

Evergy Warns of New Scams Targeting Customers

KANSAS CITY, Mo. – Evergy is warning customers about recent scams targeting customers both in-person and by phone.

In one incident, a scammer entered a small business in July dressed in Evergy attire, offering the owner a 15% discount on his energy bill if he would pay on the spot via Cash App. The small business owner agreed, received a text confirmation for the payment and checked his account later to confirm payment. Later, the customer was disconnected for non-payment. The team at Evergy's Connect Center discovered the scammer processed two card payments on the customer's account that were later returned due to fraud.

During another, scammers called a different customer and said the customer would be disconnected if they did not remit payment by cash or by gift cards at Walmart or Dollar General. The customer had just paid their bill the same day and was skeptical, but the scammer said they showed no payment and they owed \$950. Over protest from the caller, the customer and her husband made the decision to visit Evergy's Connect Center before making any payment. Evergy confirmed the customer had a zero balance. While there, the scammers called twice. Evergy's Connect employee helped our customers by addressing the scammer when they called, but the scammer quickly disconnected. The second call to the husband's cell phone was not answered.

Evergy reminds customers to be vigilant against scammers. Evergy will never send someone to a residence or business asking customers to pay via a third-party app, offer a discount, nor will they ask customers to pay via gift cards.

Here are some ways to identify an Evergy employee or an Evergy contractor:

- If someone is at your door, look to see if they are driving an Evergy vehicle.
- Verify the person is with Evergy by asking to see company identification or by calling the [Customer Contact Center](#) before giving them any information (credit card, debit card, Social Security, Evergy account number, checking or savings account numbers).
- If you can't verify that you're speaking with an Evergy employee, do not give them this information. Evergy employees rarely need to enter a customer's home.

If you receive a suspicious phone call, hang up and [contact Evergy](#) directly and immediately. Suspicious activity should also be reported to local law enforcement. More information on scams, including reporting fraudulent calls, can be [found here](#).

About Evergy, Inc.

Evergy, Inc. (NASDAQ: EVRG), serves 1.7 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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