

Prenger, Phyllis

From: Case, Christopher <Christopher.Case@Haldex.com>
Sent: Wednesday, September 12, 2018 2:22 PM
To: custserv@kcpl.com
Cc: basshamzu@aol.com; terry.bassham@kcpl.com; heather.humphrey@kcpl.com; lori.wright@kcpl.com; Mark.Ruelle@kcpl.com; mollie.carter@kcpl.com; Charles.Chandler@kcpl.com; gary.forsee@kcpl.com; scott.grimes@kcpl.com; Richard.Hawley@kcpl.com; Thomas.Hyde@kcpl.com; Anthony.Isaac@kcpl.com; Sandra.Lawrence@kcpl.com; Ann.Murtlow@kcpl.com; john.sherman@kcpl.com; Sandra.Price@kcpl.com; Carl.Soderstrom@kcpl.com; PSC Info (Public Info Email Address) - PSC; Hall, Daniel; Kenney, Bill; Rupp, Scott; Coleman, Maida; Silvey, Ryan; Voss, Cherlyn; King, Contessa; Kliethermes, Robin; Dietrich, Natelle; Brueggemann, Shelley; Wilson, Loyd; public.affairs@kcc.ks.gov; fcip@kcc.ks.gov; Bushmann, Michael
Subject: 'Need help with summer bills' email fail.
Attachments: Need help with summer bills?

Dear KCP&L Board Members,

I'm sure the Board Members of KCP&L/Evergy/Westar Monopoly have held many meetings recently on how to respond to the recent backlash and petition from customers on the exponentially higher bills. So, after all those meetings, your response is sending out an email insulting your customers intelligence, by just 'explaining' why the bills are so much higher. You gave no sacrifice, and gave no ground! Instead, you blame Mother Nature and the payment plan?! Really?! If weather was the issue, then why haven't I seen such a drop or rise in charges in milder or hotter summers? How is a 4 month payment plan going to help, if after those 4 months, we then will have to figure out a way to pay the last 4 months, with even more increases coming?!

If you want to show you care, or at least act like you do, then announce a 'pull back' of the even more increases you're about to impose on customers, or do what used to happen and announce a decrease! Or, some of you could not take such high, ridiculous bonuses... (but, we know that is never an option,) since every decision you guys make revolves around how it will affect your bonuses. I won't even get into lobbying and the commission members.

Your excuse for the recent increase is BS, as your company has more than enough capital to cover the investments without up charging consumers to cover it.

Why is it between the years of 2007-2016, only 10 years, there has been 59.8% worth of rate INCREASES... But the previous 16 years had a combined 10.3% in rate DECREASES?

Friendly advice... next time you have meetings about what, and how to communicate to blue collar citizens that can't afford to pay their bill, don't have a group of out of touch millionaires come up with the game plan.

Sincerely,
Chris Case
KCP&L Customer (not by choice)
816-785-3528
Christopher.Case@haldex.com

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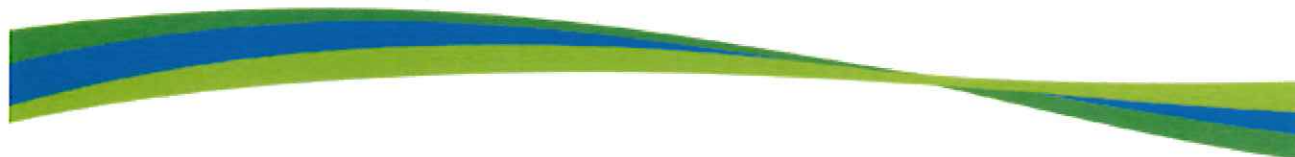
From: KCP&L <information@info.kcpl.com>
Sent: Tuesday, September 11, 2018 8:29 PM
To: Case, Christopher
Subject: Need help with summer bills?

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Some customers recently asked us why bills have been higher than normal.



We're here to help.

We understand that high bills can be frustrating. **That's why during the month of September, we won't disconnect any residential customers.** However, disconnect letters and phone calls will continue as usual. That way, impacted customers remain aware of balances and can work toward paying them off to avoid disconnection after Sept. 30.

We're also offering a four-month period to pay your balances. To participate, please call our Customer Contact Center at **(816) 471-5275** or **(888) 471-5275**. We're available 24/7. However, wait times may be longer than normal, so we ask for your patience as we work to help you as quickly as possible.

Why are some bills higher than usual?

In the heat of summer, air conditioners work hard to keep homes comfortable. **This year, our region experienced one of its hottest summers in decades**, with more than 50 days of 90+ degree heat. That's more than double the number from this time in 2017! This means electricity usage was up, and that leads to higher bills.

Additionally, some customers who are enrolled in Budget Billing recently received a

"true up" to reflect the difference between their monthly Budget Billing amount and the amount due based on actual usage and past due balance from the previous year. This adjustment, coupled with the heat, resulted in higher than normal bills for some of you.

See kcpl.com/summerheat for more info. You're also welcome to contact us anytime at custserv@kcpl.com, or visit kcpl.com/connections to see what other assistance may be available. Please note that we aren't able to offer extended payment options through these contact methods. If you're interested in a payment option, you may call (816) 471-5275 or (888) 471-5275, and a representative will be glad to assist you.

Thank you for your patience and understanding as we work together to weather this challenging summer season.

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Email sent by KCP&L

1200 Main St, Kansas City, MO 64105

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