

## AGA/EEI Utility At-Risk Customer Program Snapshots

### Kansas City Power & Light (KCP&L)



Kansas City Power & Light (KCP&L) has used this economic crisis as an opportunity to expand its relationships with other community organizations and develop new partnerships. Through the Low Income Weatherization and Minor Home Pilot Program, KCP&L will offer targeted households an opportunity to receive minor repairs up to \$5,000, explained Roland Maliwat, Product Manager.

The program fills a gap that has existed for too long in energy assistance programs. As Mr. Maliwat explained, “weatherization services are only available to a subset of customers,” that lived in homes that were deemed eligible to receive energy efficiency measures. However, that often eliminated higher income households and those homes that needed minor repairs. KCP&L developed a pilot program that would provide funds to complete minor repairs and household improvements on homes that would not qualify for weatherization assistance. This pilot was also available to a broader range of customers—those with household incomes of up to 200% above the poverty level instead of the 150% traditionally used to qualify low-income customers for eligibility..

“The program covers things that are not currently in weatherization programs. These are usually minor repairs which are not done in typical weatherization programs and are in homes beyond serviceability,” Mr. Maliwat said.

The program pays for minor repairs up to \$5,000 such as replacing windows or repairing roofs. Pilot program customers were identified by “working with the areas Community Development Corporation (CDC) to identify customers with the correct eligibility and need.. Then we fix the house and then the house is eligible for the weatherization measures,” Mr. Maliwat added.



By making these repairs, then the weatherization measures become cost-effective and the households will also receive those additional energy efficiency measures. KCP&L has teamed up with both traditional community action agencies as well as forging new relationships with other organizations such as Local Initiatives Support Corporation ([www.lisc.org](http://www.lisc.org)). By collaborating with these organizations, KCP&L is able to leverage both weatherization dollars and also hopes to bundle in other energy assistance grants as they become available from the Department of Housing and Urban Development.



In the pilot program, KCP&L targeted the Blue Hills neighborhood. KCP&L is working with a neighborhood Community Development Corporation (CDC) serving the Blue Hills neighborhood. This organization will provide oversight for the weatherization and home repairs and also provides KCP&L with a stronger link at the grassroots level with community organizations. The utility is planning to keep this approach as the program evolves into a full-fledged energy efficiency program in 2010.



This has proven to be a winning combination for KCP&L as it leverages weatherization funds with minor home repairs and coordinates the program implementation through local community agencies.

#### ***KCP&L - At a Glance***

KCP&L services more than 800,000 customers in 47 northwestern Missouri and eastern Kansas counties - a [service territory](#) of approximately 18,000 square miles. Delivering that power requires 3,300 miles of transmission lines, close to 25,000 miles of distribution lines and 322 substations.