

Evergy urges customers to watch out for scammers this summer

Call centers see uptick in reports of attempted scams



Kansas City, Mo. - July 24, 2025 – Evergy is warning customers to be vigilant after an increase in attempted scams this summer.

Scammers are becoming more deceptive thanks to technology, using everything from fake websites to cloned phone numbers to third-party payment apps and more to rip off Evergy customers.

Here are some signs of common scams and ways consumers can protect themselves:

- **Fake Websites** - Watch for fraudulent websites that look like Evergy's. Always ensure you are paying your directly bill through the [Evergy website at evergy.com](#).
- **Fake Caller ID Displays** - Never give out personal/financial information over the phone if you're unsure who you are speaking to. You can verify account information online or by calling the Evergy [Customer Contact Center](#) (in the Evergy Metro and Evergy Missouri West area at 1-888-471-5275; in Evergy Kansas Central at 1-800-383-1183).
- **Disconnection Threats** - Beware of threats of disconnecting utility service if you don't provide immediate payment, especially during hot weather. Scammers will often claim Evergy will disconnect within an hour. Evergy will not shut off service without multiple notifications prior to disconnection.
- **Gift cards and third-party payment apps** - Evergy will never call or send someone to a residence or business asking customers to pay via third-party payment apps like Cash App, Venmo, or Zelle. Evergy also won't ask customers to pay with gift cards.
- **In-person impersonators** – Verify the person is with Evergy by asking to see company identification or by calling the [Customer Contact Center](#) before giving out any personal information (credit card, debit card, Social Security, Evergy account number, checking or savings account numbers). Evergy workers will also be wearing Evergy-branded clothing and driving a clearly labeled company vehicle. Contractors working on behalf of Evergy should not be contacting customers asking for customer information. The only customer contact that Evergy contractors should have is a courtesy door-knock to alert customers they will be working on their property.
- **Offering a discount** – Scammers may claim that by giving them a credit card number or other form of payment they can give a discount on an electricity bill. As a regulated utility, Evergy can only offer approved prices and programs that are [available on our website](#).

Report a scam to Evergy:

Evergy customers can report a scam through [Evergy's online collection scam form](#). Customers will need to provide their account

number or primary phone number. The form also requires the scammers' callback number, not the number that appears on their caller ID. Evergy can then work with phone carriers to shut down the fake callback number.

Customers should also contact local law enforcement to report the crime. Those who are not customers and were contacted by someone claiming to be Evergy can report the scam by calling our customer service center.

<https://newsroom.evergy.com/2025-07-24-Evergy-urges-customers-to-watch-out-for-scammers-this-summer>