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.

- Cancelation of the APP will cause the settlement balance to be due with next billing.

- Reasons for cancelations 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

<table>
<thead>
<tr>
<th>Persons Living at the Address</th>
<th>Maximum Gross Monthly Income</th>
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<tbody>
<tr>
<td>1</td>
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<tr>
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<td>12</td>
<td>$6,288</td>
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<tr>
<td>+1</td>
<td>$453 for each additional person</td>
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Westar Energy
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

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:

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<th>Household Size</th>
<th>Annual Income (not including food stamps)</th>
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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.