

KCP&L Media Hotline
(816) 392-9455

FOR IMMEDIATE RELEASE

KCP&L PREPARED FOR HOT WEATHER AND OFFERS CUSTOMERS TIPS

KCP&L wants customers to be prepared for extreme temperatures this summer.

Kansas City, Mo. (June 21, 2017) – The summer heat wave is upon us and KCP&L wants to make sure customers are prepared for extreme temperatures that impact our region. The utility wants to remind those in need that bill payment options are available and a few simple tips can help them beat the heat this summer.

Bill payment assistance during the summer

As temperatures rise, so do electric bills. KCP&L wants to urge customers who are behind on their bills and have not yet established payment arrangements to contact customer service to learn about payment programs that may be available to them. “We understand some of our customers may be experiencing financial difficulties causing them to fall behind on their electric bills,” said Elizabeth Danforth, Director of Public Affairs at KCP&L. “We want to avoid service disconnections for our customers and we have experts to help find payment solutions that can help them.”

In addition, KCP&L wants to remind customers that the Hot Weather Rule took effect on June 1 and runs through Sept. 30. Under this rule, residential disconnects are prohibited when the temperature is forecast to be above 95 degrees or the heat index above 105 degrees between 6 a.m. to 9 p.m. in the next 24 hour period. However, customers will still be charged for energy used during any suspended disconnection periods.

Customer safety tips

Not only does energy usage go up when it gets hot, but so do safety incidents. KCP&L wants to make sure everyone stays safe during extreme temperatures. “The safety of our customers and employees is our top priority during extreme weather and there are several easy steps customers can take to stay cool,” said Danforth.

Below are several easy steps customers can take to stay cool and ensure their safety during a heat wave:

- Seek a cool public place, such as a library or mall if you don't have air conditioning or fans. Call United Way 2-1-1 for assistance or more information about public cooling centers in [Missouri](#) or [Kansas](#). Additionally, United Way 2-1-1 can help point customers in the right direction for utility assistance.
- Help control your home's temperature by closing shades, blinds, drapes and curtains.
- Use ceiling and portable fans to circulate air.
- Keep your air conditioner clean and free from debris. Make sure the filter is clean and change it when necessary.
- Drink plenty of water and avoid strenuous activity.
- Wear loose fitting, lightweight, natural fiber clothing.

For more information on financial assistance options visit

<http://www.kcpl.com/financialassistance>. For additional assistance questions, KCP&L customers can call the Customer Care Center at (888) 471-5275.

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About KCP&L:

Headquartered in Kansas City, Mo., Great Plains Energy Incorporated (NYSE: GXP) is the holding company of Kansas City Power & Light Company and KCP&L Greater Missouri Operations Company, two of the leading regulated providers of electricity in the Midwest. Kansas City Power & Light and KCP&L Greater Missouri Operations use KCP&L as a brand name. More information about the companies is available on the Internet at www.greatplainsenergy.com or www.kcpl.com.