Evergy Urges Customers to be vigilant for Scams



Topeka, KS. - November 19, 2025— Evergy is proud to participate with United Utilities Against Scams in recognizing Utility Scam Awareness Day, November 19. This observance is part of a nationwide initiative to raise awareness and educate customers about the growing threat of utility-related scams.

In recent years, Evergy customers have been targeted by scammers posing as Evergy employees. Also, new technology and an increase in online bill-paying means scammers are more tech savvy than ever. Customers are being targeted through fake websites, phone numbers, QR codes and more. The Federal Trade Commission reported \$12.5 billion in theft through cyber scams last year, a 25% increase over the prior year.

Here are signs of common online scams and ways customers can protect themselves:

• Beware of Fake Websites

• Always ensure you are paying your directly bill through the Evergy website at evergy.com.

Disconnection Threats

• Scammers will often claim Evergy will disconnect within an hour if customers don't pay immediately. Evergy will not shut off service without multiple notifications prior to disconnection.

· Gift cards and third-party payment apps

- Evergy does not accept payment through third-party or peer-to-peer payment apps like Cash App or Venmo.
- Evergy also won't ask customers to pay with gift cards.

· Offering a discount

Scammers may claim customers can get a discount by paying immediately. As a regulated utility, Evergy can only
offer approved prices and programs that are available on our website.

These four cyber practices can help secure Evergy customer's information and avoid potential money loss.

• Use Strong, Unique Passwords

- Create complex passwords with a mix of letters, numbers, and symbols.
- Avoid using the same password across multiple accounts.

• Enable Multi-Factor Authentication (MFA)

MFA adds an extra layer of security by requiring a second form of verification (like a code sent to your phone).

· Be Cautious with Emails and Links

- Don't click on suspicious links or download attachments from unknown senders.
- Watch for **phishing attempts**—emails that look legitimate but are designed to steal your information.

· Back Up Your Data Regularly

· Use cloud services or external drives to back up important files.

If you have encountered suspicious activity or an attempted scam, call Evergy or report the scam immediately at **www.evergy.com/reportscam.** Suspicious activity should also be reported to local law enforcement. More information about scams, including reporting fraudulent calls, can be found here.

About Evergy, Inc.

Evergy, Inc. (NASDAQ: EVRG), serves 1.7 million customers in Kansas and Missouri. Evergy's mission is to empower a better future. Our focus remains on producing, transmitting and delivering reliable, affordable, and sustainable energy for the benefit of our stakeholders. Today, about half of Evergy's power comes from carbon-free sources, creating more reliable energy with less impact to the environment. We value innovation and adaptability to give our customers better ways to manage their energy use, to create a safe, diverse and inclusive workplace for our employees, and to add value for our investors. Headquartered in Kansas City, our employees are active members of the communities we serve.

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