

# Missouri extends low-income utility assistance to help during coronavirus

*Evergy suspends disconnects, waives fees to assist customers through June 1.*

KANSAS CITY, Mo. (Apr 14, 2020) – Due to the coronavirus pandemic, over the upcoming weeks throughout the Missouri communities we serve, the Missouri Department of Social Services is extending its application period for Low Income Home Energy Assistance Program (LIHEAP) assistance. For customers who have yet to apply and for those in threat of disconnection, applications are being accepted through May 31, 2020.

In response to the pandemic, Evergy announced in March that we will not disconnect electric service for non-payment and are waiving late fees for residential and small business customers. Customers who were previously disconnected may reestablish service by paying one-twelfth of their balance due to set up a payment arrangement. These special coronavirus policies have been extended through June 1. Evergy customer service representatives are available at [1-888-471-5275](tel:1-888-471-5275). Evergy's COVID-19-related updates can be found at [Evergy.com/COVID19](https://evergy.com/COVID19).

LIHEAP can help Evergy customers in two ways: Energy Assistance/Regular Heating (EA) and Energy Crisis Intervention Program (ECIP). Energy Assistance provides a one-time payment for primary heating bills from November and normally runs through March but has been extended to May 31.

The Energy Crisis Intervention Program provides money to help when your energy is shut off or threatened to be shut off. The amount you receive is based on the amount of money needed to restore or resume your service with the energy provider.

LIHEAP is a federally funded program that helps eligible households pay a portion of their home energy costs by providing a one-time per year benefit. To learn more about eligibility requirements or fill out a LIHEAP application, visit the [Evergy.com](https://evergy.com) or call the Missouri Department of Social Services at [1-855-373-4636](tel:1-855-373-4636).

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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