

# Evergy Warns Customers Regarding Recent Utility Scam Attempts

## *Imposters asking for credit card information*

KANSAS CITY, Mo., – Apr 27, 2022 – Scammers are trying a new tactic according to reports from some Evergy customers. Callers, fraudulently claiming to be Evergy representatives, are telling customers they have been overcharged on their electric bill and are owed a credit. The individual asks for your credit card information to apply the refund. These calls are not from Evergy. Customers may verify an individual is from Evergy by calling the [Customer Contact Center](#) before giving any personal information.

In most cases, the caller claims to be an Evergy customer service representative to get the customer to provide credit card information or other personal information, telling the customer a check has bounced or he/she has a past-due bill. Imposters will often ask customers to use a pre-paid card for payment. Evergy will never ask a customer to purchase a pre-paid debit card to pay for service. For past-due accounts, calls from Evergy requesting payment are never made the same day as the disconnection.

If you can't verify that you're speaking with an Evergy employee, do not give them this information. Evergy Missouri service areas and Evergy Kansas Metro may reach customer service toll-free at 1-888-471-5275. Evergy Kansas Central customers may call 1-800-383-1183. Customers can also review their account status online by visiting [www.evergy.com](http://www.evergy.com).

Evergy wants its customers to know how to identify Evergy representatives. Employees will carry Evergy employee identification. For a service appointment, they may be driving an Evergy vehicle or wearing Evergy branded clothing. Evergy does not perform door-to-door sales. Evergy employees rarely need to enter a customer's home.

During the COVID-19 pandemic, scammers increased calls, texts, emails, and in-person tactics and are contacting utility customers asking for immediate payment to avoid service disconnection. As a reminder, Evergy will never ask customers to make payments with a pre-paid debit card, gift card, any form of cryptocurrency, or third-party digital payment mobile applications. If you feel you have been a victim of a scam, please work with your local law enforcement agency to report the crime.

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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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