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## **KCP&L NAMED MOST RELIABLE UTILITY IN PLAINS REGION**

*PA Consulting Group honors utility with ReliabilityOne™ Award for fifth consecutive year*

**NEW YORK, NY (Nov. 21, 2011)** – For the fifth year in a row the PA Consulting Group recognized KCP&L as the recipient of the 2011 ReliabilityOne™ Award in the Plains Region.

“ReliabilityOne™ Award winners represent the very best our industry has to offer in terms of service quality,” said Jeff Lewis, PA Consulting Group’s ReliabilityOne™ Program Director. “KCP&L has once again demonstrated its unwavering commitment to customers by achieving the highest levels of reliability.”

Delivering award-winning, reliable electric service is a foundation of KCP&L’s operating strategy. KCP&L takes numerous measures to keep infrastructure in good working order, including identifying and replacing aging infrastructure. The company also constantly monitors its transmission and distribution system. This allows for potential issues to be identified and addressed quickly, resulting in fewer outages and reduced response time when outages may occur.

“Winning this award for the fifth consecutive year is a testament to the hard work and dedication of our employees,” said Bill Herdegen, KCP&L vice president of transmission and distribution operations. “The men and women at our company brave extreme temperatures year round in order to maintain a high level of reliability for our customers.”

In addition to keeping the lights on for KCP&L customers, the company’s employees assist utilities throughout the country when they experience severe damage to their system. In the past five years, KCP&L has been called upon to help various utilities more than 20 times. Most recently, KCP&L crews returned from a 10-day trip helping a Massachusetts utility restore power after a nor’easter hit the east coast and caused millions of people to lose power.

Each year, the ReliabilityOne™ Award is given to utilities that have achieved outstanding reliability performance and have excelled in delivering reliable electric service to their customers. All utilities operating electric delivery networks in North America are eligible for consideration for the ReliabilityOne™ Award. Five regional awards are distributed annually: Northeast, Mid-Atlantic, Midwest, Plains and West.

The selection of provisional recipients is based primarily on system reliability statistics that measure the frequency and duration of customer outages. After provisional recipients are selected, each company undergoes an on-site certification process, which provides an independent review and confirmation of the policies, processes and systems used to collect, analyze and report a company's reliability results.

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**About KCP&L:**

Headquartered in Kansas City, Mo., Great Plains Energy Incorporated (NYSE: GXP) is the holding company of Kansas City Power & Light Company and KCP&L Greater Missouri Operations Company, two of the leading regulated providers of electricity in the Midwest. Kansas City Power & Light and KCP&L Greater Missouri Operations use KCP&L as a brand name. More information about the companies is available on the Internet at [www.greatplainsenergy.com](http://www.greatplainsenergy.com) or [www.kcpl.com](http://www.kcpl.com).

**About PA Consulting Group:**

PA Consulting Group is a leading management and IT consulting and technology firm. Independent and employee-owned, PA Consulting operates globally in more than 30 countries and transforms the performance of major organizations in both private and public sectors. From initial idea generation and strategy development through to detailed implementation, PA Consulting delivers significant and tangible results. PA Consulting has outstanding technology development capability; a unique breadth of skills from strategy to performance improvement, HR to IT; and strong expertise in communications, defense, energy, financial services, government and public services, healthcare, international development, manufacturing and water. For more information about PA Consulting Group, please visit [www.paconsulting.com](http://www.paconsulting.com).