

Evergy's Wichita Connect opening tomorrow, partnering with Workforce Alliance

WICHITA, Kan. – November 17, 2022 – Evergy Connect, an in-person customer assistance center in downtown Wichita, will open to the public November 18. Evergy is partnering with Workforce Alliance of South-Central Kansas Inc., a non-profit organization specializing in employment and skills training, to provide on-site specialists at the center.

"Workforce Alliance and Evergy are long-standing partners," said Keith Lawing, Workforce Alliance President and CEO. "We're looking forward to collaborating again to employ local Wichitians and provide resources to our community."

In addition to providing direct staffing, Workforce Alliance will schedule days at Evergy Connect to provide employment assistance to customers.

"Workforce Alliance's partnership for staffing and programming is a valuable resource for Evergy Connect and our customers," said David Campbell, Evergy President and CEO. "Our experience with Evergy Connect in Kansas City has demonstrated the benefits of in-person customer assistance and programs. We're looking forward to expanding the service to Wichita."

Evergy Connect will offer customized face-to-face account support, consultations and application assistance for utility payment programs and resources, self-service kiosks and an array of additional resources including energy-savings tools, electric vehicles and renewable energy options. The day-to-day Evergy Connect operations will be complemented by special events for customers that focus on utility assistance, energy efficiency, weatherization and career opportunities.

Evergy's Wichita Connect is based on the successful Evergy Kansas City Connect model which has provided enhanced service and consultations to thousands of customers. During much of the COVID-19 pandemic, Evergy safely operated and provided much-needed assistance to customers on-site and through virtual sessions. In addition to Evergy Connect, customer teams conduct more than 350 outreach events annually helping more than 30,000 customers with face-to-face assistance each year.

Evergy conducted customer surveys that identified support for in-person customer service options like Evergy Connect, with 87 percent of customers in the Wichita metro area saying in-person assistance options are important.

The center is located at 111 Ellis Street, off Douglas Avenue. Evergy Connect hours will be 9 a.m. – 4 p.m., Monday through Friday.

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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