

**BEFORE THE PUBLIC SERVICE COMMISSION  
OF THE STATE OF MISSOURI**

In the Matter of Evergy Metro, Inc. d/b/a Evergy	)	
Missouri Metro and Evergy Missouri West, Inc.	)	Case No. EO-2020-0293
d/b/a Evergy Missouri West Addressing the	)	
COVID-19 Pandemic in the State of Missouri	)	

**UPDATED INFORMATIONAL FILING OF EVERGY MISSOURI METRO AND  
EVERGY MISSOURI WEST REGARDING RESPONSES TO COVID-19**

COME NOW Evergy Metro, Inc. d/b/a Evergy Missouri Metro (“Evergy Missouri Metro”) and Evergy Missouri West, Inc. d/b/a Evergy Missouri West (“Evergy Missouri West”) (collectively the “Company” or “Evergy”), and provide the following *Updated Information Filing Regarding Evergy’s Response to the COVID-19 Pandemic* (“Updated Informational Filing”):

1. On March 28, 2020, Evergy opened this docket with an initial informational filing (“Initial Filing”) to keep the Missouri Public Service Commission (“Commission”) apprised of Evergy’s commitment to avoiding any utility-related actions that would impair the ability of its customers to remain in their homes or obtain vital services to help mitigate the spread of COVID-19. In its Initial Filing, Evergy notified the Commission that, through May 1, 2020, it would temporarily suspend payment related disconnection activities for all customers and waive late payment charges that might accrue for service provided on and after March 1, 2020 for residential and small general service customers and added payment agreement options.

2. In light of the continuing pandemic, Evergy is extending these special COVID-19 policies through June 1, 2020, as detailed in the attached **Exhibit A**.

3. As stated previously in its March 18, 2020 Initial Filing, Evergy believes that its tariffs<sup>1</sup> already permit it to take the above steps and is providing this Updated Informational Filing to the Commission to keep it aware of Evergy's continuing customer assistance efforts.

4. Evergy intends to keep the Commission apprised of the situation related to COVID-19 and any future changes in how Evergy is operating through informational filings in this docket.

WHEREFORE, Evergy requests that the Commission take notice of this Updated Informational Filing and continue to hold this docket open as a repository for possible future filings related to Evergy and COVID-19.

Respectfully submitted,

/s/ Robert J. Hack

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<sup>1</sup> Evergy Missouri Metro tariff sheet 1.26 (section 8.02 (A) and (B)) provides that the Company may impose a late fee for unpaid bills and tariff sheet 1.13 (section 3.13) gives the Company the right to disconnect service upon customer default. Evergy Missouri West tariff sheet R-45 (section 6.09) provides that the Company may impose a late fee for unpaid bills and tariff sheet R-11 (section 2.05) provides that the Company may disconnect a customer for non-payment.

**CERTIFICATE OF SERVICE**

I hereby certify that a true and correct copy of the above and foregoing document was served upon all counsel of record on this 17<sup>th</sup> day of April 2020, via e-mail.

*/s/ Robert J. Hack*

Robert J. Hack

## Missouri extends low-income utility assistance to help during coronavirus

*Evergy suspends disconnects, waives fees to assist customers through June 1.*

KANSAS CITY, Mo., (April 14, 2020) – Due to the coronavirus pandemic, over the upcoming weeks throughout the Missouri communities we serve, the Missouri Department of Social Services is extending its application period for Low Income Home Energy Assistance Program (LIHEAP) assistance. For customers who have yet to apply and for those in threat of disconnection, applications are being accepted through May 31, 2020.

In response to the pandemic, [Evergy announced in March](#) that we will not disconnect electric service for non-payment and are waiving late fees for residential and small business customers. Customers who were previously disconnected may reestablish service by paying one-twelfth of their balance due to set up a payment arrangement. These special coronavirus policies have been extended through June 1. Evergy customer service representatives are available at 1-888-471-5275. Evergy's COVID-19-related updates can be found at [Evergy.com/COVID19](https://www.evergy.com/COVID19).

LIHEAP can help Evergy customers in two ways: Energy Assistance/Regular Heating (EA) and Energy Crisis Intervention Program (ECIP). Energy Assistance provides a one-time payment for primary heating bills from November and normally runs through March but has been extended to May 31.

The Energy Crisis Intervention Program provides money to help when your energy is shut off or threatened to be shut off. The amount you receive is based on the amount of money needed to restore or resume your service with the energy provider.

LIHEAP is a federally funded program that helps eligible households pay a portion of their home energy costs by providing a one-time per year benefit. To learn more about eligibility requirements or fill out a LIHEAP application, visit the [Evergy website](#) or call the Missouri Department of Social Services at 1-855-373-4636.

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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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