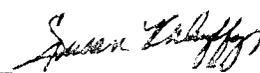


**BEFORE THE STATE CORPORATION COMMISSION
OF THE STATE OF KANSAS**

In the Matter of the Joint Application of Great Plains Energy Incorporated, Kansas City Power & Light Company and Aquila, Inc. for approval of the Acquisition of Aquila, Inc. by Great Plains Energy Incorporated)
)
) **Docket No. 07-KCPE-1064-ACQ**
) **STATE CORPORATION COMMISSION**
)

FEB 27 2008

 Docket Room

JOINT MOTION AND SETTLEMENT AGREEMENT

On February 26, 2008, Great Plains Energy Incorporated ("GPE"), Kansas City Power & Light Company ("KCPL"), the Kansas Corporation Commission Staff ("Staff"), the Citizens' Utility Ratepayers Board ("CURB"), Aquila, Inc. d/b/a Aquila Networks ("Aquila"), Black Hills Corporation ("BHC"), and Black Hills/Kansas Gas Utility Company, LLC ("BH Kansas Gas"), (individually "Party," or collectively, the "Parties") hereby agree to the following terms and conditions of this Settlement Agreement ("Agreement").

**ARTICLE I
INTRODUCTION**

On April 4, 2007, GPE, KCPL and Aquila filed with the Kansas Corporation Commission ("Commission") a Joint Application for an Order approving the acquisition of Aquila by GPE. The Joint Application was made pursuant to the terms of GPE/KCPL's Stipulation and Agreement in Docket No. 01-KCPE-708-MIS, and pursuant to Aquila's Stipulation and Agreement in Docket No. 02-UTCG-701-GIG. The proposed acquisition relates to an Asset Purchase Agreement ("APA") dated February 6, 2007, by and among Aquila, BHC, GPE, and Gregory Acquisition Corp, under which GPE will effectively acquire Aquila's Missouri electric and steam operations and its merchant services operations ("GPE Transaction"), and BHC will acquire Aquila's natural gas utility assets in Kansas

and Aquila's natural gas utility assets in Iowa, Nebraska, and Colorado and Aquila's electric utility assets in Colorado (“BHC Transaction”).

Also on April 4, 2007, BHC and Aquila filed an application in a separate docket seeking approval of the BHC Transaction (Docket No. 07-BHCG-1063-ACQ (“1063 Docket”). Although the two transactions are separate, each is contingent upon the successful completion of the other. Therefore, on November 1, 2007, the Commission issued an order consolidating the dockets for further proceeding.

On January 31, 2008, the parties to the 1063 Docket filed for approval of the Commission a unanimous Joint Motion and Settlement Agreement, upon which a hearing was held on February 12, 2008, and the matter was submitted to the Commission for determination.

ARTICLE II
PURPOSE

This Agreement has been prepared and executed by the Parties for the sole purpose of resolving all of the issues in 07-KCPE-1064-ACQ (“1064 Docket”). The Parties understand and agree that the proposals, positions, modifications, and adjustments made or reflected in this Agreement, whether express or implied, are made or obtained only through the spirit of compromise and are made subject to Article VI below.

In addition, this Agreement has been negotiated in light of the terms and conditions presently in effect for GPE and KCPL under KCPL’s Comprehensive Energy Plan (“CEP”) and five-year Regulatory Plan established by the Commission in Docket No. 04-KCPE-1025-GIE (“1025 Docket”). It is the intent of the Parties that this Agreement shall not have an impact on, or change any of the terms of, the Stipulation and Agreement and Order in the 1025 Docket.

ARTICLE III
TERMS OF THE SETTLEMENT AGREEMENT

The Parties agree that the requests included in the Joint Application, as modified by the terms set forth below, can be found by the Commission to be consistent with public interest, and accordingly recommend that the Commission so find and that the agreement be approved. The requests included in the Joint Application are modified as follows:

1. Quality of Service Performance Metrics:

KCPL will adopt and comply with the performance metrics and other provisions set forth in **Attachment 1** and **Attachment 2** to this Agreement. In the event that the Commission orders standards for Kansas utilities as a result of Docket No. 02-GIME-365-GIE or any other docket, KCPL shall be released from compliance with the performance metrics hereunder for the aspects of service addressed by the standards established by subsequent Commission order at the point such Commission-ordered standards are effective. **Attachment 3** to this agreement is a quarterly quality of service reporting form.

2. Transition Cost Recovery:

KCPL will be allowed to recover transition costs of \$10 million through a five-year amortization (\$2 million per year), beginning with rates effective as a result of KCPL's Rate Case #4, as set forth in the 1025 Docket, currently scheduled to be filed in 2009. Transition costs are the costs incurred to integrate and centralize Aquila's and GPE's and/or KCPL's operational functions, such as but not limited to information technologies and customer service functions. The Parties agree that the Commission should authorize KCPL to establish a regulatory asset for the transition costs in the

amount of \$10 million (which represents the Kansas jurisdictional amount). The Parties further agree that KCPL should be authorized to amortize this regulatory asset over five (5) years commencing with the first day on which rates resulting from KCPL's Rate Case #4 are effective. The deferred expenses will not receive any rate base treatment in future rate cases. There will be no recovery of any acquisition premium or transaction costs.

3. Other Rate Case Issues:

- a. KCPL's 2008 rate case (Rate Case #3 as set forth in the 1025 Docket) will not include any effects associated with the Aquila transaction. KCPL will file a KCPL stand-alone case. There will be no allocation factor changes reflecting the merger transaction.
- b. In no event shall expense relating to the acquisition premium, transaction costs, or unrecovered transition costs be recoverable in the future rates of KCPL's Kansas electric service customers. Nor shall any unamortized amounts be included in rate base for Kansas rate making purposes. KCPL shall track transition costs separately and remove transition costs from any future rate filing since the amortized amount referenced in Section III(2) above is agreed to be adequate and reasonable recovery of all such transition costs.
- c. The Parties agree to accept the following conditions, as set forth in the Direct Testimony of Adam Gatewood, filed in the 1064 Docket on December 18, 2007, as amended on January 18, 2008:
 - 1) Aquila will be held in a separate subsidiary of GPE until and unless Commission approval is granted to change this structure.

- 2) KCPL will not include costs associated with any of Aquila's liabilities in its Kansas revenue requirement;
- 3) KCPL will not include any costs from this transaction in its Kansas revenue requirement or contribution in aid of construction calculations except as set forth in Section III(2) above;
- 4) KCPL will not include an annual adder to cost of service to reflect any sharing of synergies; and
- 5) In the event Staff or CURB determine the conditions agreed to in Kansas are less favorable for KCPL ratepayers in Kansas than for KCPL ratepayers in Missouri based on the outcome of Missouri Case No. EM-2007-0374, or the outcome of any future docket relating to the same subject matter in the event the application in Case No. EM-2007-0374 is amended and refiled ("Missouri Order"), Staff and CURB reserve the right to seek Commission approval to modify any provision contained in this agreement. No Party shall contest the legal or equitable right of Staff or CURB to seek Commission approval to modify any term of this agreement, although the Parties shall have the opportunity to address the merits of any proposed change. Application for and comments on any proposed changes shall be filed within 10 days of the issuance of the Missouri Order.

ARTICLE IV
JOINT MOTION

The Parties hereby jointly move the Commission, pursuant to K.A.R. 82-1-230a, to issue an order finding that this Agreement is reasonable in light of the record as a whole, consistent with law, and in the public interest, and accordingly approving the Agreement.

ARTICLE V
CONDITION PRECEDENT

This Agreement shall not become effective unless and until the Commission enters an order approving the Agreement in its entirety, without condition or modification and until the Commission enters an order approving a settlement agreement or a ruling on the merits of the issues in the 1063 Docket.

ARTICLE VI
PRIVILEGE AND LIMITATION

This Agreement is made pursuant to K.A.R. 82-1-230a, and shall become binding upon the Parties upon its execution; provided, however, that if this Agreement does not become effective in accordance with Article V above, it shall be null, void, and privileged. This Agreement is intended to relate only to the specific matters referred to herein. No Party waives any claim or right which it may otherwise have with respect to any matter not expressly provided for herein. No Party shall be deemed to have approved, accepted, agreed, or consented to any principle or precedential determination, or be prejudiced or bound thereby in any other current or future proceeding before the Commission except as provided for herein. The Parties may utilize this Agreement, or any portion thereof, in any Kansas

proceeding wherein the subject matter of the proceeding involves any subject matter contained in the Agreement.

Failure to enter the Order approving this Agreement, or failure for any reason of the Order to become final in this 1064 Docket or failure for any reason of the Order in the 1063 Docket to become final, voids this Agreement. Should the Commission not approve this Agreement in its entirety, the Parties reserve all of their respective litigation rights, including, but not limited to: cross examining all witnesses in a subsequent hearing on the merits of this matter, presenting arguments and briefs in support of their respective positions, requesting reconsideration of any Commission Orders and appealing any Commission Order to the Courts.

The Parties shall have the right to present witnesses to the Commission in support of this Agreement and provide to the Commission whatever further explanation the Commission requests. Any rationales for settlement advanced by the Parties are independent of each other and not acquiesced in or otherwise adopted by the Parties.

The Parties agree that the Joint Application and Schedules filed in this matter, along with the supplemental testimony and schedules, the rebuttal testimony and schedules, and the prefiled testimony filed by all of the Parties shall be entered into the record and the Parties agree to waive cross-examination of the witnesses.

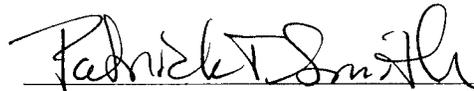
If the Commission accepts this Agreement in its entirety and incorporates the same into its final Order in this docket, the signatory Parties intend to be bound by its terms and the Commission's Order incorporating its terms as to all issues addressed herein, and will not appeal the Commission's Order on those issues.

ARTICLE VII
DISCONTINUANCE OF REQUIREMENTS ESTABLISHED FOR AQUILA
IN DOCKET NO. 02-UTCG-701-GIG

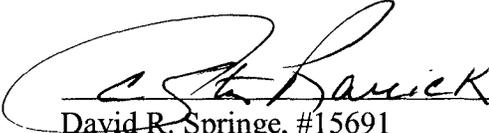
The Parties acknowledge that at such time as the proposed transaction is consummated, the requirements imposed upon Aquila by Commission Orders issued in Docket No. 02-UTCG-701-GIG shall terminate and said docket closed.

WHEREFORE, for the reasons set forth herein, the Parties request this Joint Motion be granted and the Agreement included herein be approved.

Dated February 26, 2008.



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JOINT MOTION AND SETTLEMENT AGREEMENT

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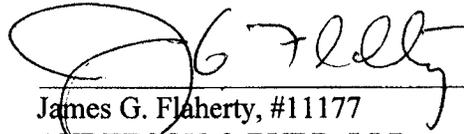
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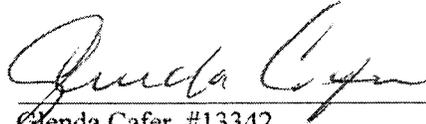
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JOINT MOTION AND SETTLEMENT AGREEMENT

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CERTIFICATE OF SERVICE

07-KCPE-1064-ACQ

I, the undersigned, hereby certify that a true and correct copy of the above and foregoing Joint Motion was placed in the United States mail, postage prepaid, or hand-delivered the 28th day of February, 2008, to the following:

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CERTIFICATE OF SERVICE

07-KCPE-1064-ACQ

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* Denotes those receiving the Confidential
version

**Kansas City Power & Light Company
Docket No. 07-KCPE-1064-ACQ**

Settlement Quality of Service Performance Metrics

(All percentages in the Table are based upon a 12-month calendar year average.
Any penalty assessment evaluations will be made in accordance with the terms of the agreement.)

	Customer Operations										Distribution Operations			
	Total Company					KS Only					KS Only			
	Call Center*					Meter Reading					Continuity of Service**		Normalized SAIFI (interruptions)	
	Call Blockage Rate (%)	Abandoned Call Rate (%)	Agent Service Level (%/20 seconds)	Average Speed of Answer (seconds)	Estimated Bills per 1000 Customers	Normalized SAIDI (minutes)	Value of Measure	Penalty (\$)	Value of Measure	Penalty (\$)	Value of Measure	Penalty (\$)	Value of Measure	Penalty (\$)
Maximum Penalty	1,000,000	600,000	300,000	300,000	1,500,000	1,800,000								1,200,000
Trigger 1	1.00%	5.00%	67.0%	47.5	100	130.0	60,000	300,000	130.0	360,000	0.920	360,000	0.920	240,000
Trigger 2	1.50%	5.60%	65.0%	51.2	110	160.0	120,000	600,000	160.0	720,000	1.030	720,000	1.030	480,000
Trigger 3	2.00%	6.20%	63.0%	57.3	125	195.0	210,000	1,050,000	195.0	1,260,000	1.200	1,260,000	1.200	840,000
Trigger 4	2.50%	6.80%	61.0%	64.0	140	240.0	300,000	1,500,000	240.0	1,800,000	1.400	1,800,000	1.400	1,200,000

Overall *Call Center (Limit)
\$5,700,000 \$1,200,000

- 1) Maximum Possible Annual Penalty
- 2) If the total annual penalty is less than \$500,000, then all penalties for that year will be waived.
- 3) In the event KCP&L is required to pay a penalty under this agreement, the amount of penalty assessed against KCP&L shall be allocated equally to each retail customer of record at the time of credit application and shall be applied as a credit to the total bill amount and shall appear on the bill as a separate line item labeled "Quality of Service Refund."
- 4) For purposes of performance indicator definitions, the parties agree to utilize Attachment 2 attached hereto.
- 5) The penalty provisions contained herein shall apply beginning with calendar year 2009 and shall expire consistent with the provisions of Attachment 2.

Kansas City Power & Light Company Quality of Service Reporting Definitions and Procedures

Reporting Provisions. Staff and KCP&L agree that KCP&L will file quarterly reports providing the Company's performance metrics as identified in the Table in Attachment 1 attached to the Stipulation & Agreement in Docket No. 07-KCPE-1064-ACQ (the "Agreement"), using either the Quarterly Quality of Service Report template in Exhibit MD11-2 (Attachment 3) or a similar form providing the same information. In addition to the metrics identified in the Table in Attachment 1, KCP&L agrees to also report on the following performance metrics; however, no penalties shall be associated with these metrics.

- CAIDI
- Call Volumes
- Call Center Staffing
- Service Orders
- Work Orders

The first quarterly report shall be for the first full calendar quarter ending after closing of the acquisition. Each quarterly report shall provide, for each identified performance metric, performance data for each of the previous 12 months, and presentation of the rolling 12-month performance; however, if less than 12 months have transpired since the first full calendar month after closing of the acquisition, the quarterly report shall provide, for each performance metric, performance data for each month back to and including the first full calendar month after closing of the acquisition, and presentation of the rolling performance for all months reported. Each rolling 12-month performance calculation will indicate actual performance for the previous 12-month period, not the average of the performance indicators for each of the previous 12 months. If the quarterly report comprises less than 12 months, the quarterly report will indicate actual performance for the entire reported period, not the average of the performance indicators for the months comprised. For the purpose reporting pursuant to this Attachment 2, calendar quarters are defined as the three calendar month periods ending March 31, June 30, September 30, and December 31 of each year. Subsequent reports will be required for each successive calendar quarter, and each report will be due on the final day of the month following the end of the applicable quarter (e.g., April 30, July 31, October 31, and January 31).

Definitions.

Agent Abandoned Call Rate (ACR): ACR means the percentage of total agent calls received by the Company's call center that are abandoned. The ACR is derived by dividing the number of abandoned calls by the sum of total agent answered calls and abandoned calls. Accepted return calls made by the Virtual Hold system are included in the ACR determination because they are placed in the agent queue before the call is

answered. In cases when the caller requests a Virtual Hold return call but fails to accept the requested return call, the call is not included in the ACR determination because the call is not placed in the agent queue. When the caller requests a return call, the Company shall make a diligent effort to return each return call request by attempting to return the call until the Company either encounters an invalid or wrong caller-designated number, the return call respondent refuses to accept the return call by either hanging up before entering the agent queue or making a selection to cancel the return call, or makes at least three unsuccessful attempts to return the call.

- An abandoned call is a call received by the utility call center that is terminated by the caller before being answered by a utility representative.
- Total agent calls are all calls delivered to the queue for answering by an agent, and are comprised of the sum of agent answered calls and agent abandoned calls.
- Accepted return calls are calls returned by the Virtual Hold system that the respondent accepts by following the prompt to enter the agent queue.

Agent Service Level (SL): SL means the percentage of total calls entering the agent queue that are answered within twenty (20) seconds. An answered call is a call in which an operator or representative is ready to render assistance or accept the information to properly handle the call. The 20-second period begins when the caller selects the option to speak to an agent. Accepted return calls made by the Virtual Hold system and entering the agent queue are counted and the time they spend in the PBX is also included. Accepted return calls are included at the time they are placed in the agent queue to be answered by an agent. Time spent in the Virtual Hold queue waiting off-line is not included, because that queue is optional to the customer.

Average Speed of Answer (ASA): ASA for agent calls means the average time measured in seconds required to answer all agent calls. Time for each agent call begins when the caller selects the option to speak to an agent. Accepted return calls made by the Virtual Hold system and entering the agent queue are counted and the time they spend in the PBX is also included. Accepted return calls are included at the time they are placed in the agent queue to be answered by an agent. Time spent in the Virtual Hold queue waiting off-line is not included, because that queue is optional to the customer.

Call Blockage Rate (CBR): CBR means the percentage of total incoming calls attempted to the call center that are blocked. It is calculated by dividing the total number of blocked calls by the total number of incoming calls, achieving a percentage of calls being blocked. Blocked calls are those that receive a busy signal or a courtesy response when all circuits are busy at the time the customer attempts to call. A courtesy response call is a call that is received by the Company call center, is not answered, but in which the Company instead informs the caller that call volumes are high, or insufficient resources are available to answer the call. An attempted call is one in which a caller attempts to contact the Company call center that reaches the telephone system's switch after successfully dialing the call center's telephone number. The Company may claim any exception for telecommunication system provider failures that are outside the Company's control as an Extraordinary Event, subject to conditions in this Attachment.

Estimated Bills per 1000 Meters (EBR): EBR means the total number of estimated monthly retail electric bills during the applicable 12-month period multiplied times 1,000 meters and divided by the average number of retail electric customer meters to be read per month. The average number of retail electric customer meters to be read per month means the total annual metered retail electric customer accounts that the Company must read in the applicable 12-month period divided by 12 months. Meters read by customers will not be counted as estimated bills or counted in the average number of retail electric customer meters to be read per month.

System Average Interruption Duration Index (SAIDI): SAIDI is calculated in minutes per customer as defined in the Commission's Electric Reliability Requirements (ERR), pursuant to Commission Order in KCC Docket No. 02-GIME-365-GIE. For these purposes, the Company shall report normalized SAIDI as defined by the Commission's ERR Rules 3(u) and 3(o).

System Average Interruption Frequency Index (SAIFI): SAIFI is calculated in interruptions per customer as defined in the Commission's Electric Reliability Requirements (ERR), pursuant to Commission Order in KCC Docket No. 02-GIME-365-GIE. For these purposes, the Company shall report normalized SAIDI as defined by the Commission's ERR Rules 3(v) and 3(o).

Customer Average Interruption Duration Index (CAIDI): CAIDI is calculated in minutes per interruption as defined in the Commission's Electric Reliability Requirements (ERR), pursuant to Commission Order in KCC Docket No. 02-GIME-365-GIE. For these purposes, the Company shall report normalized SAIDI as defined by the Commission's ERR Rules 3(g) and 3(o).

Service Orders: The percent of service orders completed on time means the total number of routed run service, set meter (RSSM) orders completed within five (5) days after KCP&L receives clearance from the local authorities and the customer's or builder's ready work has passed KCP&L's final inspection divided by the total number of all RSSM orders completed. RSSM orders do not include orders that require KCP&L to build facilities in addition to the placement of the service transformer, service line, meters and any other service equipment between the service transformer and the customer's point of delivery in order to serve the customer.

Work Orders: The percent of work orders completed on time means the number of construction work requests completed by the construction due date divided by the total number of completed construction jobs. Construction work requests include customer requests for service that require distribution facilities in addition to placement of a service transformer, service line, meters and any other service equipment between the service transformer and the customer's point of delivery in order to provide power to the customer. The construction due date is established by mutual agreement of KCP&L and the customer requesting the construction work.

Extraordinary Events: The parties recognize that there may be certain extraordinary events affecting the Company's Kansas and/or Missouri electric operations that occur from time to time, which: (1) are beyond the control of the utility, such as an act of nature, and (2) may affect the utility's ability to meet the service metrics agreed to in this agreement. Upon the occurrence of an extraordinary event as that term is further defined below, KCP&L shall document the event and its impact on the utility's customer operation or distribution operation performance, as applicable. Should KCP&L's service performance become inferior to the service metrics of any of the performance indicators specified in the Table in Attachment 1, KCP&L will have the opportunity to present evidence of an extraordinary event as part of the applicable quarterly report, attaching supporting documentation as previously described.

For purposes of this agreement, the term "extraordinary event" means an event beyond the control of the utility, which shall include acts of God, strikes, lockouts or other industrial disturbances, acts of the public enemy, wars, blockades, insurrections, riots, epidemics, landslides, lightning, earthquakes, fires, storms, floods, washouts, arrests and restraints of government and people, acts, orders, laws or regulations of government authority, civil disturbances, explosions, breakage or accident to machinery or lines of pipe or electric supply lines, major events causing electric service interruptions of the magnitude defined by the Commission's Electric Reliability Requirements Rule 3(n), other than those caused by the utility's negligence, the necessity for making repairs or alterations to machinery, equipment or lines of pipe, freezing of lines of pipe or electric supply lines, which could not have been prevented by the utility's use of standard and customary industry practice, partial or entire failure of supply of natural gas or fuel which could not have been prevented by the utility's use of standard and customary industry practice, acts of independent and unaffiliated third parties which damage or interfere with the kind herein enumerated or otherwise beyond the control of the utility. If, using standard and customary industry practice, the utility could have avoided the extraordinary event, then the impact of such event will be considered in the measurement of the performance of the utility.

Notification of Change in Call Center Operations. Thirty (30) days prior to the implementation or use of any new technology (e.g., a virtual hold system) at any incoming call center to handle incoming calls for KCP&L Kansas electric retail customers, KCP&L agrees to notify Staff in writing of such implementation or use. The purpose of this notification is to describe the technology and its application, and to prompt Staff to meet with KCP&L to address the proper accounting of calls addressed by the new technology in future performance reports. Thirty (30) days prior to implementation or use of a new incoming call center or outsourcing of incoming call center functions for KCP&L Kansas retail electric customers, KCP&L agrees to notify Staff in writing of such implementation or use. To the extent that KCP&L relies on additional call centers to address incoming calls from KCP&L Kansas retail electric customers, KCP&L shall include answered, abandoned and blocked calls for the additional centers in its quarterly reports.

Elimination of Penalty Provisions for Meeting Service Standards for Three Consecutive Years After December 31, 2008. After KCP&L provides service sufficient to avoid having to pay performance penalties for any three consecutive calendar year periods beginning after December 31, 2008, Staff and KCP&L agree that the penalty provisions established in this agreement will be eliminated. However, KCP&L will continue to report service quality performance quarterly relative to the benchmarks and metrics (Attachment 1) according to reporting provisions established in this Agreement.

Actions for Substandard Service Quality Performances If Penalties Have Been Eliminated. If the penalty provisions of this Agreement are eliminated according to the terms provided above, then KCP&L and Staff agree that if, after such elimination, any reported 12-month performance value for any indicator is inferior to the corresponding benchmark in Attachment 1, then KCP&L will include a written explanation with its filed quarterly report, describing (a) each performance indicator exceeding the applicable benchmark, (b) any factors beyond the Company's control that have adversely impacted the Company's performance (e.g., extraordinary events), and (c) any measures that the Company intends to take to reverse declines in the level of service. Likewise, if Staff finds that performance for an indicator for which no benchmark has been set declines to a point that would be detrimental to safe, reliable, or sufficient service, then Staff may request a similar written report for such service performance measured by the indicator, which will obligate KCP&L to file a report within sixty (60) of Staff's written request to KCP&L. Staff will monitor the reports and will initially address any concerns regarding any decline in service informally. Should differences develop between Staff and KCP&L about addressing any problems, Staff may address such issues with the Commission, and may recommend reporting data more frequently than set forth in this Agreement.

Kansas City Power & Light Company
Docket No. 07-KCPE-1064-ACQ
Quarterly Service Quality Report
[Quarter Number] Quarter [Year]

Performance Indicator	Rolling 12- Month Performance	Benchmark for Penalty Onset
Call Center Operations		
Call blockage rate, CBR (%)	#DIV/0!	1.00%
Agent abandoned call rate, ACR (%)	#DIV/0!	5.00%
Service level, SL (% agent answered calls answered within 20 seconds)	#DIV/0!	67.00%
Average speed of answer of agent calls, ASA (seconds)	#DIV/0!	47.5
Electric Service Operations		
SAIDI - normalized (minutes per customer)	#DIV/0!	130.0
SAIFI - normalized (interruptions per customer)	#DIV/0!	0.920
CAIDI - normalized (minutes per interruption)	#DIV/0!	NA
Estimated bills per 1,000 customers, EBR	#DIV/0!	100
Service orders completed within 5 days (%)	#DIV/0!	NA
Work requests completed on time (%)	#REF!	NA

Kansas City Power & Light Company
Docket No. 07-KCFE-1064-ACQ
Quarterly Service Quality Report
[Quarter Number] Quarter [Year]

Row No.	Performance Data or Indicator	Formula	Month												Rolling 12-Month Performance	Benchmark for Family Obsv
			[Month 1]	[Month 2]	[Month 3]	[Month 4]	[Month 5]	[Month 6]	[Month 7]	[Month 8]	[Month 9]	[Month 10]	[Month 11]	[Month 12]		
Call Center Performance Data																
Number of Handled Calls Base number																
1	Attempted calls	$[2] + [4] + [5] + [6] + [7] + [8]$	0	0	0	0	0	0	0	0	0	0	0	0	0	0
2	Blocked calls (includes courtesy response calls)		0	0	0	0	0	0	0	0	0	0	0	0	0	0
3	Received calls		0	0	0	0	0	0	0	0	0	0	0	0	0	0
4	IVCA answered calls (self-served)		0	0	0	0	0	0	0	0	0	0	0	0	0	0
5	IVR answered calls (self-served)		0	0	0	0	0	0	0	0	0	0	0	0	0	0
6	IVR abandoned calls		0	0	0	0	0	0	0	0	0	0	0	0	0	0
7	Agent abandoned calls		0	0	0	0	0	0	0	0	0	0	0	0	0	0
8	Agent abandoned calls		0	0	0	0	0	0	0	0	0	0	0	0	0	0
9	Total answered calls	$[4] + [5] + [7]$	0	0	0	0	0	0	0	0	0	0	0	0	0	0
10	Agent answered calls answered within 20 seconds	$[13] \times [7] + [8]$	0	0	0	0	0	0	0	0	0	0	0	0	0	0
11	Call blockage rate, CBR (%)	$[2] / ([1] \times 100\%)$	#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!									
12	Service level, SL, (% agent answered calls answered within 20 seconds)	$[8] / ([7] + [8]) \times 100\%$	#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!									
13	Service level, SL, (% agent answered calls answered within 20 seconds)	Recorded by CMS	#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!									
14	Average speed of answer of agent calls (seconds)	Recorded by CMS	#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!									
Electric Service Performance Data																
Service Reliability																
15	Customers served		#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!									
16	Customer interruptions (normalised)		#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!									
17	Customer interruption minutes (normalised)		#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!									
18	SAIDI - normalised (minutes per customer)	$[17] / [15]$	#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!									
19	SAIFI - normalised (interruptions per customer)	$[16] / [15]$	#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!									
20	CSADI - normalised (minutes per interruption)	$[17] / ([16] \times [18] / [19])$	#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!									
Meter Reading & Billing																
21	Meters to be read		0	0	0	0	0	0	0	0	0	0	0	0	0	0
22	Meters read		0	0	0	0	0	0	0	0	0	0	0	0	0	0
23	Estimated bills		0	0	0	0	0	0	0	0	0	0	0	0	0	0
24	Average number of customers	Month: $[21] - [22]$	#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!									
25	Estimated bills per 1,000 customers, EBR	Month: $[21] / [22]$ $([23] \times 1,000) / ([24])$	#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!									
Service Order Response																
All service orders																
26	Service orders		#REF!	#REF!	#REF!	#REF!	#REF!									
27	Service orders completed within 5 days		#REF!	#REF!	#REF!	#REF!	#REF!									
28	Service orders within 5 days (%)	$[27] / [26]$	#REF!	#REF!	#REF!	#REF!	#REF!									
Service Order Response																
All work requests																
29	Work orders completed		#REF!	#REF!	#REF!	#REF!	#REF!									
30	Work requests completed on time		#REF!	#REF!	#REF!	#REF!	#REF!									
31	Work requests completed on time (%)	$[30] / [29]$	#REF!	#REF!	#REF!	#REF!	#REF!									