

Evergy Extends Pandemic Customer Assistance

Evergy extends the disconnect suspension period, waives late fees

KANSAS CITY, Mo. (May 26, 2020) – In response to the coronavirus pandemic, Evergy announced in March that it will not disconnect electric service for non-payment and will waive late fees for residential and small business customers. Evergy announced a flexible payment plan that allows customers, including those who have been disconnected, to enter a 12-month payment plan toward their past-due balance. The suspension of disconnects is extended through July 15. Evergy will waive late fees and offer the payment arrangement through Dec. 31.

Evergy encourages customers to track and make payments toward their energy usage during this time to avoid balances that are difficult to pay later. For more information about resources to help with bills:

Federal Low Income Home Energy Assistance funds are available, but application windows are set to close on May 29. Evergy doesn't administer these programs, but information about them is available at evergy.com/COVID19. Kansas Department of Families and Children and Missouri Department of Social Services manage each state's program. Evergy encourages customers to apply for the funding before the May 29 deadline.

The Missouri Department of Social Services also will accept applications June 1 to Sept. 30 for summer energy crisis funds. Residential customers may be eligible for up to \$300 toward past-due electric bills.

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.

Media Contact:

Gina Penzig
Manager, External Communications
Phone: 785-575-8089
Gina.Penzig@evergy.com
Media line :888-613-0003

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

<https://newsroom.evergy.com/2020-05-26-Evergy-extends-pandemic-customer-assistance>