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Missouri Public Service Commission

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KCP&L has made a request to the Missouri Public Service Commission to extend the current Economic Relief Program through the end of the year. This program, which was scheduled to expire in September, provides a monthly credit of \$50 to individuals and seniors who qualify. For more information, contact the local Salvation Army.

Beginning this month, KCP&L will also host a series of Energy Resource Fairs at locations throughout its service territory, where KCP&L employees will:

- Answer customers' questions
- Set up payment arrangements, and
- Provide referrals to local resources, including the Salvation Army, United Way 2-1-1 and the Low-Income Home Energy Assistance Program (LIHEAP).

"Our goal is to meet face-to-face with our customers, to answer their questions and connect them with community agencies that can keep them from falling behind on their bills," added Bassham. "We want to help the customers and communities we serve. I encourage customers needing assistance to please attend these fairs."

### KCP&L: Gives

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round with regional non-profit organizations to provide financial assistance to customers in need. Due to the impact of the extreme heat on current and projected utility bills, KCP&L's new and expanded assistance programs include the following:

The new Family Relief Fund will provide families who qualify with up to a \$150 credit on their KCP&L bills during the summer months. For more information, contact the local Salvation Army at 877.566.2769, extension 416.

KCP&L also launched Reconnection Relief, a new program that helps reconnect customers who were disconnected prior to the Hot Weather Rule taking effect. For more information about this program, please contact KCP&L at 800.526.3348.

### KCP&L gives \$1M to their customers' bills

KCP&L is announcing an additional \$1 million in funding for its Connections programs to assist customers with their summer electric bills. These programs are designed to connect customers to company resources and community assistance programs to help them through difficult financial situations.

"This summer, our customers and communities are struggling with extreme heat. While we are proud that our system has held up well, and we have been able to meet all of our customers' demand for electricity, we know the extreme weather is causing financial hardship for too many families," said Terry Bassham, KCP&L's president and chief executive officer. "Sometimes situations arise and it's difficult to pay all or part of your monthly bill. We hope these expanded programs and services, offered through KCP&L Connections, will help customers manage their energy costs."

The Connections programs include an expanded range of flexible payment options and a streamlined process for identifying and connecting those eligible to community assistance programs. KCP&L partners year-over-year to help customers manage their energy costs. See KCP&L pg. 36

PENGAD 800-631-6869

EXHIBIT *AK*

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