

Evergy Urges Customers to be vigilant for Scams



Topeka, KS. - November 19, 2025– Evergy is proud to participate with United Utilities Against Scams in recognizing Utility Scam Awareness Day, November 19. This observance is part of a nationwide initiative to raise awareness and educate customers about the growing threat of utility-related scams.

In recent years, Evergy customers have been targeted by scammers posing as Evergy employees. Also, new technology and an increase in online bill-paying means scammers are more tech savvy than ever. Customers are being targeted through fake websites, phone numbers, QR codes and more. The Federal Trade Commission reported \$12.5 billion in theft through cyber scams last year, a 25% increase over the prior year.

Here are signs of common online scams and ways customers can protect themselves:

- **Beware of Fake Websites**
 - Always ensure you are paying your directly bill through the [Evergy website at evergy.com](https://www.evergy.com).
- **Disconnection Threats**
 - Scammers will often claim Evergy will disconnect within an hour if customers don't pay immediately. Evergy will not shut off service without multiple notifications prior to disconnection.
- **Gift cards and third-party payment apps**
 - Evergy does not accept payment through third-party or peer-to-peer payment apps like Cash App or Venmo.
 - Evergy also won't ask customers to pay with gift cards.
- **Offering a discount**
 - Scammers may claim customers can get a discount by paying immediately. As a regulated utility, Evergy can only offer approved prices and programs that are [available on our website](#).

These four cyber practices can help secure Evergy customer's information and avoid potential money loss.

- **Use Strong, Unique Passwords**
 - Create complex passwords with a mix of letters, numbers, and symbols.
 - Avoid using the same password across multiple accounts.
- **Enable Multi-Factor Authentication (MFA)**
 - MFA adds an extra layer of security by requiring a second form of verification (like a code sent to your phone).
- **Be Cautious with Emails and Links**

- Don't click on suspicious links or download attachments from unknown senders.
 - Watch for **phishing attempts**—emails that look legitimate but are designed to steal your information.
- **Back Up Your Data Regularly**
 - Use cloud services or external drives to back up important files.

If you have encountered suspicious activity or an attempted scam, call Evergy or report the scam immediately at www.evergy.com/reportscam. Suspicious activity should also be reported to local law enforcement. More information about 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.

Media Contact:

Courtney Lewis
Sr. Communications Manager, Media
Phone: 816-878-9650
Courtney.Lewis@evergy.com
Media line: 888-613-0003

<https://stage.mediaroom.com/evergy/2025-11-19-Evergy-Urges-Customers-to-be-vigilant-for-Scams>