

Evergy extends pandemic account help through June 1

Evergy suspends disconnects, waives fees to assist customers during coronavirus.

KANSAS CITY, Mo. (Apr 14, 2020) – In response to the coronavirus pandemic, [Evergy announced in March](#) that we will not disconnect electric service for non-payment and are waiving late fees for residential and small business customers. Customers who were previously disconnected may reestablish service by paying one-twelfth of their balance due to set up a payment arrangement. These special coronavirus policies have been extended through June 1.

Evergy encourages customers to track and make payments toward their energy usage during this time to avoid balances that are difficult to pay later. Call [2-1-1](#) for agencies that may be able to provide financial assistance. Our call centers are available 7 a.m. to 7 p.m. weekdays. Call [800-383-1183](#) for Evergy Kansas Central and [888-471-5275](#) for Evergy Metro and Missouri West service areas. Evergy's COVID-19-related updates can be found at [Evergy.com/COVID19](#).

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

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