

Evergy Warns Customers Regarding Recent Utility Scam Attempts

Imposters asking for money through phone app

KANSAS CITY, Mo., – Jan 19, 2022 – Scammers are trying a new tactic according to reports from some Evergy customers. Callers, fraudulently claiming to be Evergy representatives, are telling customers that to avoid having their power being shut off, they need to send money over an app called “Cash App” immediately. These calls are not from Evergy. Customers may identify likely scams in a variety of ways. Customers also 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.

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.

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.

Evergy recently launched an enhanced online collection scam reporting form to help stop scams. The form allows customers to conveniently report scam attempts at www.evergy.com/reportscam. Customers will need to provide their account number or primary phone number to complete the form. The form also requires the scammers’ callback number, not the number that appears on their caller ID. Evergy can then work with phone carriers to shut down the fake callback number.

About Evergy, Inc.

Evergy, Inc. (NASDAQ: EVRG), serves 1.6 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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