

Evergy suspends disconnects for residential, business customers as communities address coronavirus

KANSAS CITY, Mo. (Mar 13, 2020) – Evergy will not disconnect service for non-payment as customers and communities are facing potential hardship from coronavirus. This temporary moratorium includes residential and business customers.

“Evergy provides an essential service,” said Chuck Caisley, senior vice president and chief customer officer. “Coronavirus is an unprecedented challenge and may result in customers facing unexpected or unusual financial strain.”

If customers need information about payment options, we encourage them to contact our customer service departments. [Payment arrangements may be set up online](#). Missouri services areas and Kansas Metro may reach customer service at [816-471-5275](#) or toll-free at [888-471-5275](#). Kansas Central customers may call [800-383-1183](#). Our customer call centers are open 7 a.m. to 7 p.m. Monday through Friday.

About Evergy, Inc.

Evergy, Inc. (NYSE: EVRG) serves approximately 1.6 million customers in Kansas and Missouri. We were formed in 2018 when long-term local energy providers KCP&L and Westar Energy merged. We generate nearly half the power we provide to homes and businesses with emission-free sources. We support our local communities where we live and work, and strive to meet the needs of customers through energy savings and innovative solutions.

Media Contact:


Gina Penzig

Manager, External Communications

Phone: [785-575-8089](#)

Email: gina.penzig@evergy.com

Media Line: [888-613-0003](#)

Additional assets available online:  Photos [\(1\)](#)

<https://newsroom.evergy.com/2020-03-13-Evergy-suspends-disconnects-for-residential-business-customers-as-communities-address-coronavirus>