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Issue: Customer Programs
Witness: Kevin E. Bryant
Type of Exhibit: Supplemental Direct Testimony
Sponsoring Party: Great Plains Energy Incorporated and
Kansas City Power & Light Company
Case No.: EM-2007-0374
Date Testimony Prepared: August 8, 2007

MISSOURI PUBLIC SERVICE COMMISSION

CASE NO.: EM-2007-0374

**SUPPLEMENTAL DIRECT TESTIMONY
PURSUANT TO THE SCHEDULING ORDER**

OF

KEVIN E. BRYANT

ON BEHALF OF

GREAT PLAINS ENERGY INCORPORATED

AND

KANSAS CITY POWER & LIGHT COMPANY

Kansas City, Missouri
August 2007

KCP&L Exhibit No. 5
Case No(s) Em-2007-0374
Date 4-22-08 Rptr KF

SUPPLEMENTAL DIRECT TESTIMONY
PURSUANT TO THE SCHEDULING ORDER
OF
KEVIN E. BRYANT
CASE NO. EM-2007-0374

1 **Q: Are you the same Kevin E. Bryant who submitted direct testimony in this**
2 **proceeding?**

3 A: Yes, I am.

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

5 A: The purpose of my testimony is to provide an update of Kansas City Power & Light
6 Company's ("KCPL") evaluation of the availability of its customer programs to the
7 customers of Aquila, Inc. ("Aquila"). I will also provide an update of KCPL's evaluation
8 of Aquila's customer programs and their potential availability to KCPL's customers.

9 **Q: What steps have been taken to evaluate the customer programs that have been**
10 **considered for promotion to both KCPL and Aquila customers?**

11 A: We found numerous similarities between the customer programs that KCPL offers and
12 the programs that Aquila either offers or has proposed to offer as part of its Integrated
13 Resource Plan that was submitted to the Missouri Public Service Commission in
14 February 2007. Although Aquila currently offers a limited portfolio of affordability,
15 energy efficiency and demand response programs, Aquila has proposed to offer its
16 customers a more robust portfolio of affordability, energy efficiency and demand

1 response programs. We began our assessment of these programs by mapping each
2 company's respective product and service offerings in one of the following program
3 category types:

- 4 ▪ Affordability;
- 5 ▪ Energy Efficiency;
- 6 ▪ Demand Response & Pricing Options;
- 7 ▪ E-Services & Payment Options; and
- 8 ▪ Other.

9 The purpose of this mapping was to identify areas where a) both companies provide a
10 product offering or has proposed to provide a product offering, b) either KCPL or Aquila
11 provides a product offering or has proposed to provide a product offering, or c) a gap
12 exists where neither company currently provides or has proposed to provide a needed
13 product offering. A summary of this assessment is provided in Schedule KEB-1 –
14 “Aquila Integration Customer Program Portfolio Assessment Summary”. Brief program
15 descriptions for each of these customer programs are provided in Schedule KEB-2 –
16 “KCPL/Aquila Customer Program Descriptions”. Currently, KCPL offers or plans to
17 offer 28 programs. Aquila's offers or plans to offer 26 programs. Post acquisition,
18 KCPL anticipates offering a total of 37 programs.

19 **Q: How will KCPL integrate its customer programs and offer these programs to**
20 **Aquila's customers?**

21 **A:** Based on the analysis summarized in Schedule KEB-1, we expect to offer almost all of
22 KCPL's current programs to Aquila's customers. Specifically, of the 28 current KCPL
23 programs, we expect to offer 21 of those programs to Aquila's customers. Many of these

1 programs require a filed tariff before they could be offered to Aquila's customers. These

2 21 programs are listed below:

- 3 1. Affordable New Homes;
- 4 2. Low Income Weatherization;
- 5 3. Home Energy Analyzer;
- 6 4. Home Performance with Energy Star®;
- 7 5. Change A Light/Change The World;
- 8 6. Cool Homes;
- 9 7. Energy Star Homes;
- 10 8. Business Energy Analyzer;
- 11 9. C&I Rebates;
- 12 10. Building Operator Certification;
- 13 11. Energy Optimizer;
- 14 12. MPower;
- 15 13. AccountLink;
- 16 14. AccountLink Advantage;
- 17 15. ApartmentLink;
- 18 16. Web Pay;
- 19 17. Check By Phone;
- 20 18. Web Approve;
- 21 19. Paperless Bill;
- 22 20. Dollar Aide; and
- 23 21. Dusk To Dawn Security Lighting.

1 We continue to evaluate the remaining seven currently-offered KCPL programs. These
2 programs represent offerings where both KCPL and Aquila have a program offering (or
3 proposes to have a program offering) and it is anticipated that a single offering will be
4 provided. The evaluation on the combination of these programs has not been completed.

5 These programs are listed below:

- 6 1. Real-Time Pricing;
- 7 2. Two-Part Time of Use;
- 8 3. BuilderLink/Builder Web Site;
- 9 4. Easy Pay/CheckLine;
- 10 5. Budget Billing/StreamLINE;
- 11 6. Green Tariff; and
- 12 7. Net Metering.

13 **Q: How will KCPL integrate and extend Aquila's programs to KCPL's customers?**

14 **A:** Of the 27 customer programs offered or proposed to be offered by Aquila, eight continue
15 to be evaluated. These eight current or proposed programs are listed below:

- 16 1. Low Income Energy Education;
- 17 2. Residential New Construction;
- 18 3. Thermal Envelope Improvements;
- 19 4. Residential Audit;
- 20 5. School Based Energy Education;
- 21 6. Demand Buyback;
- 22 7. Fixed Bill; and
- 23 8. PowerTech Heat Pump Financing.

1 Based on our assessment to date, these programs remain candidates for inclusion in the
2 combined program portfolio. We plan to move forward with offering Aquila's Agency
3 Portal program to KCPL customers. This program is currently available and offers
4 Aquila customers a web portal for social service agencies.

5 **Q: Will KCPL extend the Comprehensive Energy Plan ("CEP") Affordability, Energy**
6 **Efficiency and Demand Response programs to Aquila customers?**

7 **A:** As referenced in my earlier direct testimony and as discussed in this testimony, KCPL
8 plans to offer its Affordability, Energy Efficiency and Demand Response programs to
9 Aquila customers. To support this effort, KCPL proposes to invest \$5.0 million, \$12.5
10 million, \$12.5 million, \$15.0 million and \$15.0 million in the years 2008-2012,
11 respectively, for a total five-year investment of \$60 million for Aquila customers.

12 **Q: Why does KCPL propose to invest \$60 million in Affordability, Energy Efficiency**
13 **and Demand response programs for Aquila's customers?**

14 **A:** KCPL is committed to continuing its efforts to develop energy efficiency as a resource.
15 KCPL supports the development of comprehensive energy efficiency programs for our
16 customers and a regulatory environment in which energy efficiency resources will be
17 considered the preferred resource option. KCPL sees a unique opportunity to develop
18 energy efficiency in a way that benefits customers, regulators, the environment, the state
19 economy, and the company. KCPL is also committed to maximizing cost-effective
20 demand-side solutions as part of future generation capacity planning. Since 2005, KCPL
21 has been aggressively developing and promoting the Affordability, Energy Efficiency
22 and Demand Response programs that are part of our CEP, as previously discussed. These
23 activities have increased our understanding of customer's needs and preferences while

1 refining our program development process along the way. We believe that by leveraging
2 these growing capabilities and knowledge within Aquila's service territory, we can create
3 additional opportunities for energy efficiency and demand-side resources.

4 **Q: Is \$60 million the right amount to invest in Affordability, Energy Efficiency and**
5 **Demand Response programs for Aquila customers?**

6 **A:** While no perfect methodology exists for sizing an Affordability, Energy Efficiency and
7 Demand Response portfolio, we have proposed an investment of \$60 million over the
8 2008-2012 timeframe for several reasons. KCPL's Comprehensive Energy Plan
9 contemplated nearly \$53 million of investments in such programs over the first five years
10 of program existence. We believe that, given our recent experience with our CEP
11 programs, this base level of investment is required to facilitate launch of a successful and
12 robust portfolio of programs for Aquila's customers. We also believe, through our
13 experiences promoting KCPL's customer programs, that significant and cost-effective
14 energy efficiency opportunities exist in the areas of both commercial and residential
15 lighting and both commercial and residential heating, ventilation and air conditioning.
16 For these reasons, we have also increased the level of proposed investment to allow for
17 resources to more heavily target these energy efficiency opportunities. Additionally, we
18 have proposed this increased level of investment to allow for a set of energy efficiency
19 and demand response programs that would be structured to leverage our proposed
20 Advanced Meter Infrastructure ("AMI") investments. These programs would take
21 advantage of the two-way communication ability afforded by our investment in AMI and
22 would lead to incremental energy efficiency and demand response resources within

1 Aquila's service territory. KCPL seeks to reinforce its commitment to develop energy
2 efficiency as a resource for Aquila's customers.

3 **Q: Will KCPL keep any of the affordability, energy efficiency and demand response**
4 **programs offered by Aquila?**

5 A: As mentioned previously, Aquila has proposed to offer a portfolio of affordability, energy
6 efficiency and demand response programs as part of its Integrated Resource Plan that was
7 submitted to the Missouri Public Service Commission in February 2007. While these
8 programs have been proposed, Aquila currently offers a limited portfolio of affordability,
9 energy efficiency and demand response programs to its customers. As discussed above,
10 we will continue to assess the programs that are incremental to KCPL's portfolio and will
11 offer and add such programs to KCPL's portfolio only if they provide value to KCPL and
12 Aquila customers.

13 **Q: Will some programs be offered exclusively to Aquila customers or KCPL**
14 **customers?**

15 A: No, we expect to develop a combined portfolio of customer programs offered to all
16 customers.

17 **Q: How does KCPL anticipate marketing programs to Aquila's customers?**

18 A: KCPL continues to develop a customer marketing segmentation approach to facilitate
19 adoption of our programs. This marketing approach has produced effective results for
20 KCPL. KCPL will use this same marketing approach for Aquila's customers.

21 **Q: What value does KCPL expect to be created from its investment in Affordability,**
22 **Energy Efficiency and Demand Response programs for Aquila's customers?**

1 A: As articulated in the National Action Plan for Energy Efficiency, we believe that the
2 benefits of energy efficiency are significant. These benefits include:

- 3 ▪ Lower energy bills, greater customer control and greater customer
4 satisfaction;
- 5 ▪ Lower cost than supplying new generation only from new power plants;
- 6 ▪ Modular and quick to deploy;
- 7 ▪ Significant energy savings;
- 8 ▪ Environmental benefits;
- 9 ▪ Economic development; and
- 10 ▪ Energy security.

11 **Q: Will KCPL expand the scope of the Customer Program Advisory Group ("CPAG")**
12 **to include the Aquila service territory?**

13 A: KCPL greatly values CPAG's input on its existing and future programs. We recommend
14 CPAG expand its oversight to include offerings to Aquila's customers. However, KCPL
15 needs to discuss such an expansion with the current members of CPAG as well as
16 research any legal issues that might arise from such an expansion. CPAG was
17 established specifically as a result of the Stipulation and Agreement in Case No. EO-
18 2005-0329.

19 **Q: Will KCPL perform a benefit-cost analysis for these programs for the Aquila**
20 **service territory?**

21 A: Yes it is KCPL's intent to perform a benefit-cost analysis on all proposed Aquila
22 programs. Aquila's rates for service are different than KCPL and will need to be
23 analyzed separately.

1 **Q: What are the current expected costs of expanding KCPL's and Aquila's customer**
2 **programs into each other's service territory?**

3 **A: At this time, we do not have a specific estimate of this expansion cost. With this said,**
4 **KCPL is committed to ensuring that all KCPL and Aquila customers have access to a**
5 **cost effective, comprehensive portfolio of customer programs. We have reinforced this**
6 **commitment through our proposed investment expansion of \$60 million for affordability,**
7 **energy efficiency and demand response programs to Aquila's customers.**

8 **Q: Does that conclude your testimony?**

9 **A: Yes, it does.**

**BEFORE THE PUBLIC SERVICE COMMISSION
OF THE STATE OF MISSOURI**

**In the Matter of the Joint Application of Great
Plains Energy Incorporated, Kansas City Power
& Light Company, and Aquila, Inc. for Approval
of the Merger of Aquila, Inc. with a Subsidiary of
Great Plains Energy Incorporated and for Other
Requester Relief**

Case No. EM-2007-0374

AFFIDAVIT OF KEVIN E. BRYANT

**STATE OF MISSOURI)
) ss
COUNTY OF JACKSON)**

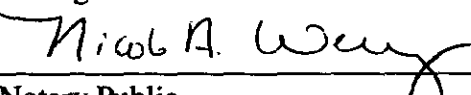
Kevin E. Bryant, being first duly sworn on his oath, states:

1. My name is Kevin E. Bryant. I work in Kansas City, Missouri, and I am employed by Kansas City Power & Light Company as Vice President, Energy Solutions.
2. Attached hereto and made a part hereof for all purposes is my Supplemental Direct Testimony on behalf of Great Plains Energy Incorporated and Kansas City Power & Light Company consisting of nine (9) pages, having been prepared in written form for introduction into evidence in the above-captioned docket.
3. I have knowledge of the matters set forth therein. I hereby swear and affirm that my answers contained in the attached testimony to the questions therein propounded, including any attachments thereto, are true and accurate to the best of my knowledge, information and belief.



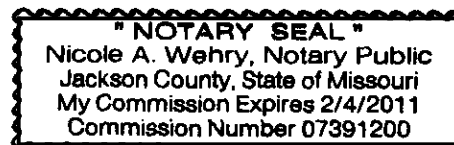
Kevin E. Bryant

Subscribed and sworn before me this 8th day of August 2007.



Notary Public

My commission expires: Feb. 4, 2011



SCHEDULE KEB-1

Kansas City Power & Light

Aquila Integration Customer Program Portfolio Assessment Summary

Program Type	KCPL Offering	Aquila Offering	Who Offers?	Comments
Affordability	Affordable New Homes	Affordable Housing ⁽¹⁾	Both	Will move forward with KCPL designed offering
	Low Income Weatherization	Low Income Weatherization ⁽¹⁾	Both	Will move forward with KCPL designed offering
	None	Low Income Energy Education ⁽¹⁾	Aquila	Program with attractive qualities likely to be offered to Aquila and KCPL customers; requires further evaluation of portfolio fit

Program Type	KCPL Offering	Aquila Offering	Who Offers?	Comments
Energy Efficiency	Home Energy Analyzer	None	KCPL	Will move forward with KCPL designed offering
	Home Perf. w/ Energy Star [®] ⁽²⁾	None	KCPL	Will move forward with KCPL designed offering
	Change A Light/Change The World	Change A Light/Change The World ⁽¹⁾	Both	Will move forward with KCPL designed offering
	Cool Homes	Programmable Thermostats and HVAC Maintenance / HVAC Equipment and Appliances ⁽¹⁾	Both	Will move forward with KCPL designed offering; programmable thermostat will be rolled into KCPL Energy Optimizer program
	Energy Star Homes ⁽²⁾	None	KCPL	Will move forward with KCPL designed offering
	Business Energy Analyzer	None	KCPL	Will move forward with KCPL designed offering
	C&I Rebates	Comprehensive C&I Program ⁽¹⁾	Both	Will move forward with KCPL designed offering
	Building Operator Certification	Building Operator Certification ⁽¹⁾	KCPL	Will move forward with KCPL designed offering
	None	Residential New Construction ⁽¹⁾	Aquila	Program with attractive qualities likely to be offered to Aquila and KCPL customers; requires further evaluation of portfolio fit
	None	Thermal Envelope Improvements ⁽¹⁾	Aquila	Program with attractive qualities likely to be offered to Aquila and KCPL customers; requires further evaluation of portfolio fit
	None	Residential Audit ⁽¹⁾	Aquila	Program with attractive qualities likely to be offered to Aquila and KCPL customers; requires further evaluation of portfolio fit
	None	School Based Energy Education ⁽¹⁾	Aquila	Program with attractive qualities likely to be offered to Aquila and KCPL customers; requires further evaluation of portfolio fit

Program Type	KCPL Offering	Aquila Offering	Who Offers?	Comments
Demand Response & Pricing Options	Energy Optimizer	None	KCPL	Will move forward with KCPL designed offering
	MPower	Curtable Rates ⁽¹⁾	Both	Will move forward with KCPL designed offering
	None	Demand Buyback ⁽¹⁾	Aquila	Program with attractive qualities likely to be offered to Aquila and KCPL customers; requires further evaluation of portfolio fit
	Real-Time Pricing	Real-Time Pricing	Both	Will evaluate both offerings as part of future pricing portfolio
	Two-Part Time of Use	Time of Use with Critical Peak Pricing ⁽¹⁾	Both	Will evaluate both offerings as part of future pricing portfolio
	None	Fixed Bill	Aquila	Program with attractive qualities likely to be offered to Aquila and KCPL customers; requires further evaluation of portfolio fit

⁽¹⁾ Proposed as part of Aquila's February 2007 IRP filing.

⁽²⁾ Under development.

SCHEDULE KEB-1

Kansas City Power & Light

Aquila Integration Customer Program Portfolio Assessment Summary

Program Type	KCPL Offering	Aquila Offering	Who Offers?	Comments
E-Services & Payment Options	AccountLink	My Account	Both	Will move forward with KCPL designed offering
	AccountLink Advantage	None	KCPL	Will move forward with KCPL designed offering
	ApartmentLink	None	KCPL	Will move forward with KCPL designed offering
	None	Agency Portal	Aquila	Will move forward with Aquila designed offering
	BuilderLink ⁽²⁾	Builder Web Site	Both	Need to further assess Aquila functionality to determine best combined solution
	Easy Pay ⁽³⁾	CheckLine	Both	Will continue to evaluate best solution, balancing program features and integration effort
	Web Pay	Transactis Email Bill ⁽²⁾	Both	Will move forward with KCPL designed offering
	Check by Phone	None	KCPL	Will move forward with KCPL designed offering
	Web Approve	None	KCPL	Will move forward with KCPL designed offering
	Paperless Bill	Transactis Email Bill ⁽²⁾	Both	Will move forward with KCPL designed offering
	Budget Billing ⁽³⁾	StreamLINE	Both	Will continue to evaluate best solution, balancing program features and integration effort

Program Type	KCPL Offering	Aquila Offering	Who Offers?	Comments
Other	Green Tariff ⁽²⁾	Green Tariff	Both	Need to further compare program designs; Will offer program for both Aquila and KCPL customers
	None	Power Tech/Heat Pump Financing	Aquila	Further assessment required to determine program's customer value and financial profile
	Dollar Aide	Aquila Cares	Both	Will move forward with KCPL designed offering
	Dusk to Dawn Security Lighting	None	KCPL	Will move forward with KCPL designed offering
	Net Metering ⁽²⁾	Net Metering	Both	Need to further compare tariff designs; Will offer program for both Aquila and KCPL customers

⁽¹⁾ Proposed as part of Aquila's February 2007 IRP filing.

⁽²⁾ Under development.

⁽³⁾ Dependent on Computer Information Systems (CIS) gap analysis.

SCHEDULE KEB-2

KCPL/Aquila Customer Program Descriptions

KCPL Program Descriptions

1. Affordable New Homes
 - The Affordable New Homes Program is designed to be a partnership between KCPL and builders of qualified new homes for low-income customers to achieve energy efficient affordable new housing .
2. Low Income Weatherization
 - Qualified lower income customers can get help managing their energy use and bills through KCPL's Low Income Weatherization Program. The program works directly with local Community Action Program ("CAP") agencies that already provide weatherization services to low income customers.
3. Home Energy Analyzer
 - The Home Energy Analyzer (Online Energy Information and Analysis) provides information to customers on how they use energy based on their specific usage data. It also provides information on ways customers can save energy and what their payback might be based on the improvements made.
4. Home Performance with Energy Star®
 - Home Performance with Energy Star® enhances the traditional home energy audit service and uses the Energy Star® brand to help encourage and facilitate whole-house energy improvements.
5. Change A Light/Change The World
 - This program provides rebates for compact fluorescent lights ("CFLs") at point of purchase in specific stores and is administered by the Midwest Energy Efficiency Alliance ("MEEA").
6. Cool Homes
 - Cool Homes is a rebate program that helps KCP&L customers maintain the operating efficiency of central A/C systems and offsets the cost of upgrading to a new high-efficiency system. KCP&L customers may have their existing central air cooling systems tested by CheckMe!-trained HVAC contractors to see if it can be brought back to manufacturers' specifications or replaced with a high-efficiency A/C or heat pump.
7. Energy Star Homes
 - Energy Star® Homes requires that new homes be constructed to a standard at least 30% more energy efficient than the 1993 National Model Energy Code.
8. Business Energy Analyzer
 - The Business Energy Analyzer ("BEA") provides information to business customers on how they use energy based on their specific usage data. It provides information on ways they can save energy and what their payback might be based on the improvements made.

9. C&I Rebates

- For the C&I Audit Rebate (formerly C&I Energy Audits), KCPL offers rebates to customers to cover 50% of the cost of an energy audit, up to \$300 for customers with facilities less than 25,000 square feet and up to \$500 for customers with facilities over 25,000 square feet. In order to receive the rebate, the customer must implement at least one of the audit recommendations that qualify for a KCPL C&I Custom Rebate.
- For the C&I Custom Rebate programs, Retrofit and New Construction, KCPL offers rebates to customers that install, replace or retrofit qualifying electric savings measures including HVAC systems, motors, lighting, pumps, etc. Custom rebates are calculated as the lesser of a buy-down to a two-year payback or 50% of the incremental cost.

10. Building Operator Certification

- Building Operator Certification is a market transformation effort to train facility operators in efficient building operations and management ("O&M"), establish recognition of and value for certified operators, support the adoption of resource-efficient O&M as the standard in building operations, and create a self-sustaining entity for administering and marketing the training.

11. Energy Optimizer

- The Energy Optimizer program is an air conditioning cycling program by which KCPL can reduce residential and small commercial air conditioning load during peak summer days. This load reduction is achieved by sending a paging signal to a control device in a thermostat attached to the customer's air conditioner. The control device then turns the air conditioner off and on or ramps up the temperature over a period of time depending on the load reduction strategy established by KCPL.

12. MPower

- MPower is a C&I curtailment program whereby customers with the ability to curtail 25 kW or more are incented to contract with KCPL to curtail their load when requested by KCPL. Under MPower, the customer is invited to use the curtailment method(s) that best meets their capabilities and needs. This could include reducing lighting and HVAC load, scaling back production, rescheduling or cancelling a production shift or turning on a back-up generator.

13. Real-Time Pricing

- Provides customers with a maximum demand of at least 500 kW the opportunity to grow or reduce load at marginal cost-based prices and to shift load from higher cost to lower cost hours.

14. Two-Part Time of Use

- Provides commercial and industrial customers an on-peak and off-peak rate for both the summer and winter season. Also provides those customers who can't respond to hourly real-time prices, an incentive to manage loads around two price periods during the day.

15. AccountLink

- Full service, online source for electric bill payment and detail of customer's account and usage information.

16. AccountLink Advantage

- Online service designed for business users with multiple accounts, offering a way to pay bills, view energy information and streamline accounting.

17. ApartmentLink

- Web portal for residential property managers that provides order status, average bill amounts and occupancy information on all properties and rental units. It also supports electronic bill presentation and payment and online service order processing.

18. BuilderLink

- A dedicated Web portal to facilitate the unique energy needs of construction customers. The goal is to add value by allowing customers to perform self-service activities designed to save them time and money by consolidating accounts in one easy to manage location, receive and pay bills electronically, and initiate temporary, permanent, and transfers of service online.

19. Easy Pay

- Service where KCPL automatically deducts a customer's bill amount from their bank account on the bill due date.

20. Web Pay

- Service that allows customers to pay their bills online.

21. Check by Phone

- Check by phone provides residential and commercial customers with the ability to make payments over the phone.

22. Web Approve

- Electronic payment method for medium to large businesses to authorize payments on the KCPL Web site and push funds to a KCPL bank account using the Automated Clearing House (ACH) system.

23. Paperless Bill

- Option for customers who are paying electronically, either through Web Pay or Easy Pay or through a third-party service, to discontinue their paper bill. Customers on Paperless Billing are sent email notifications and they are able to view their bills through a secure Web site.

24. Budget Billing

- Billing option that estimates a customer's average monthly payment amount to permit them to pay a constant amount for a 12-month period. This amount is recalculated every 12 months based on actual usage.

25. Green Tariff

- Provides customers with an option to support the development of renewable energy technologies and generation facilities.

26. Dollar Aide

- Provides energy assistance to area residents in need, helping to avoid loss of service, regardless of fuel source.

27. Dusk to Dawn Security Lighting

- Leased lighting in three wattage levels, 70-watt, 150-watt, and 400-watt, with photocell operated high-pressure sodium lights.

28. Net Metering

- Offers customers the ability to generate their own electricity using renewable energy resources where the source of electricity is

interconnected in parallel and synchronized with KCPL. The customer is credited for electricity that they generate on site in excess of their own electricity consumption. Customers with their own generation offset the electricity they would have purchased from their utility.

Aquila Program Descriptions

1. Affordable Housing
 - Offers incentives for energy-efficient technologies and building envelope measure for homes build through affordable housing providers.
2. Low Income Weatherization
 - Provides funding to support and supplement the weatherization efforts of local community-based organizations.
3. Low Income Energy Education
 - Working through community action agencies, provide energy education materials and low-cost measures to eligible customers.
4. Change A Light/Change The World
 - This program provides rebates for compact fluorescent lights ("CFLs") at point of purchase in specific stores and is administered by the Midwest Energy Efficiency Alliance ("MEEA").
5. Programmable Thermostats and HVAC Maintenance Service / HVAC Equipment and Appliances
 - Offers incentives for the purchase and installation of programmable thermostats and/or prescribed maintenance on electric heating and cooling systems.
 - Offers rebates for the installation of high-efficiency, Energy Star qualified residential HVAC equipment and appliances.
6. Comprehensive C&I Program
 - Covers prescriptive rebates for standard energy-efficient equipment; custom rebates based on customer-specific applications; and on-site audits and technical assistance to assist customers in identifying cost-effective energy efficient upgrades.
7. Building Operator Certification
 - Program to train facility operators in efficient building operations and management, establish recognition of and value for certified operators, support the adoption of resource-efficient O&M as the standard in building operations, and create a self-sustaining entity for administering and marketing the training.
8. Residential New Construction
 - Promotes the construction of energy-efficient homes by providing incentives to developers, builders, or buyers.
9. Thermal Envelope Improvements
 - Residential program that provides incentives to customers who improve their homes' efficiency through the installation of insulation.
10. Residential Audit
 - Offers in-home audits that assess customer's insulation and infiltration, equipment efficiencies and operating conditions, and energy-related behaviors. Auditors install low-cost measures at time of audit.
11. School Based Energy Education

- Seeks long-term energy savings through enhanced awareness of energy efficiency among youth. Provides classroom curriculum and hand-on opportunity to learn about energy efficiency.
12. Curtailable Rates
- Offer participating customers discounted electricity rates or annual incentive in exchange for participants' agreement to curtail or interrupt their operations when requested. Mandatory program with signed contract.
13. Demand Buyback
- Based on customer commitments to abstain from using electricity at a specific price. Participants remain on standard rebates with buyback on market prices.
14. Real-Time Pricing
- A pricing program that provides price signals to encourage participants to shift loads to off-peak hours. Limited customer involvement.
15. Time of Use (with Critical Peak Pricing)
- A voluntary hybrid program of TOU and RTP for residential customers. In exchange for paying pre-specified premium price during critical periods, customers receive a discount on normal retail rates during non-critical times.
16. Fixed Bill
- A level-payment billing option with no year end true-up. Yearly consumption is based on weather-normalized data; program fee added to rates.
17. My Account
- Full service, online source for electric bill payment and detail of customer's account and usage information.
18. Agency Portal
- A dedicated Web portal to enable social service agencies to better manage funds directed at assisting area residents by paying their electric service bills during times of financial need. The goal is to disseminate tracking information and provide the ability for an agency to make an electronic payment on the behalf of one of our customers.
19. Builder Web Site
- Developer and contractor-friendly website that allows online service requests for service extension, meter placement and new customer service.
20. CheckLine
- A free and easy way to pay residential energy bill by automatically deduction from the customer's bank account.
21. Transactis Email Bill
- Service that allows customers to pay their bills online and provides an option for customers who are paying electronically, either through Web Pay or Easy Pay or through a third-party service, to discontinue their paper bill. Customers on Paperless Billing are sent email notifications and they are able to view their bills through a secure Web site.
22. StreamLINE
- Level payment billing plan and budgeting tool to help residential customers budget their energy bill by spreading seasonal prices throughout the year.

23. Green Tariff

- Allow customers to purchase green energy (as commodity). Renewable energy credits.

24. Power Tech/Heat Pump Financing

- Heat pump promotion and financing program for residential retro fit market.

25. Aquila Cares

- Provides energy assistance through local agencies to area residents in need, helping to avoid loss of service, regardless of fuel source.

26. Net Metering

- Tariff program allowing customers to use alternate renewable energy sources.