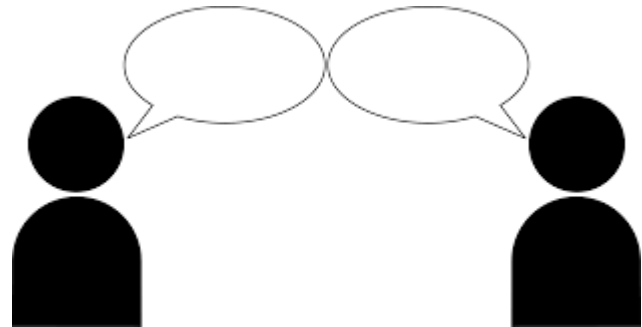




Programs & Services

Discussion Topics:

- 12 Month Pay Agreements
- Cold Weather Rule
- Average Payment Plan
- Low Income Energy Assistance
- Kansas Weatherization Program
- Project Deserve
- Customer Dashboard



12 Month Pay Agreement

- Total account balance divided into 12 installments
- 1st installment due upfront to begin the pay agreement
- One installment will be added to the current bill for each of the next 11 months
- Payments must be made in full and by the due date to remain on the pay agreement
- Late or short payments could cause the full account balance to become due



Advantages of 12 Month Pay Agreement

- Current bill is included in the pay agreement so 1/12th is all you will need to pay until the next billing cycle
- Created to help in emergency and short-term income loss situations



Example of 12 Month Pay Agreement

- Account balance = \$500
- $\$500 / 12 = \41.66 installments
- \$41.66 needed today to set up the agreement
- The next 11 statements will have \$41.66 added to the current bill
- Next statement has current charges of \$150
- \$41.66 installment will be added to the current charges
- \$191.66 will reflect as the balance due on statement



Cold Weather Rule

- Cold Weather Rule is created to protect Kansans from service disconnection during cold winter months
- Regulated by the Kansas Corporation Commission
- November 1st through March 31st every year
- Service will not be interrupted if temperatures are forecasted to drop below 35 degrees within 48 hours of date printed on disconnect notice
- Receive a knock at the door or a door hanging notice one day prior to service interruption



Average Payment Plan

- Averages out bills over seasonal highs and lows
- Average is based off the dollar amount of the most recent 12 months of service (using previous customer amounts if necessary)
- Average is reviewed each month to reflect actual usage so bill amount may fluctuate month to month
- Created to simplify your budget



Average Payment Plan...continued

- Settlement balance is the balance between the average billed and the actual bill amount
- Settlement balance is reviewed every October & adjustments are made to the monthly average to bring the settlement balance closer to zero
- Cancellation of the APP will cause the settlement balance to be due with next billing
- Reasons for cancellations can include:
 - Customer requests to close account (customer moves)
 - Voluntary requests to come off of average payment plan
 - Interruption of services due to non payment

Low Income Energy Assistance Program

- Open application period is January 22nd through March 29th 2019
- Federally funded program that helps eligible households pay a portion of their home energy costs by providing a one time benefit
- Applications processed by Department of Children & Families
- Westar Energy holds events to assist customers with filling out applications – schedule will post to website

2018 Income Eligibility Guidelines

Persons Living at the Address	Maximum Gross Monthly Income
1	\$1,307
2	\$1,760
3	\$2,213
4	\$2,665
5	\$3,118
6	\$3,571
7	\$4,024
8	\$4,477
9	\$4,930
10	\$5,383
11	\$5,835
12	\$6,288
+1	\$453 for each additional person



Kansas Weatherization Program

Federally funded program designed to assist families with weatherization to reduce energy bills.

Income guidelines must be met.

Weatherization services may include:

- Weather stripping
- Caulking around doors & windows
- Cleaning, testing, repairs or replacement of refrigerators, heating/cooling systems
- Adding insulation to walls, ceilings & foundations
- Lighting & ventilation upgrades

Household Size*	Maximum Income Level (Per Year)
1	\$24,120
2	\$32,480
3	\$40,840
4	\$49,200
5	\$57,560
6	\$65,920
7	\$74,280
8	\$82,640

Visit: www.kshousingcorp.org/weatherization



Project Deserve

- A Westar Energy program funded by customers, employees and corporate contributions
- Provides emergency assistance toward energy costs for customers who have severe disabilities, older adults and income-eligible households
- Applicants may receive a one time payment ranging from \$100 to \$300, depending on eligibility, to be applied towards an energy bill
- Center of Hope is our partner on this program, which processes our applications

Project Deserve Guidelines

To receive up to \$300:

- You must be 65 years or older
OR
- You must receive permanent disability from SSI or SSD

To receive up to \$100 the following income guidelines must be met:

Household Size	Net income (not including food stamps)	
	Annual	Monthly
1	\$13,850	\$1,154
2	\$15,800	\$1,317
3	\$17,800	\$1,483
4	\$19,750	\$1,646
5	\$21,350	\$1,779
6	\$22,950	\$1,913
7	\$24,500	\$2,042
8	\$26,100	\$2,175



Customer Dashboard Alerts & Energy Reports

- Budget Alert – Runs once a day at 9am and sends an alert when the bill reaches a specified amount set by the customer.
- Usage Spike Alert – Runs once a day at 8am. Analyzes customer usage and triggers an alert when consumption is unusually high. It is configured to alert when daily usage hits a new high over the past rolling 180 days AND is 25% higher than the previous day. Requires at least 90 days of history.
- Alerts can be delivered to email or mobile phones.



Customer Dashboard Alerts & Energy Reports

- Weekly Energy Report – Sent weekly 7 days after the bill period begins and runs at approximately 7pm.
- Monthly Energy Report – Sent at approximately 7pm the day after the bill mail date.
- Information included in the Energy Reports – Cost, Usage, and Environmental Impact information to date, daily graph of costs, any current alerts, and tips.



