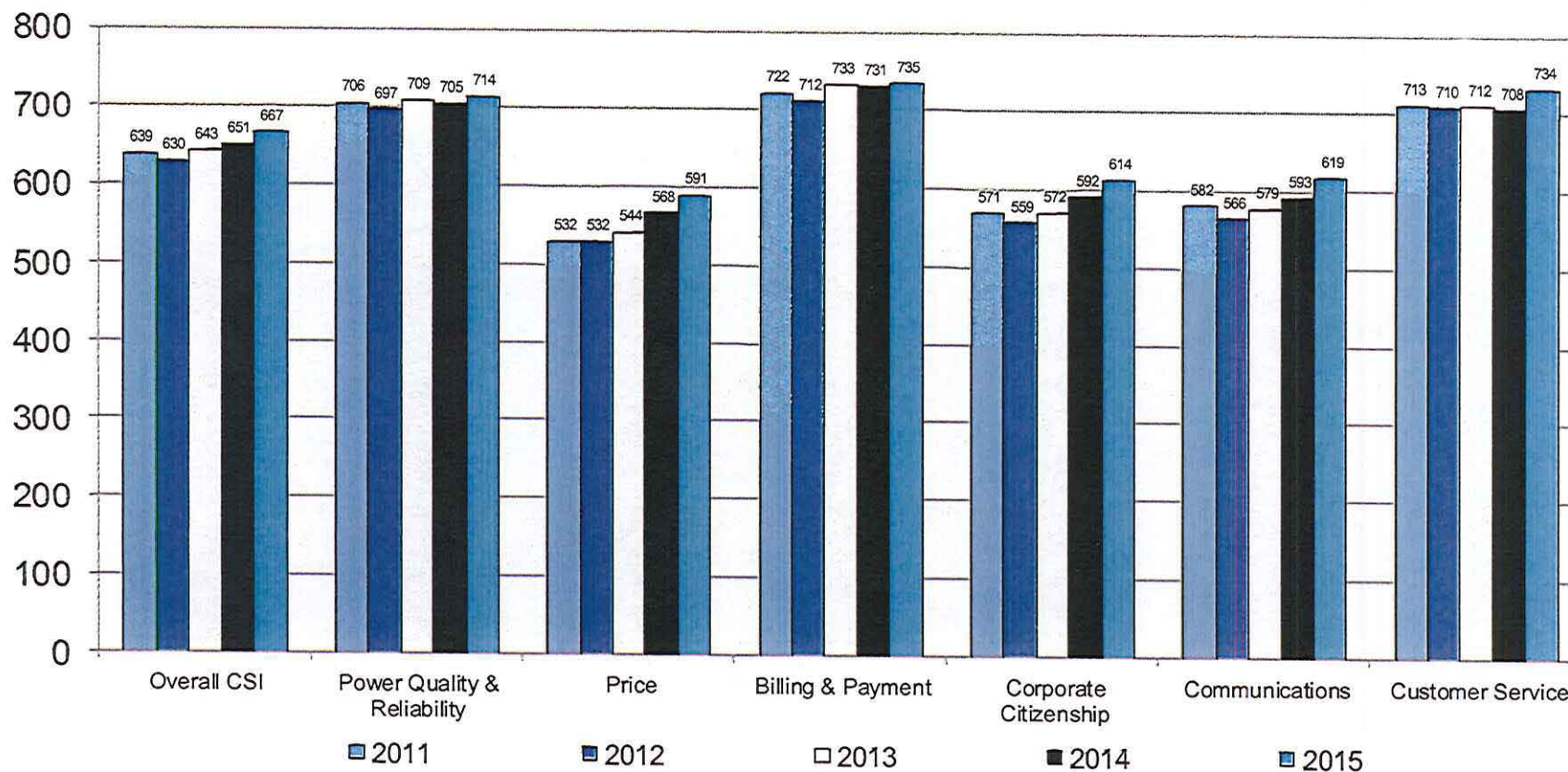


KCP&L Annual Trends

In 2015, KCP&L's Overall CSI continued to increase and is 16 points above the previous year. All six areas of are all above 2014 levels.



Source: 2011 - 2016 JD Power Residential

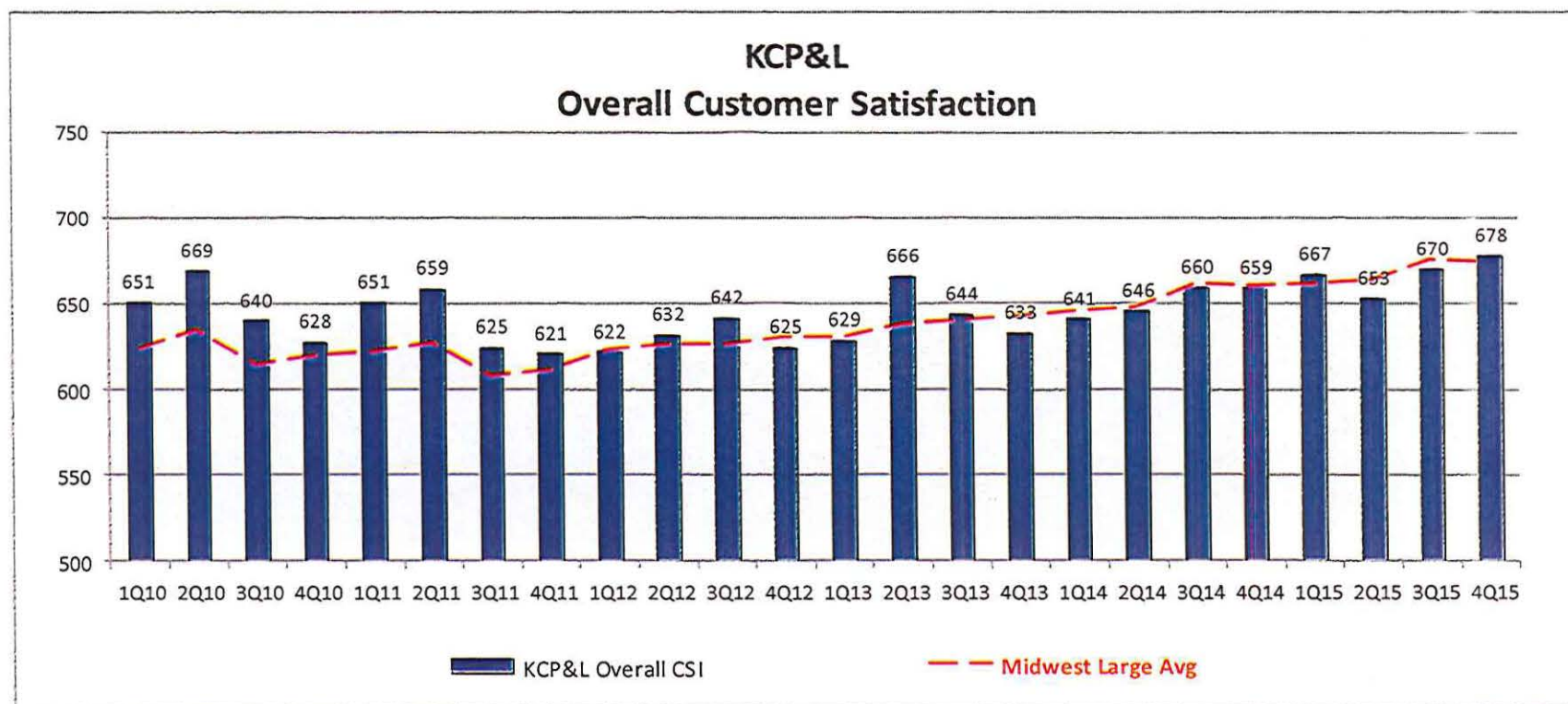
7

KCP&L Exhibit No. 117
Date 1/20/16 Reporter JL
File No. EC-2015-0309



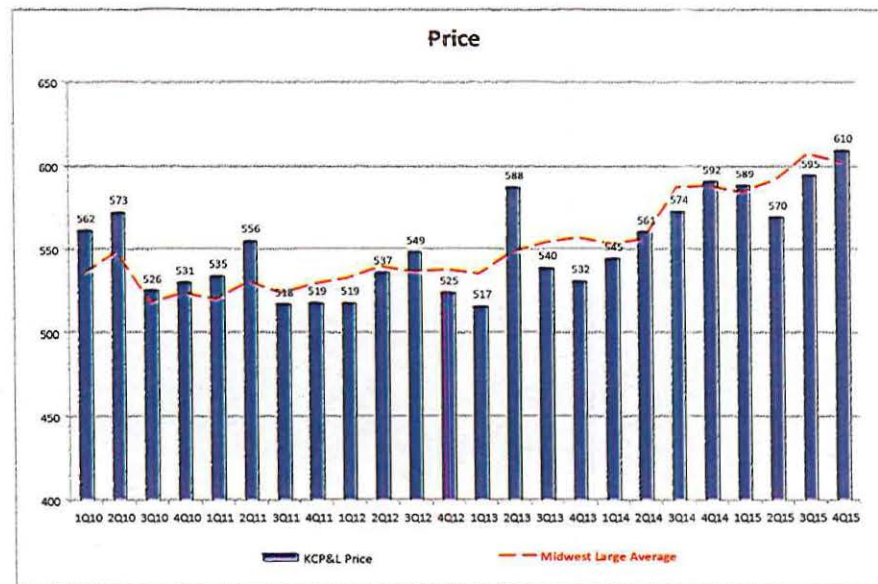
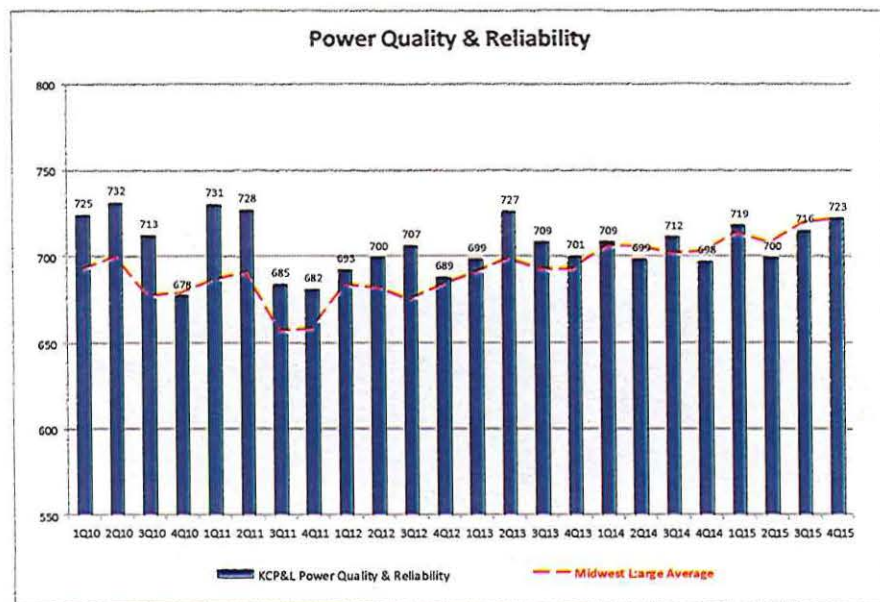
KCP&L Component Areas

KCP&L's customer satisfaction increased by +8 index point compared to the previous quarter.



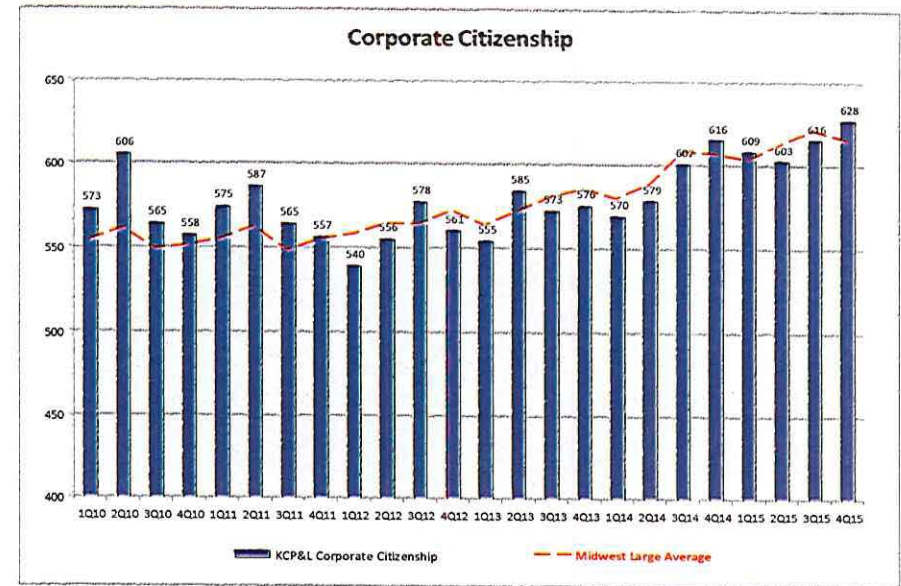
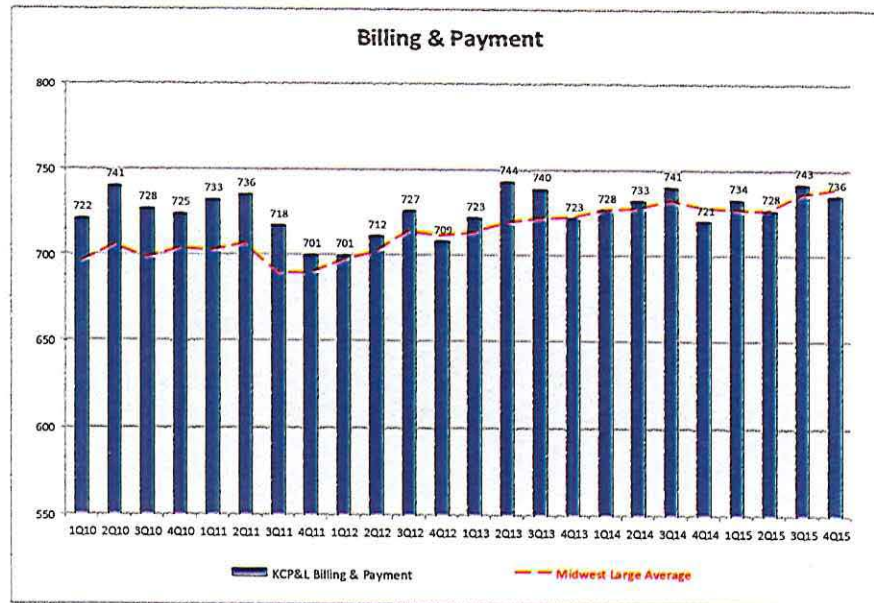
KCP&L Component Areas

Power Quality & Reliability increased 7 index points when compared to the previous quarter. Satisfaction with Price (+15 index points) continued to increase.



KCP&L Component Areas

Billing & Payment decreased -7 index points when compared to the previous quarter. Satisfaction with Corporate Citizenship (+12 index points) continued to increase.



KCP&L Component Areas

Communications increased 30 index points when compared to the previous quarter. Satisfaction with Customer Service (+20 index points) climbed back up in 4Q15.

