

Evergy Coronavirus Customer Programs 3.17.2020

NEWS RELEASE

FOR IMMEDIATE RELEASE

Evergy extends payment options, waives late fees in response to coronavirus

KANSAS CITY, Mo., March 17, 2020 – In addition to the suspension of disconnections announced last week, Evergy will waive late fees and add payment agreement options for residential and small business customers as the coronavirus continues to affect local communities, causing financial hardship for some.

“These measures reflect Evergy’s commitment to our customers and communities as we face uncertainty in light of the coronavirus,” said Terry Bassham, Evergy president and chief executive officer. “We serve our communities and it is important to us that we are there for our customers during this crisis. The steps we are announcing today will hopefully provide some relief for customers worried about the near future.”

Evergy announced Friday its temporary suspension of nonpayment service disconnections for residential and small business customers. Today, the company took several additional steps to help its customers. Late fees will be waived, and residential and small business customers who had been disconnected prior to Friday’s announcement may re-establish service by paying one-twelfth of their account balance. These changes will be in place through at least May 1.

While service won’t be disconnected in the coming weeks, Evergy encourages customers to continue to make payments toward their energy use to avoid higher balances later. Evergy customer service representatives can assist customers with payment arrangements and budget billing options. In addition, by calling 2-1-1, customers may learn about community resources for financial assistance. Customers will continue to receive reminders, including collection notices, calls, and texts even though they will not be disconnected. These notifications are important to remind customers of past-due balances and, if eligible, customers need the notifications to receive energy assistance funds from community organizations.

“Our employees are committed to keeping the lights on for our communities and are working hard despite the challenging circumstances,” Bassham continued. “The health and safety of our employees, customers and communities continues to guide us as we work through this together.”

To protect the health of our employees and customers, Connect, which is Evergy’s walk-in customer service center in Kansas City, is closed through March 28. Customers may access their Evergy account online at evergy.com, receive assistance by calling Evergy customer service centers or make payments at an authorized pay station.

Evergy call centers are open 7 a.m. to 7 p.m. Monday through Friday and may be experiencing high call volumes. Much like grocery stores, to minimize the number of people gathered in its contact centers, the company isn’t bringing in additional staff, so customers’ patience is

appreciated while customer service representatives work through the anticipated high volume of customer calls. Evergy Missouri and Kansas Metro customers can reach customer service at (816) 471-5275 or toll-free at 1-888-471-5275. Evergy Kansas Central customers can call 1-800-383-1183.

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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