

Communications During Disconnect Suspension/Customer Payment Programs

Media releases : COVID News Releases

Social media : MPSC COVID Social Examples

COVID-19 Email Messaging :

TOU COVID-19 April 7, 2020

Nest Promo April 13, 2020

Next Promo May 21, 2020

Weather Advisory May 27, 2020

Bill Credits June 12, 2020

Customer letter in lieu of disconnect notice : Past Due Letter Reminder Evergy Metro & MO West Final

Bill Inserts :

May, all residential: COVID-19 Bill Insert

July, all residential: High Bill Bill Insert

July/August, Disconnect Notice Inserts: COVID-19 Support Bill Insert

Bill messages :

April-June for all residential customers:

Visit **evergy.com** and click the banner at the top for special payment options during the COVID-19 pandemic.

July for all residential customers:

Visit evergy.com/specialpayment for limited-time payment options during the COVID-19 pandemic.

Customer communications focused on payment assistance

6.5.20 COVID Payment Options MPSC

**Evergy suspends disconnects for residential, business customers
as communities address coronavirus**

KANSAS CITY, Mo., March 13, 2020 – Evergy will not disconnect service for non-payment as customers and communities are facing potential hardship from coronavirus. This temporary moratorium includes residential and business customers.

“Evergy provides an essential service,” said Chuck Caisley, senior vice president and chief customer officer. “Coronavirus is an unprecedented challenge and may result in customers facing unexpected or unusual financial strain.”

If customers need information about payment options, we encourage them to contact our customer service departments. Payment arrangements may be set up online at evergy.com. Evergy Missouri services areas and Evergy Kansas Metro may reach customers service at (816) 471-5275 or toll-free at 1-888-471-5275. Evergy Kansas Central customers may call 1-800-383-1183. Our customer call centers are open 7 a.m. to 7 p.m. Monday through Friday.

– 30 –

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.

Media Contact:

Gina Penzig
Manager, External Communications
Phone: 785.575.8089
gina.penzig@evergy.com
Media Line: 888-613-0003

Evergy extends payment options, waives late fees in response to coronavirus

KANSAS CITY, Mo., March 17, 2020 – In addition to the suspension of disconnections announced last week, Evergy will waive late fees and add payment agreement options for residential and small business customers as the coronavirus continues to affect local communities, causing financial hardship for some.

“These measures reflect Evergy’s commitment to our customers and communities as we face uncertainty in light of the coronavirus,” said Terry Bassham, Evergy president and chief executive officer. “We serve our communities and it is important to us that we are there for our customers during this crisis. The steps we are announcing today will hopefully provide some relief for customers worried about the near future.”

Evergy announced Friday its temporary suspension of nonpayment service disconnections for residential and small business customers. Today, the company took several additional steps to help its customers. Late fees will be waived, and residential and small business customers who had been disconnected prior to Friday’s announcement may re-establish service by paying one-twelfth of their account balance. These changes will be in place through at least May 1.

While service won’t be disconnected in the coming weeks, Evergy encourages customers to continue to make payments toward their energy use to avoid higher balances later. Evergy customer service representatives can assist customers with payment arrangements and budget billing options. In addition, by calling 2-1-1, customers may learn about community resources for financial assistance. Customers will continue to receive reminders, including collection notices, calls, and texts even though they will not be disconnected. These notifications are important to remind customers of past-due balances and, if eligible, customers need the notifications to receive energy assistance funds from community organizations.

“Our employees are committed to keeping the lights on for our communities and are working hard despite the challenging circumstances,” Bassham continued. “The health and safety of our employees, customers and communities continues to guide us as we work through this together.”

To protect the health of our employees and customers, Connect, which is Evergy’s walk-in customer service center in Kansas City, is closed through March 28. Customers may access their Evergy account online at evergy.com, receive assistance by calling Evergy customer service centers or make payments at an authorized [pay station](#).

Evergy call centers are open 7 a.m. to 7 p.m. Monday through Friday and may be experiencing high call volumes. Much like grocery stores, to minimize the number of people gathered in its contact centers, the



company isn't bringing in additional staff, so customers' patience is appreciated while customer service representatives work through the anticipated high volume of customer calls. Evergy Missouri and Kansas Metro customers can reach customer service at (816) 471-5275 or toll-free at 1-888-471-5275. Evergy Kansas Central customers can call 1-800-383-1183.

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Evergy takes steps to protect employees while they keep the lights on during pandemic

Customers asked to not approach field workers

KANSAS CITY, Mo. (April 2, 2020) – Evergy linemen and field teams continue to keep electricity flowing in our communities and are prepared to respond to storms. Linemen fulfill a critical need in our communities, including during the COVID-19 pandemic. We ask customers to not approach them if they are working in your area. Questions about the work being performed may be directed to Evergy customer service.

“Evergy linemen and field teams work to ensure that reliable power is supplied to our more than 1.6 million customers, and we’re grateful for the work they’re doing, especially in these challenging times,” said Bruce Akin, Evergy’s vice president, transmission and distribution. “Our top priority is the safety of our employees and our customers, so we ask that you be aware of our employees out working and maintain a safe distance from them as they do their jobs.”

Evergy is following guidelines of maintaining six feet of space for our employees. Crews are scheduled so that the same crew members work together each day to reduce potential the spread of the virus. Evergy is cleaning and disinfecting facilities where employees are still reporting to work, including power plants that require 24/7 staffing.

Evergy’s local customer service contact centers are also staffed with social distancing measures in place. The company has increased its work-from-home options for a large percentage of customer service representatives, which means customers may hear their families, pets and other sounds of home in the background during phone calls.

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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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Evergy pledges \$2.2 million to local COVID-19 relief in historic commitment

Commitment brings company's annual community giving to more than \$8 million

KANSAS CITY, Mo., May 19, 2020 – Evergy (NYSE: EVRG) is committing \$2.2 million to help agencies, communities and customers respond to and recover from the COVID-19 pandemic, bringing its 2020 planned community giving to more than \$8 million.

“We know our communities and customers are dealing with nearly unprecedented uncertainties due to this virus,” said Terry Bassham, Evergy President and CEO. “We are making the largest focused charitable commitment in our history. We’ve been serving these communities nearly 150 years, and we want to do our part to help them move forward.”

Emergency grants help non-profit agencies leading response

Evergy Emergency Grants help non-profit agencies on the front lines that have remained open and are delivering essential services to its communities. Eligible agencies align with Evergy’s focus areas of community vitality and environmental leadership, have continued to provide most if not all of their services and have had their costs increase and revenues reduced due to the pandemic. Evergy has pledged \$400,000 and already has awarded grants to multiple agencies. For eligibility and application requirements, visit www.evergy.com/covid19.

Hometown Economic Recovery Program helps small businesses, communities

Evergy’s Hometown Economic Recovery Program focuses on efforts in Evergy communities that will help build back our local economies. Areas of eligibility include small business needs, business attraction and retention, and workforce training and development. Evergy will award grants totaling \$800,000 in two phases. Applications for the initial phase begin June 1 with awards made in August. On June 1, nonprofit agencies can visit Evergy Hometown Recovery Grant for criteria and the application. The second phase opens in August with awards made in October. As part of this effort, Evergy will also invest in two small business loan funds, Network Kansas and the GKC COVID Small Business Relief Fund. Eligibility and application requirements will be available at www.evergy.com/covid19.

Additionally, Evergy will provide a new economic development tool [SizeUp](#) to help local communities develop and nurture new and expanding businesses.



\$1 million assists customers with energy payments

Expanding on its flexible pay arrangements for residential and small business customers, Evergy is committing up to \$1,000,000 to Dollar Aide, Project Deserve and other programs that assist customers with energy payments. For more information, visit www.evergy.com/covid19.

On May 5 as part of Giving Tuesday Now, Evergy matched employee giving \$2 to \$1, generating nearly \$150,000 in donations for area organizations. “Our employees are always eager to step forward to help our communities when in need,” said Bassham. “This time is no different with employees again going above and beyond to help our customers and communities.”

The \$2.2 million in COVID-19 focused funding is in addition to Evergy’s \$6 million annual giving to agencies and organizations throughout the communities it serves. Evergy focuses its giving to agencies that support community vitality and environmental leadership.

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Evergy Extends Pandemic Customer Assistance

Evergy extends the disconnect suspension period, waives late fees

KANSAS CITY, Mo., (May 26, 2020) – In response to the coronavirus pandemic, [Evergy announced in March](#) that it will not disconnect electric service for non-payment and will waive late fees for residential and small business customers. Evergy announced a flexible payment plan that allows customers, including those who have been disconnected, to enter a 12-month payment plan toward their past-due balance. The suspension of disconnects is extended through July 15. Evergy will waive late fees and offer the payment arrangement through Dec. 31.

Evergy encourages customers to track and make payments toward their energy usage during this time to avoid balances that are difficult to pay later. For more information about resources to help with bills:

- Federal Low Income Home Energy Assistance funds are available, but application windows are set to close on May 29. Evergy doesn't administer these programs, but information about them is available at [Evergy.com/COVID19](#). Kansas Department of Families and Children and Missouri Department of Social Services manage each state's program. Evergy encourages customers to apply for the funding before the May 29 deadline.
- The Missouri Department of Social Services also will accept applications June 1 to Sept. 30 for summer energy crisis funds. Residential customers may be eligible for up to \$300 toward past-due electric bills.
- Call 2-1-1 for agencies that may be able to provide financial assistance.
- Our call centers are available 7 a.m. to 7 p.m. weekdays. Call 800-383-1183 for Evergy Kansas Central and 888-471-5275 for Evergy Metro and Missouri West service areas. Evergy's COVID-19-related updates can be found at [Evergy.com/COVID19](#).

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Evergy Offers New, More Flexible Payment Plans

Evergy extends help before resuming service disconnection in mid-July

KANSAS CITY, Mo., (June 30, 2020) – Evergy today announced new customer assistance plans to help customers with their electricity bills as part of its response to the coronavirus pandemic. Through August, Evergy will offer account credit to eligible residential customers who bring their account current on a four-month payment plan. Evergy continues to offer a 12-month payment plan and will waive late fees through December. Evergy will resume disconnection of service for non-payment beginning July 16.

“Evergy is here to help to customers in need by offering account credits and additional payment plans,” Terry Bassham, Evergy president and chief executive officer, said. “Already, more than 5,000 customers have benefited from signing up for these plans.”

Since early June, Evergy has been contacting customers who are past due on their electricity bill to offer payment arrangements. Through Aug. 31, residential customers who have a past-due balance of \$250 or more may request a four-month payment plan. With the first installment, Evergy will credit \$25 toward the payment. If the payment plan is completed by the fourth month, Evergy will credit 50 percent of the installment, up to \$75, toward the customer’s next bill. This payment plan is only available by calling Evergy customer service.

“We’ve set aside these funds specifically to help those who have fallen behind,” Bassham said. “Partnering with our customers in need to bring their accounts current helps maintain their critical electric service while people get back on their feet.”

In May, Evergy announced a \$2.2 million package to help address coronavirus’ impact on our communities, including up to \$1 million in assistance for customers. Additional assistance from those funds and other sources may be available to customers:

- Project Deserve helps eligible Evergy Kansas Central customers with their energy bills.
- Dollar Aide funds are available for qualifying Evergy Kansas Metro, Missouri Metro and Missouri West customers.
- Low-Income Energy Assistance Program funds are available in Missouri. The Missouri Department of Social Services will accept applications June 1 to Sept. 30 for summer energy crisis funds. Residential customers may be eligible for up to \$600 toward past-due electric bills.
- Call 2-1-1 for additional agencies that may be able to provide financial assistance.

Evergy call centers are available 7 a.m. to 7 p.m. weekdays. Call 800-383-1183 for Evergy Kansas Central and 888-471-5275 for Evergy Metro and Missouri West service areas. Evergy’s COVID-19-related updates can be found at [evergy.com/billoptions](https://www.evergy.com/billoptions).

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Social Examples


COVID19

March, April, May, June 2020



March Proactive Messaging


Facebook - reached 1 Million customers



Evergy ✓
Published by Sprinklr [?] · March 13 · 🌐

An important update from Evergy regarding #COVID19 <http://bit.ly/2voxZvU>

COVID-19 Update: With the uncertainty our communities are facing, we understand that some customers may face financial difficulties during this time. We are suspending disconnections for nonpayment effective immediately. This applies to all home and business accounts. We'll continue to look for ways to help our customers as we work through this together.




1,000,737 People Reached

62,825 Reactions, Comments & Shares ⓘ

32,915 👍 Like	1,724 On Post	31,191 On Shares
9,467 ❤️ Love	1,062 On Post	8,405 On Shares
299 😂 Haha	4 On Post	295 On Shares
1,139 😲 Wow	25 On Post	1,114 On Shares
28 😞 Sad	1 On Post	27 On Shares
11 😡 Angry	0 On Post	11 On Shares
4,737 Comments	492 On Post	4,245 On Shares

March Proactive Messaging

Facebook - reached 25K customers







Evergy ✓
Published by Sprinklr [?] · March 17 · 🌐

As we all navigate these uncertain times, we're bringing you more options to help keep your family safe and comfortable. Learn more: <http://bit.ly/2voxZvU>

More Ways to Help You

In times like these, it's important we do what we can to support each other. Starting now through May 1st, we're implementing more ways to help.

-  **Extended special payment options**
-  **No late payment fees**
-  **No security deposit on reconnection services**
-  **New payment installment options**

24,724 People Reached

628 Reactions, Comments & Shares ⓘ

326 Like	101 On Post	225 On Shares
57 Love	23 On Post	34 On Shares
1 Haha	1 On Post	0 On Shares
1 Angry	0 On Post	1 On Shares
51 Comments	18 On Post	33 On Shares
192 Shares	182 On Post	10 On Shares

679 Post Clicks

81 Photo Views	75 Link Clicks ⓘ	523 Other Clicks ⓘ
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April Proactive Messaging

Facebook video - reached 10K customers

Video Details

IN RESPONSE TO COVID19:
LAST MONTH WE SUSPENDED ALL DISCONNECTS

»evergy

Total Video Performance


🕒	Minutes Viewed	459
🎬	1-Minute Video Views	--
🎬	10-Second Video Views	736
🎬	3-Second Video Views	1,870
📺	Average Video Watch Time	0:05
📊	Audience Retention	
👥	Audience and Engagement	

Evergy: COVID19 Evergy Response...

We're with you to help during this time. #PoweringThruTogether |

April Proactive Messaging

Facebook - reached 19K customers




Evergy ✓
Published by Sprinklr [?] · April 14 · 🌐

An important update from Evergy. www.evergy.com/covid19
#COVID19 | #PoweringThruTogether

COVID-19 UPDATE:





We're here to help all of our customers going through a difficult time. We're extending our coronavirus support through June 1.

Visit: www.evergy.com/COVID19



18,862 People Reached

329 Reactions, Comments & Shares ⓘ

175  Like	103 On Post	72 On Shares
16  Love	4 On Post	12 On Shares
1  Haha	1 On Post	0 On Shares
1  Wow	0 On Post	1 On Shares
11 Comments	3 On Post	8 On Shares
126 Shares	126 On Post	0 On Shares


615 Post Clicks

73 Photo Views	203 Link Clicks ⓘ	339 Other Clicks ⓘ
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April Proactive Messaging

Facebook video- reached 25K customers

Video Details



Total Video Performance

🕒 Minutes Viewed	4,145
🎬 1-Minute Video Views	987
🎬 10-Second Video Views	6,143
🎬 3-Second Video Views	11,895
🕒 Average Video Watch Time	0:10
📺 Audience Retention	
👤 Audience and Engagement	

Evergy: Evergy CEO Terry Bassham COVID-19 Update...
Our CEO Terry Bassham and all Evergy employees are here for you. Keeping the power

May Proactive Messaging

Facebook reached 19K customers

 **Evergy** ✓
Published by Sprinklr [?] · May 26 · 🌐

An important update from Evergy. <https://bit.ly/2AbWw9g>
#PoweringThruTogether

COVID-19 UPDATE: We are here to help by extending the suspension of disconnects through July 15. We're waiving late fees and offering payment arrangements through Dec. 31.

visit: www.evergy.com/COVID19

18,726 People Reached

438 Reactions, Comments & Shares ⓘ

265 👍 Like	98 On Post	167 On Shares
42 ❤️ Love	18 On Post	24 On Shares
1 😂 Haha	1 On Post	0 On Shares
1 😲 Wow	0 On Post	1 On Shares
14 Comments	4 On Post	10 On Shares
115 Shares	115 On Post	0 On Shares

477 Post Clicks

85 Photo Views	13 Link Clicks ⓘ	379 Other Clicks ⓘ
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June Proactive Messaging

Facebook reached 8K customers

Evergy ✓
Published by Sprinklr [?] · June 30 at 11:06 AM · 🌐

An Important update from Evergy. 📄 <https://bit.ly/2BNle0F>

COVID-19 UPDATE: We're here to help our customers and communities facing financial hardships in the wake of the COVID-19 pandemic with additional limited-time payment plans to help avoid service interruptions.

www.evergy.com/billrelief

Performance for your post

7,476 People Reached

93 Reactions, Comments & Shares ⓘ

58 Like	32 On Post	26 On Shares
4 Love	3 On Post	1 On Shares
4 Comments	3 On Post	1 On Shares
27 Shares	27 On Post	0 On Shares

165 Post Clicks

20 Photo Views	30 Link Clicks ⓘ	115 Other Clicks ⓘ
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NEGATIVE FEEDBACK

6 Hide Post	0 Hide All Posts
0 Report as Spam	0 Unlike Page



Save Energy While at Home

As you take precautions to protect yourself and others, energy isn't always a primary concern. But being home more can lead to higher energy usage.

That's why we're sharing some tips for Time of Use Plan customers just like you. On the plan, you already pay less for energy most of the day—except during peak hours (Mon–Fri, 4–8 pm). You can still save, even if you're home more. Here are some tips:

Around the house

- Use mornings and weekends for chores.
- Take advantage of natural light whenever possible.
- When it gets hot, cool your home before 4 pm and after 8 pm.

Family activities

- Cooking more? Fire up your outdoor grill or use your slow cooker during the day.
- Schedule screen time for mornings or weekends.

Working from home

- Turn off and unplug office equipment when you can.
- Set your computer to energy-savings mode and use power strips.

And remember: You'll always save (with no peak hours) on weekends. For more energy savings tips, visit evergy.com/tips.

WE'RE WITH YOU

As we all continue to navigate COVID-19, we're here to help and offer support.

[Find Out How](#)



[Manage Account](#) | [Outages](#) | [Ways to Save](#) | [Smart Energy](#)

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Get a Google Nest Thermostat for as low as \$30

Many of us are spending more time at home—and using more energy. To help you save, we're offering a limited-time discount on a Google Nest Thermostat.

Balance comfort and savings at home—enroll in our Thermostat Program now for these discounts:

Google Nest E Thermostat

for only \$30 + sales tax (Normally \$169!)

Google Nest Thermostat 3rd Gen.

for only \$70 + sales tax (Normally \$249!)

[Get My Google Nest](#)

When you receive your thermostat, you can participate in energy savings events. Plus, you'll receive a \$25 check each year after your first year enrolled in our Thermostat Program.

WE'RE WITH YOU

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[Find Out How](#)



[Manage Account](#) | [Outages](#) | [Ways to Save](#) | [Smart Energy](#)

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Get a Google Nest Thermostat for as low as \$20

Many of us are spending more time at home—and this Memorial Day we'd like to help you save energy and money. We're offering a limited-time deep discount on a Google Nest Thermostat.

Balance comfort and savings at home—enroll in our Thermostat Program now for these discounts:

Google Nest E Thermostat

for only \$20 + sales tax (Normally \$169!)

Google Nest Thermostat 3rd Gen.

for only \$50 + sales tax (Normally \$249!)

[Get My Google Nest](#)

When you receive your thermostat, you can participate in Energy Savings Events. Plus, you'll receive a \$25 check each year after your first year enrolled in our Thermostat Program.

WE'RE WITH YOU

As we all continue to navigate COVID-19, we're here to help and offer support.

[Find Out How](#)



[Manage Account](#) | [Outages](#) | [Ways to Save](#) | [Smart Energy](#)

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Get Ready for Stormy Weather



We're ready, too. Crews are always prepared to evaluate damage and [restore power quickly and safely](#) if the weather causes outages.

Hopefully, you won't experience an outage. But just in case, here's what you do:

- [Report an outage online](#) or call [888-544-4857](tel:888-544-4857)
- View outages across the area on [our mobile-friendly map](#)
- Follow the restoration updates on our [website](#), [Facebook](#) or [Twitter](#)

[Stay Prepared](#)

WE'RE HERE FOR YOU...



As we continue to navigate COVID-19, we're here to offer support with extended payment options, no late fees, no power disconnections and more. We're also pledging \$2.2 million to local COVID-19 relief and assistance.

[Find Out More](#)



[Manage Account](#) | [Outages](#) | [Ways to Save](#) | [Smart Energy](#)

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Bill Credits and Flexible Payment Plans

Many of our customers and communities are facing financial hardships in the wake of the COVID-19 pandemic. If you're among them, we're here to support you with **up to \$100 in bill credits**.

We're offering a range of additional relief programs to help you get back on track – and avoid service interruptions when disconnects resume in mid-July. Call us to arrange a plan that works best for you, before July 15, at **800-383-1183** (7 am – 7 pm, weekdays).

[Call Now via Mobile](#)

To help you manage your account, we'll also offer you the opportunity to sign up for paperless billing.

Learn more about bill credits and payment options.

[View Options](#)

Customer Service

800-383-1183 · customerinquiry@evergy.com
7 am - 7 pm Monday-Friday, except holidays



[Manage Account](#) | [Outages](#) | [Ways to Save](#) | [Smart Energy](#)

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This email was sent by: Evergy, Inc., P.O. Box 418679, Kansas City, MO 64141-9679

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<Customer Name>

Knowing our communities and customers would face challenges due to the COVID-19 pandemic, Evergy announced in mid-March that we would temporarily pause disconnecting electric service for payment issues and would not assess late fees. We also have now stopped sending disconnect letters and making courtesy collection notifications.

It's still important that we communicate with you. This letter is a courtesy reminder that your account is past due. To help customers experiencing financial hardship, we are offering special payment options. Making a partial payment at this time can help avoid a large balance that is difficult to pay when we emerge from this crisis. We also may be able to help you identify financial assistance. You can find more information at Evergy.com/COVID19.

Please visit us at www.evergy.com to view account balances, access copies of your bill and make payments. To inquire about COVID-19 related payment options please call our contact center at 888.471.5275 so our customer service representative may assist you. Our representatives are available Monday through Friday 7am – 7pm.

Evergy Customer Service



COVID-19 Response



WE'RE HERE FOR YOU

- **Payment Options.** We have flexible options to help with your energy costs. Visit [evergy.com/covid19](https://www.evergy.com/covid19) to learn more about the most up-to-date programs available.
- **Scam Alerts.** Unfortunately, scammers may try to trick you into sending them money during this confusing time. Follow us at [facebook.com/EvergyPower](https://www.facebook.com/EvergyPower) or on Twitter [@evergypower](https://twitter.com/evergypower) for the latest scam alerts.
- **Online Access.** Monitor your energy use, review energy savings tips and pay your bill from the security of home. Log in or create an online account anytime at [evergy.com](https://www.evergy.com).

BR 00244785

EXHIBIT 1
2020-16912 (04/2020)
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MANAGING ENERGY USAGE DURING SUMMER WEATHER AND COVID-19

How to prepare for higher energy usage

Rising summer temperatures, and families spending more time at home due to COVID-19, can mean more energy usage and higher bills. You can monitor and take control of the energy usage in your home.

 **Visit evergy.com/highbillhelp to learn more.**



Understand Your Rate Plan

**MONITOR YOUR USAGE ONLINE
TO SAVE THIS SUMMER**

With summer pricing now in effect, it's more important than ever to understand how your rate plan works. Evergy offers multiple plan options, including our new Time of Use Plan.

Visit evergy.com/options to learn more.



WE'RE HERE

- **Extended Payment Options.** We have flexible options to help with your energy costs. **Visit [evergy.com/covid19](https://www.evergy.com/covid19)** to learn more about the most up-to-date programs available.
- **Scam Alerts.** Unfortunately, scammers may try to trick you into sending them money during this confusing time. Follow us on Facebook and Twitter for the latest scam alerts.
- **Online Access.** Monitor your energy use, review energy savings tips and pay your bill from the security of home. Log in or create an online account anytime.

COVID-19 Response

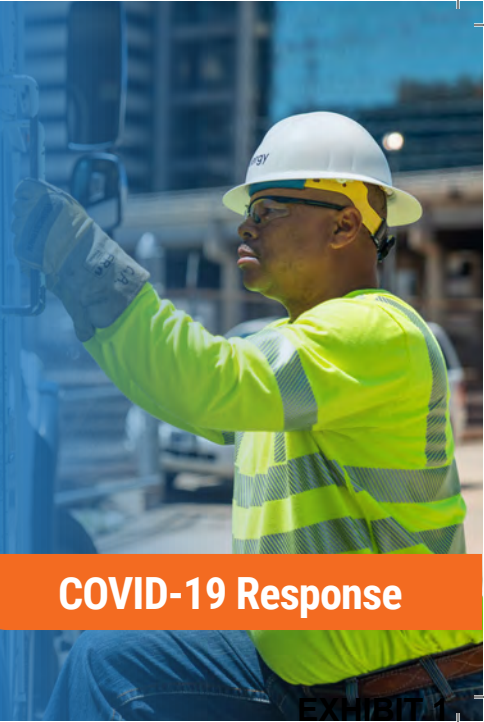


EXHIBIT 1



PAYMENT OPTIONS ARE AVAILABLE.

**CALL US TO ACCESS OUR LIMITED-TIME
SPECIAL RELIEF PROGRAMS.**

You may be eligible for assistance to help bring your account back to good standing. Evergy knows that our communities and customers continue to face hardships stemming from the Coronavirus. If you are struggling financially, we're offering assistance to help you get back on track and avoid service interruptions when disconnects resume in mid-2021.

EXHIBIT 1

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**Call 1-888-471-5275 to
access limited-time special
relief programs.**

*Our customer service representatives
are available 7 am – 7 pm Monday
through Friday.*

BEWARE OF SCAM ALERTS. Scammers are taking advantage of this confusing time. Evergy will never call you demanding payment or threatening immediate shut-off. But we will be calling you to offer you options.

EXPLORE ADDITIONAL ASSISTANCE. You may also qualify for the Missouri Low Income Home Energy Assistance Program running June 1 – September 30. To find more information and an application, visit evergy.com/LIHEAP.

For more information on assistance and to set up paperless billing, go to evergy.com/billhelp