

Evergy Connect coming to Wichita

Customer assistance center will provide energy education, personalized account support.

KANSAS CITY, Mo. – May 24, 2022 — Evergy plans to open Evergy Connect, an in-person customer assistance center in Wichita late this summer. The center, which will be centrally located downtown at 111 Ellis off Douglas Ave., will be modeled upon the very successful Kansas City Evergy Connect center.

“At a time when many utilities don’t offer face-to-face customer service options, we opened Connect in the heart of Kansas City’s 18th & Vine District,” said David Campbell, Evergy president and CEO. “In the four years it’s been open, Evergy’s flagship Connect has become an important resource for our customers and the community, and we want to extend that resource availability to our Wichita customers.”

Evergy Connect will offer personalized face-to-face account support, self-service payment kiosks and an array of additional resources. Specialists will be available to help customers who need payment assistance, want to learn more about energy-savings tools as well as electric vehicles and renewable energy options. Utility assistance events, energy efficiency and weatherization workshops and demonstrations will also be offered.

Evergy invested in the Wichita community by purchasing the building at 111 Ellis and has started remodeling the location. Evergy plans to make space available on a rotating basis to agencies that serve the community to help make services more accessible.

“At Center of Hope, we have partnered with Evergy for years to help customers with bill payment assistance. We’re looking forward to working even more closely with the Evergy team to help customers more holistically,” said George Dinkel, Executive Director of Center of Hope.

“Our goal with Connect is to make assistance more accessible for customers, and this location in the heart of Wichita is positioned to do just that. Customers may come in with a very specific need. We want to meet that need and provide an array of additional information,” Campbell said. “Connect helps us better meet the diverse and changing needs of our customers.”

Since 2019, Evergy’s Kansas City Connect has provided customized, direct service to more than 27,000 customers, including billing and payment assistance, energy-efficiency and weatherization tools and other resources. During much of the COVID-19 pandemic, Evergy safely operated its customer walk-in facility and provided much needed assistance to customers in need through face-to-face service and virtual consultations.

Evergy completed customer surveys that identified support for in-person customer service options like Evergy Connect, with 87 percent of customers in the Wichita Metro area saying in-person assistance options are important.

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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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