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WESTAR ASSISTS CUSTOMERS WITH LIEAP APPLICATIONS

Westar employees will partner with agencies in Kansas cities over coming weeks.

TOPEKA, Kan., Jan. 19, 2012 — Westar Energy customer advisers are assisting LIEAP (Low Income Energy Assistance Program) applicants over the upcoming weeks throughout the company's service territory.

On-site application assistance is an outreach program that assists individuals who need help completing their LIEAP application.

“According to SRS-LIEAP staff, several thousand applications are rejected annually due to an incomplete application or failing to provide supporting documents in order to qualify for LIEAP benefits,” Peggy Ricketts, vice president, customer care, said. “These on-site events help individuals understand the application process and what is needed to receive those benefits.”

LIEAP is a federally funded program that helps eligible households pay a portion of their home energy costs by providing a one-time per year benefit. The application period is from Jan. 18 through March 30, 2012. Visit <http://www.westarenergy.com/lieap> for a schedule of when Westar Energy customer advisers will be assisting customers. To learn more about eligibility requirements or fill out a LIEAP application, visit the [SRS Kansas website](#) or call 1-800-432-0043.

Last fall Westar Energy customer advisers staffed 20 Care Stations in communities throughout eastern Kansas to help customers when record heat caused electric usage to rise.

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Westar Energy, Inc. (NYSE: WR) is the largest electric utility in Kansas, providing electric service to about 687,000 customers in the state. Westar Energy has about 7,100 megawatts of electric generation capacity and operates and coordinates more than 35,000 miles of electric distribution and transmission lines.

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