

Evergy Extends Disconnect Moratorium

Payment plans and financial assistance available for customers

KANSAS CITY, Mo., Feb. 24, 2021 – Evergy will extend its moratorium on service disconnections through May 2. This temporary moratorium includes residential and small business customers who owe past-due balances. Evergy encourages eligible customers to access limited emergency funds available for pandemic relief. Evergy is waiving late fees and offering up to 12-month payment plans to help customers pay toward their electricity bills.

“Evergy is extending our moratorium on disconnects as new assistance is coming available for customers affected by the pandemic,” said Chuck Caisley, Evergy senior vice president and chief customer officer. “Over the last year, some customers may have accumulated a high past-due balance, and emergency assistance funds could help them reduce balances owed. We encourage customers to seek assistance now as funding is limited and will expire this year.”

Over the upcoming weeks, Evergy will communicate with customers whose account may be in danger of disconnection beginning May 3. Information about financial assistance from community social service agencies is available by calling 2-1-1. Many local communities have special emergency funds available due to the pandemic. Application periods and eligibility vary by program. As Evergy learns about programs, information is added to our Bill Relief Options page at <https://www.evergy.com/landing/bill-relief-options>.

If customers need information about payment options, we encourage them to contact our customer service team. Payment arrangements may be set up online at [evergy.com](https://www.evergy.com). Evergy Missouri service areas and Evergy Kansas Metro may reach customer service toll-free at 1-888-471-5275. Evergy Kansas Central customers may call 1-800-383-1183. Our customer call centers are open 7 a.m. to 7 p.m. Monday through Friday.

Evergy implemented a moratorium on disconnections March 13, 2020, as many communities began closing down as part of their pandemic response. In June, special bill credits were offered to customers as disconnections resumed July 15. Shortly before Thanksgiving, Evergy reinstated the disconnect moratorium and has not disconnected customers for nonpayment since that time.

- 30 -

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/2021-02-24-Evergy-Extends-Disconnect-Moratorium>