic check drawn on your bank account. Have your KCP&L bill and checkbook

handy for the information required to use the system, and call **(816) 471-5275** or **1-888-471-5275**.

**Budget Billing.** Manage your budget with consistent monthly payments. Budget Billing averages the last 12 bills at the time you enroll, giving you a fixed monthly payment. Each month, your bill will remain the same amount unless your electric usage varies by more or less than 10%. If your usage is above or below the 10% of the actual amount, the budget readjusts slightly to bring the yearly average to a more accurate monthly budgetary amount. Call **(816) 471-5275** or **1-888-471-5275** toll-free to see if you qualify.

**Paperless Billing.** A monthly email includes a link to your online account, so you can log on instantly, review and pay your bill.

**Automatic Payments.** Ensure your payments are always on time. Receive paperless e-bills and pay your bill automatically on each month's due date by authorizing electronic withdrawal from your bank account. Register for account access at [kcpl.com](http://kcpl.com).

*Note: Payments returned by your bank can result in late payment penalties and returned payment charges.*

## Energy Efficiency Rebates

Save now, save later—with KCP&L Energy Savings for your home or business, you'll enjoy instant rebates and monthly savings all year long. Learn more at [kcpl.com/rebates](http://kcpl.com/rebates).

**Heating and Cooling.** Save hundreds when you upgrade your home with a new, energy-efficient system. Learn more at [kcpl.com/BeCoolNow](http://kcpl.com/BeCoolNow).

**LED Discount.** Get instant KCP&L rebates on qualifying LEDs. See participating stores at [kcpl.com/BulbsSave](http://kcpl.com/BulbsSave).

## Manage your account online

To access your account info online, go to [kcpl.com](http://kcpl.com) and click Register in the upper right corner of the home page. Fill out the Account and Security Information and click Submit. Once you've registered, log in to your account in the same location of the home page.

## Call before you dig

Many utility lines are buried, so before any planting or improvement project, please call **8-1-1**. A free locating service will mark all underground lines within two working days.

## Resolving disputes

KCP&L's prices and practices are regulated by the Missouri Public Service Commission. Federal and state agencies oversee our operations. Copies of price schedules and general rules and regulations are available at [kcpl.com](http://kcpl.com).

If you have a problem with a bill, here's how to resolve it as quickly as possible.

- Contact KCP&L immediately. We'll record the date and time you called.
- Please be willing to cooperate with any investigation.
- If your issue is with the billing amount, we'll ask you to pay the undisputed portion.
- If we can't resolve the dispute, you may contact the Missouri Public Service Commission to file an informal complaint.

**Missouri Public Service Commission**  
**P.O. Box 360, Jefferson City, MO 65102**  
**1-800-392-4211**

The Commission will investigate the dispute and try to resolve it. If the outcome is not satisfactory, you may file a formal complaint, which follows the legal rules established by the Commission.

## Your consumer advocate

The Office of the Public Counsel represents the interests of utility customers in proceedings and appeals from the Missouri Public Service Commission.

**Office of the Public Counsel**  
**Governor Office Building, Suite 650**  
**P. O. Box 2230, Jefferson City, MO 65102**  
**(866) 922-2959**

## How to reach us

*For service or billing-related needs, call:*

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

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

To report emergencies or lights out,  
toll-free ..... **1-888-544-4852**

Complete account- and service-related assistance,  
outage reporting and bill payment information are available  
at [kcpl.com](http://kcpl.com).

*Energizing Facts is provided in accordance with the rules of the Missouri Public Service Commission.*



# Energizing facts for new Missouri (GMO) customers



Welcome! KCP&L is committed to providing you with reliable, affordable energy and friendly, responsive customer service. This pamphlet describes our bills and charges, payment options, energy-efficiency tools and special needs services. See more at [kcpl.com](http://kcpl.com).

### Your monthly bill

Your monthly bill features complete information about your account, energy use and services you buy. Here's what it includes:

#### On the front . . .

**1** Bill Stub. Return this portion with your payment in the enclosed return envelope.

**2** Message Board. Helpful information about your electric rates, programs to help you save energy, and payment options to make your life simpler. You'll also find seasonal energy-saving tips.

**3** How to Reach Us. The numbers you'll need for billing and service information or to report an outage or emergency.

**4** Account Summary. Recent account activity including previously billed amounts, payments credited to your account, amounts due for other services and your total amount due upon receipt.

#### On the back . . .

**5** 1234 MAIN ST ST JOSEPH MO. Residential w/ Elec Heat 1-Mr - 1R66A. Billing Details - service from 03/14/2018 to 04/12/2018.

**6** Energy Use. kWh: 1000.

**7** Billing Details. Customer Chg: \$12.82, Energy Chg: \$83.22, DSM Chg: \$3.44, FAC Chg: \$2.11, Subtotal: \$98.41, Current Budget Billing Amount: \$118.00.

**8** Adjustments. Total: \$1.79.

**9** Contact Information Change Form. Account Number: 0000000000.

**5. Your rate code.** Indicates which rate group you are in. Rate tariffs are available at [kcpl.com](http://kcpl.com).

**6. Usage Information.** Your meter number(s), the service dates and the total kilowatt-hours used during the period.

**7. Billing Details.** An itemized accounting of your energy charges, customer charge and all taxes and municipal fees for the period shown.

### Understanding your billing charges

**Energy Charge.** The amount billed for the kilowatt-hours of electricity you have used.

**Customer Charge.** A minimum monthly charge that covers KCP&L's costs to meter and bill your account and provide customer service.

**Franchise Fee.** A municipal fee charged to KCP&L by your city for the right to bring utility lines across city property to serve you. We are required to list this fee separately on your bill.

**City, State and County Taxes.** Sales tax charged by the city, state and county in which you reside.

**Fuel Adjustment Clause (FAC).** Covers the fuel costs over or under those already included in base rates. It is adjusted periodically to reflect changing market conditions.

**Demand Side Investment Mechanism (DSIM).** Recovers the costs associated with energy efficiency and demand response programs.

**Renewable Energy Standard Rate Adjustment Mechanism (RESRAM).** Recovers the costs to comply with the Renewable Energy Standard. The rate is approved annually by the Missouri Public Service Commission.

**Special Districts (Fire, ambulance, etc.)** A tax on applicable sales made within your special taxing district boundaries.

**Other Services.** A summary of charges for services other than energy, such as Home Surge Protection.

**About Estimated Bills.** While most meters are read electronically, some are read in person. When we're unable to obtain a reading, we estimate usage based on account history. The amount is adjusted in the months that follow.

KCP&L must read meters at least once every three months to ensure billing accuracy. Automated readings are taken daily around midnight.

### How to read your meter

You can monitor your usage by reading your own electric meter.

To measure the kilowatt-hours used during a given period, take a reading at the beginning and another at the end. Subtract the first reading from the last. The difference is what was used.

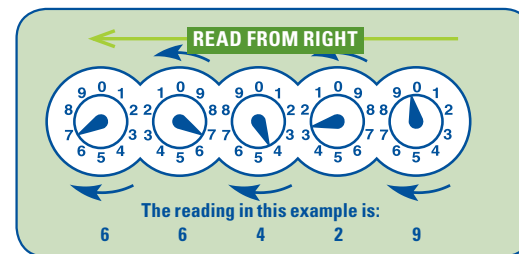
**Digital Meter.** Newer electric meters use digital displays instead of dials. The difference between one month's reading and the next is the amount of energy units (kWh) used for that billing period.

The first display—01 shows the current kWh reading.

The second display—02 verifies all LCD numbers are readable.

The third display—03 confirms the communication signal that transmits the meter reading to KCP&L is working properly.

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