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3. Data requests concerning this Application should be addressed to Regulatory.Affairs@kcpl.com.

4. KCP&L has no pending actions or final unsatisfied judgments or decisions against it from any state or federal agency or court, which involve customer service or rates, which action, judgment, or decision has occurred within three years of the date of the Application, except for the following: *Gene Edward Dudley, Complainant v. Kansas City Power & Light Company*, File No. EC-2018-0103. KCP&L has no annual reports or regulatory assessment fees that are overdue in Missouri.

I. Bill Estimation Procedure

5. This Application requests approval of the Customer Care and Billing (“CCB”) estimating procedure described below, and its Estimated Bill Procedure tariff. The Company is replacing its current billing system, CIS Plus, with CCB and anticipates implementing CCB in May, 2018. In the current billing system, when a meter read is unavailable for current month billing, if customer history is available, the system will estimate usage based upon the customer’s

previous usage and a historical trend of like customers. A trend table stores data records regarding usage by Customer Class, Rate Class, Rate Sub class, Meter Read Cycle, Month/Year, Unit of Measure and Bill Period End Date.

Estimated usage is calculated by using the following formula:

- $\text{Recent} * (\text{History}/\text{Trend}) * \text{Days}$.
 - “Recent” is the average of the last three days of usage for similar customers from the Trend table.
 - “History” is the customer’s historical daily usage over and up to the last 12 billing cycles.
 - “Trend” is the historical daily usage of similar customers from the Trend table during the same billing periods as the customer’s “History” calculation.
 - “Days” references the number of bill days to be estimated. In the absence of sufficient customer history, estimated usage is calculated from a rate schedule estimation table for customers with both Advanced Metering Infrastructure (“AMI”) and non-AMI meters.

6. CCB uses a different procedure for estimating a customer’s usage when a meter read is not available. It differs depending on whether a customer has an AMI meter. For customers with AMI meters, when a current meter read is unavailable, the system will average consumption from the three-prior days to estimate a read. If that information is not available, a second estimation attempt will be made. The system will average the usage from five historical reads from the previous year—it will average the usage from the read in the prior year from the same day as being estimated along with the three days prior and one day after. If the second estimation

attempt is not successful, then the estimation is a manual process. The billing department will estimate usage based on historical usage information from the same premise and if not available, the usage of customers with like premises. For customers with non-AMI meters, when a current meter read is unavailable, the system will average the usage from the prior year in the same billing month and the following billing month. If that information is not available, a second read estimation attempt will be made by averaging the usage from the prior two readings. If the second estimation attempt is not successful, then the estimation is a manual process. The billing department will estimate usage based on historical usage information from the same premise and if not available, the usage of customers with like premises. The results of current bill estimation procedures and proposed bill estimation procedures were compared to actuals. Overall, the proposed CCB bill estimation procedure produced results that were closer to actual volumes than the current CIS Plus bill estimation procedure.

II. Budget Billing tariff changes

7. This Application is also requesting approval of modifications to the Average Payment Plan (“Budget Billing”) tariff. KCP&L currently offers residential customers a Budget Billing Plan which allows customers to level their bill payments to the utility by fixing their monthly bill to a calculated 12-month average cost. The Company’s current CIS Plus system does not have the functionality to provide a Budget Billing Plan for Small General Service (“SGS”) customers. The CCB system has the functionality and the Company would like to offer a Budget Billing Plan to SGS customers. Additionally, the method of offering Budget Billing and the associated true-up differs with CCB. These differences necessitate tariff revisions.

8. Under the new Budget Billing Plan eligible Residential and SGS customers with a minimum of nine months of recent usage history at their premise, not currently enrolled will

receive a monthly bill message indicating their budget amount. The message will indicate if they wish to enroll they can do so by paying the amount indicated. If the customer does not have 12 months of usage history at the premise, CCB will look for a minimum of nine months of customer usage history at the premise to calculate the budget amount. If the customer does not have nine months of usage history at the premise, but is otherwise eligible for a Budget Billing Plan, the customer will receive a different message on their bill stating that if they are interested in enrolling in a Budget Billing Plan, they should call the Company to speak to a customer service representative (“CSR”). At that time, the CSR will manually calculate a budget billing amount by viewing a nearby premise usage history that is served under the same rate schedule.

9. Once enrolled in a Budget Billing Plan, the CCB system will calculate the average monthly payment every month. It will average up to 12 months of bills plus any over/under balance for the customer, and will automatically adjust the Budget Billing Plan amount for the customer on the next month’s bill if there is more than a 10% variance in the calculation from the current Budget Billing Plan amount. This adjustment will smooth out the abrupt changes in the customer’s monthly bill that can occur with the current process of adjusting budget amounts annually. Application of the 10% variance adjustment will commence 60 days after the implementation of CCB, allowing for a period of transition.

10. The Company reviewed fiscal year 2016 Residential and SGS accounts and noted that write off amounts for both classes are similar and compose a small portion of annual revenues. Additionally, the Company believes monthly review of the customer’s Budget Billing Plan amount, and the adjustment if outside the 10% variance band, should lessen the potential for an increase in write-off amounts due to offering a budget billing plan to SGS customers.

11. The Company believes the bill estimation procedure CCB uses will produce bills that more closely reflect actual usage than the current CIS Plus procedure, and the extension of a Budget Billing Plan to SGS customers, along with the monthly review of the Budget Billing Plan, smoothing abrupt changes to the customer's budget amount, are features customers will value.

12. The Company respectfully requests the Commission approve the proposed changes to the CCB estimating procedure and its Estimated Bill Procedure as outlined above and in the exemplar tariffs (attached as Exhibit A). As the Company is still utilizing the existing billing system, GMO proposes that the new tariffs become effective concurrent with CCB implementation. Because the Company does not know the exact day that CCB will be implemented, it will make a tariff filing closer to the implementation date.

WHEREFORE, the Company respectfully requests that the Commission approve its Application and revised tariffs.

Respectfully submitted,

/s/ Roger W. Steiner

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Roger W. Steiner MBN#39586
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**ATTORNEYS FOR KANSAS CITY POWER &
LIGHT COMPANY AND KCP&L GREATER
MISSOURI OPERATIONS COMPANY**

CERTIFICATE OF SERVICE

I hereby certify that a true and correct copy of the above and foregoing document was served upon the parties listed below on this 27th day of February, 2018, by either e-mail or U.S. Mail, postage prepaid.

Missouri Public Service Commission
P.O. Box 360
Jefferson City, MO 65102
staffcounsel@psc.mo.gov

Office of the Public Counsel
P.O. Box 2230
Jefferson City, MO 65102
opc@ded.mo.gov

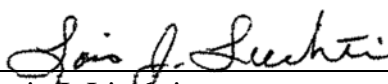
/s/ Roger W. Steiner

Roger W. Steiner

VERIFICATION

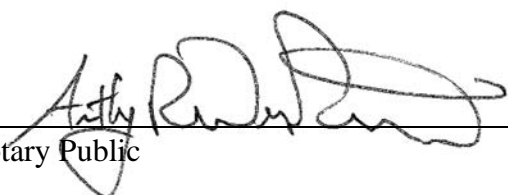
STATE OF MISSOURI)
) ss.
COUNTY OF JACKSON)

I, Lois J. Liechti, being duly affirmed according to the law, depose and state that I am Director – Regulatory Affairs of Kansas City Power & Light Company, that I am authorized to make this verification on behalf of KCP&L, and that the facts set forth in the foregoing Application are true and correct to the best of my knowledge, information and belief.



Lois J. Liechti
Director – Regulatory Affairs
Kansas City Power & Light Company

Subscribed and sworn before me this 26th day of February 2018.



Notary Public

My Commission Expires:

_____ 4/26/2021



KANSAS CITY POWER & LIGHT COMPANY

P.S.C. MO. No. 2 Eighth Original Sheet No. 1.23
 Revised
Cancelling P.S.C. MO. No. 2 Seventh Original Sheet No. 1.23
 Revised
For Missouri Retail Service Area

GENERAL RULES AND REGULATIONS APPLYING TO ELECTRIC SERVICE

6. METERING (continued)

6.05 METER SEALS: Seals will be placed by the Company on all meters and meter enclosures. Such seals shall not be broken or disturbed by any person other than persons authorized by the Company or by law.

6.06 ESTIMATED BILLING DUE TO UNREAD METERS: If, due to circumstances or conditions beyond the control of the Company or if it is otherwise impractical for the Company to read the meter on a scheduled meter reading day, the Company may, at its discretion, deliver to the premises of the Customer a business reply card with instructions thereon as to how the Customer shall read the meter and mail the information to the Company. In any event, if no meter reading is obtained in time for billing as scheduled, then subject to 4 C.S.R. 240-13.020, the Company shall render an "estimated bill" based on usage as estimated by the Company. Estimated bills shall be adjusted in the next subsequent billing based upon a reading of the meter by the Company.

ESTIMATED BILL PROCEDURE:

- A. For Customers with Advanced Metering Infrastructure (AMI) meters, when a current meter read is unavailable, the Customer Care & Billing (CCB) system will average consumption from the three-prior days to estimate a read. If that information is not available, a second estimation attempt will be made. The CCB system will average the usage from five historical reads from the previous year. It will average the usage from the read in the prior year from the same day as being estimated along with the three days prior and one day after. If the second estimation attempt is not successful, then the estimation is a manual process. The Company will estimate usage based on historical usage information from the same premise and if not available, the usage of Customers with like premises.
- B. For Customers with non-AMI meters, when a current meter read is unavailable, the CCB system will average the usage from the prior year in the same billing month and the following billing month. If that information is not available, a second read estimation attempt will be made by averaging the usage from the prior two readings. If the second estimation attempt is not successful, then the estimation is a manual process. The Company will estimate usage based on historical usage information from the same premise and if not available, the usage of Customers with like premises.

6.07 ACCURACY AND TESTS: The accuracy and testing of the Company's meters shall be in accordance with the general orders of the Commission applying thereto.

6.08 EVIDENCE OF CONSUMPTION: The registration of the Company's meters will be accepted and received at all times and places as prima facie evidence of the amount of power and energy taken by the Company.

DATE OF ISSUE: ISSUED BY: Darrin R. Ives, Vice President DATE EFFECTIVE: 1200 Main, Kansas City, Mo. 64105

KANSAS CITY POWER & LIGHT COMPANY

P.S.C. MO. No. 2 SeventhEighth Original Sheet No. 1.23
 Revised
Cancelling P.S.C. MO. No. 2 SixthSeventh Original Sheet No. 1.23
 Revised
For Rate Areas No. 1 and No. 3
Missouri Retail Service Area

**GENERAL RULES AND REGULATIONS
APPLYING TO ELECTRIC SERVICE**

6. METERING (continued)

6.05 METER SEALS: Seals will be placed by the Company on all meters and meter enclosures. Such seals shall not be broken or disturbed by any person other than persons authorized by the Company or by law.

6.06 ESTIMATED BILLING DUE TO UNREAD METERS: If, due to circumstances or conditions beyond the control of the Company or if it is otherwise impractical for the Company to read the meter on a scheduled meter reading day, the Company may, at its discretion, deliver to the premises of the Customer a business reply card with instructions thereon as to how the Customer shall read the meter and mail the information to the Company. In any event, if no meter reading is obtained in time for billing as scheduled, then subject to 4 C.S.R. 240-13.020, the Company shall render an "estimated bill" based on usage as estimated by the Company. Estimated bills shall be adjusted in the next subsequent billing based upon a reading of the meter by the Company.

ESTIMATED BILL PROCEDURE:

A. For Customers with Advanced Metering Infrastructure (AMI) meters, when a current meter read is unavailable, the Customer Care & Billing (CCB) system will average consumption from the three-prior days to estimate a read. If that information is not available, a second estimation attempt will be made. The CCB system will average the usage from five historical reads from the previous year. It will average the usage from the read in the prior year from the same day as being estimated along with the three days prior and one day after. If the second estimation attempt is not successful, then the estimation is a manual process. The Company will estimate usage based on historical usage information from the same premise and if not available, the usage of Customers with like premises.

B. For Customers with non-AMI meters, when a current meter read is unavailable, the CCB system will average the usage from the prior year in the same billing month and the following billing month. If that information is not available, a second read estimation attempt will be made by averaging the usage from the prior two readings. If the second estimation attempt is not successful, then the estimation is a manual process. The Company will estimate usage based on historical usage information from the same premise and if not available, the usage of Customers with like premises.

6.07 ACCURACY AND TESTS: The accuracy and testing of the Company's meters shall be in accordance with the general orders of the Commission applying thereto.

6.08 EVIDENCE OF CONSUMPTION: The registration of the Company's meters will be accepted and received at all times and places as prima facie evidence of the amount of power and energy taken by the Company.

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DATE OF ISSUE: March 8, 1989 DATE EFFECTIVE: April 9, 1989
ISSUED BY: B.-J. Beaudoin 12040 Walnut Main, Kansas City, Mo.
Vice President Darrin R. Ives, Vice 6410664105
President

KANSAS CITY POWER & LIGHT COMPANY

P.S.C. MO. No. 2 Third Revised Sheet No. 1.67
Canceling P.S.C. MO. No. 2 Second Revised Sheet No. 1.67
For Missouri Retail Service Area

**RULES AND REGULATIONS
ELECTRIC**

AVERAGE PAYMENT PLAN

19.01 AVAILABILITY: This Plan is available to Customers receiving service under rate schedules for Residential Service or Small General Service. Such Customers may elect to be billed, and must pay for, all electric service provided by the Company under said Schedules, in accordance with the terms and provisions of the Company's Average Payment Plan.

See Section 2.09 SUCCESSION AND ASSIGNMENT, for rules regarding successor Customers.

19.02 ELIGIBILITY: To be eligible for billing under the terms and provisions of the Average Payment Plan, the Customer must meet the following requirements:

- (A) The Customer must be currently receiving service under one of said schedules.
- (B) The Customer must have received service continuously at the Customer's present premises for at least twelve (12) months prior to the election or agree to Company's estimate for such service.
- (C) The Customer must not have any delinquent amount not in dispute with the Company.
- (D) The Customer must satisfy, and be in conformance with, the Company's General Rules and Regulations Applying to Electric Service.
- (E) A Customer who has been delinquent three (3) or more times in the last twelve (12) months at the current or any previous location may be refused participation in the Average Payment Plan until the customer has established a twelve (12) consecutive month payment period with no more than two (2) delinquent payments.

19.03 ELECTION: Each month the Company will notify eligible Customers then served under Residential Service or Small General Service rate schedules of the Plan by issuing a bill containing two amounts: The actual amount due, and the amount due under the Plan. The Customer elects to pay under the Plan if the Customer pays the Average Payment amount. A Customer may also elect to pay under the Plan at any time by contacting the Company's Customer Care Center. All qualified new Customers will be offered the Plan on their first bill. The Customer must pay any past due amount owed for electric service, except as provided in Missouri Commission Rule 4 CSR 240-13.045, before billing under the Plan will be commenced.

KANSAS CITY POWER & LIGHT COMPANY

P.S.C. MO. No. 2 ~~SecondThird~~ Revised Sheet No. 1.67

Canceling P.S.C. MO. No. 2 ~~FirstSecond~~ Revised Sheet No. 1.67

For Missouri Retail Service Area

**RULES AND REGULATIONS
ELECTRIC**

AVERAGE PAYMENT PLAN

19.01 AVAILABILITY: This Plan is available to Customers receiving service under rate schedules for Residential Service or Small General Service. Such Customers may elect to be billed, and must pay for, all electric service provided by the Company under said Schedules, in accordance with the terms and provisions of the Company's Average Payment Plan.

See Section 2.09 SUCCESSION AND ASSIGNMENT, for rules regarding successor Customers.

19.02 ELIGIBILITY: To be eligible ~~to elect to be billed~~ for billing under the terms and provisions of the Average Payment Plan, the Customer must meet the following requirements:

- (A) The Customer must be currently receiving service under one of said schedules.
- (B) The Customer must have received service continuously at ~~his the Customer's~~ present premises for at least twelve (12) months prior to the election or agree to Company's estimate for such service.
- (C) The Customer must not have ~~outstanding with the Company~~ any delinquent amount not in dispute with the Company.
- (D) The Customer must satisfy, and be in conformance with, the Company's General Rules and Regulations Applying to Electric Service.

(E) A Customer who has been delinquent three (3) or more times in the last twelve (12) months at the current or any previous location may be refused participation in the Average Payment Plan until the customer has established a twelve (12) consecutive month payment period with no more than two (2) delinquent payments.

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19.03 ELECTION: ~~The Company shall choose a period of time in each year, designated as the "enrollment period" for those Customers then eligible under the Plan. The bills rendered to these Customers during the enrollment period shall contain two amounts: The actual amount due, and the amount due under the Plan. The Customer elects to pay under the Plan if he pays the amount shown to be due under the Plan. The next bill rendered to Customers who have not elected to pay under the Plan shall contain two amounts: the actual amount due, and the amount due under the Plan, adjusted for any difference between the prior month's actual amount due and the amount due under the Plan for the prior month, and the Customer again will have the option to elect to pay under the Plan. Thereafter, a Each month the Company will notify eligible Customers then served under Residential Service or Small General Service rate schedules of the Plan by issuing a bill containing two amounts: The actual amount due, and the amount due under the Plan. The Customer elects to pay under the Plan if the Customer pays the Average Payment amount. A Customer may also elect to pay under the Plan at any time by contacting the Company's Customer Service-Care Center. All qualified new Customers will be offered the Plan on their first bill. The Customer must pay any past due amount owed for electric service, except as provided in Missouri Commission Rule 4 CSR 240-13.045, before billing under the Plan will be commenced.~~

| Issued: ~~September 8, 2015~~
Issued by: Darrin R. Ives, Vice President

Effective: ~~October 8, 2015~~
1200 Main, Kansas City, MO 64105

KANSAS CITY POWER & LIGHT COMPANY

P.S.C. MO. No. 2 Third Revised Sheet No. 1.68
Canceling P.S.C. MO. No. 2 Second Revised Sheet No. 1.68
For Missouri Retail Service Area

**RULES AND REGULATIONS
ELECTRIC**

AVERAGE PAYMENT PLAN (continued)

19.04 RATE: The total amount billed during any billing period shall be equal to the amount which would have been billed to the Customer for his/her usage during that billing period had the Customer not elected the Average Payment Plan.

19.05 PAYMENT OF ARREARS UNDER THE PLAN: Any Customer who fails to make timely payments of the Average Payment plus one-twelfth of the arrears amount, or who causes or permits diversion of electric service, shall be considered in default, and subject to disconnection in accordance with the provisions of Rule 3.13. The Company may require payment in full of the total amount in arrears as a condition of reconnection.

19.06 AVERAGE PAYMENT AMOUNT:

- (A) Initial enrollment with a minimum of nine (9) months of recent usage history
For those Customers with a minimum of nine (9) months of recent usage history at the premise, the Company will calculate the Customer's average monthly bill based on current rate schedules, appropriate taxes, and Customer's usage using the available history. The first Average Payment amount due under the Plan will be this average.
- (B) Initial enrollment with less than (9) months of usage history
For those Customers with less than nine (9) months of usage history at the premise, the Customer must speak to a Customer Service Representative (CSR). At that time, the CSR will manually calculate an average payment amount by viewing a nearby premise usage history that is served under the same rate schedule.
- (C) Adjustment
Commencing sixty (60) days after the implementation of the Customer Care and Billing (CCB) system, CCB will total, up to and including, the last twelve (12) months' bills plus any over/under amount due, and divide by the number of months available to calculate a new Average Payment amount. If there is more than a 10% variance in the calculation from the current Average Payment Plan amount, the Plan payment will automatically adjust on the next month's bill.

KANSAS CITY POWER & LIGHT COMPANY

P.S.C. MO. No. 2 SecondThird Revised Sheet No. 1.68

Canceling P.S.C. MO. No. 2 FirstSecond Revised Sheet No. 1.68

For Missouri Retail Service Area

**RULES AND REGULATIONS
ELECTRIC**

AVERAGE PAYMENT PLAN (continued)

19.04 RATE: The total amount billed during any Plan year billing period shall be equal to the amount which would have been billed to the Customer for his/her usage during that year billing period had he the Customer not elected the aAverage pPayment pPlan. The amount billed in the final month of the enrollment year will be the Average Payment amount due plus an adjustment, which is equal to the difference between Customer's annual billing under the Plan and Customer's annual billing under the appropriate Residential Service rate schedule.

19.05 PAYMENT OF ARREARS UNDER THE PLAN: Any Customer who fails to make timely payments of the Average Payment plus one-twelfth of the arrears amount, or who causes or permits diversion of electric service, shall be considered in default, and subject to disconnection in accordance with the provisions of Rule 3.13. The Company may require payment in full of the total amount in arrears as a condition of reconnection.

19.06 AVERAGE PAYMENT AMOUNT:

(4A) Initial enrollment year with a minimum of nine (9) months of recent usage history
For those Customers with a minimum of nine (9) months of recent usage history at the premise, the Company will calculate the Customer's average monthly bill based on current rate schedules, appropriate taxes, and Customer's usage using the available history. The first Average Payment amount due under the Plan will be this average. The Company will calculate the Customer's total annual bill based on current rate schedules, appropriate taxes, and Customer's usage for the past 12 months. The first Average Payment amount due under the Plan will be this total annual bill divided by twelve. If a record of actual usage is not available, the Customer's usage will be estimated.

(2B) Subsequent Initial enrollment year with less than (9) months of usage history
For those Customers with less than nine (9) months of usage history at the premise, the Customer must speak to a Customer Service Representative (CSR). At that time, the CSR will manually calculate an average payment amount by viewing a nearby premise usage history that is served under the same rate schedule. The Company will calculate the Customer's subsequent enrollment year total annual bill based on current rate schedules, appropriate taxes, and Customer's usage for the past 12 months. Each subsequent Average Payment amount due under the plan will be this total annual bill divided by twelve, plus any adjustment, if applicable.

(3C) Adjustment
Commencing sixty (60) days after the implementation of the Customer Care and Billing (CCB) system, CCB will total, up to and including, the last twelve (12) months' bills plus any over/under amount due, and divide by the number of months available to calculate a new Average Payment amount. If there is more than a 10% variance in the calculation from the current Average Payment Plan amount, the Plan payment will automatically adjust on the next month's bill.

(a) The monthly amounts payable under the Plan will be adjusted to reflect any rate schedule changes.

(b) The monthly amounts payable under the Plan may be adjusted for abnormal weather conditions, historical usage at the current premise, or other factors. The estimated annual adjusted billing, and thus the monthly level payment amount, may be revised if the earlier estimate was underestimated or overestimated due to customer use, weather conditions, rate tariff changes, or other factors.

(c) The amount billed in the final month of the enrollment year will be the Average Payment amount due, plus an adjustment, which is equal to the difference between Customer's annual billing under the Plan and Customer's annual billing under the appropriate Residential Service rate schedule. However, at the Customer's option, the customer may pay only the Average Payment

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~~amount due. Any difference remaining in the annual amount paid by the Customer and the Customer's annual billing under the appropriate Residential Service rate schedule will be divided by twelve, and the result shall be an adjustment to the Average Payment amount due each month in the subsequent enrollment year. No interest shall be due from or payable to the Customer on this adjustment amount.~~

Issued: ~~September 8, 2015~~
Issued by: Darrin R. Ives, Vice President

Effective: ~~October 8, 2015~~
1200 Main, Kansas City, MO 64105

KANSAS CITY POWER & LIGHT COMPANY

P.S.C. MO. No. 2 Second Original Sheet No. 1.69
 Revised
Cancelling P.S.C. MO. No. 2 First Original Sheet No. 1.69
 Revised
For Missouri Retail Service Area

GENERAL RULES AND REGULATIONS APPLYING TO ELECTRIC SERVICE

19. AVERAGE PAYMENT PLAN (continued)

19.07 PAYMENT: Payment shall be in accordance with Company's General Rules and Regulations. (See Rule 8. Billing and Payment).

19.08 TERMINATION: The election shall continue from month to month, unless terminated upon the occurrence of any of the following events:

- (A) The Customer closes his/her account with the Company at that premises. The Company will render a final bill to the Customer based upon actual unpaid usage to date.
- (B) The Customer requests termination of Plan billing. Upon termination, the Customer's unpaid usage to the latest billing date shall be due and payable.
- (C) If the Customer fails to make timely payment of amounts due on any bill rendered under this Plan, Plan billing will be terminated. The Customer's unpaid usage shall be due and payable, and bills based on actual usage will be subsequently issued. The Customer may reelect to be billed under the Plan by paying all amounts due and notifying the Company's Customer Care Center.
- (D) No interest shall be due from or payable to the Customer as a result of Plan termination.

19.09 GENERAL RULES AND REGULATIONS APPLICABLE: Except as expressly set forth above, this Plan in no way modifies, terminates or suspends any of the Company's or Customer's rights or obligations, under the General Rules and Regulations Applying to Electric Service, including but not limited to payment of bills and discontinuance of service provisions.

DATE OF ISSUE: EFFECTIVE:
ISSUED BY: Darrin R. Ives, Vice President 1200 Main, Kansas City, Mo. 64105

KANSAS CITY POWER & LIGHT COMPANY

P.S.C. MO. No. 2 ~~First~~Second Original Sheet No. 1.69
 Revised
Cancelling P.S.C. MO. No. 2 ~~First~~ Original Sheet No. 1.69
 Revised
For Missouri Retail Service Area

**GENERAL RULES AND REGULATIONS
APPLYING TO ELECTRIC SERVICE**

19. AVERAGE PAYMENT PLAN (continued)

19.07 PAYMENT: Payment shall be in accordance with Company's General Rules and Regulations. (See Rule 8: Billing and Payment).

19.08 TERMINATION: The election shall continue from ~~year-month~~ to yearmonth, unless terminated upon the occurrence of any of the following events:

~~(a)~~ (A) The Customer closes his/her account with the Company at that premises. The Company will render a final bill to the Customer based upon actual unpaid usage to date.

~~(b)~~(B) The Customer requests termination of Plan billing. Upon termination, the Customer's unpaid usage to the latest billing date shall be due and payable.

(C) If the Customer fails to make timely payment of amounts due on any bill rendered under this Plan, Plan billing will be terminated. The Customer's unpaid usage shall be due and payable, and bills based on actual usage will be subsequently issued. The Customer may reelect to be billed under the Plan by paying all amounts due and notifying the Company's Customer Care Center.

~~(c)~~(D) No interest shall be due from or payable to the Customer as a result of Plan termination.

~~The Customer may reelect to be billed under the Plan by paying all amounts due and notifying the Company's Customer Service Center.~~

19.09 GENERAL RULES AND REGULATIONS APPLICABLE: Except as expressly set forth above, this Plan in no way modifies, terminates or suspends any of the Company's or Customer's rights or obligations, under the General Rules and Regulations Applying to Electric Service, including but not limited to payment of bills and discontinuance of service provisions.

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DATE OF ISSUE: December 22, 1998 DATE-EFFECTIVE: April 30, 1999
ISSUED BY: J-S-Latz 120+0 MainWalnut, Kansas City, Mo. 641056
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