

Evergy Late Fees and Payments Deferred until July 15

DEFERRED PAYMENTS:

Evergy (formerly KCP&L) is DEFERRING (not “forgiving”) payments until **July 15** for customers who need more time to pay their bills. Households are still responsible for paying those bills and are encouraged to set up payment plans directly with Evergy at:

- Customer Service: 888-471-5275
- Website: [Evergy.com/COVID19](https://www.evergy.com/COVID19)

OTHER SUPPORT FROM EVERGY:

In addition to deferring payments, Evergy has implemented the following:

- **NO late payment fees** until July 15 (for residential or small business customers).
- **NO power disconnections** related to non-payments (for residential or small business customers).
- **Reduced payments for reconnecting service with NO security deposit.** If you've been disconnected for nonpayment, you'll only need to pay 1/12 of your balance.
- **Extended [payment options](#).** Evergy customer service is available to help explain and set up payment plans.

PAYMENT ASSISTANCE:

Some Evergy customers may qualify for assistance with payments and are encouraged to apply for help directly to these agencies.

Missouri Low-income Home Energy Assistance Program (LIHEAP)

Access the MO Division of Family Services and program information at <https://dss.mo.gov/fsd/energy-assistance/index.htm>

- Winter assistance ends May 31, 2020. Grants may be awarded up to \$800.
- Summer assistance begins June 1, 2020. Grants may be awarded up to \$300.
- Customers who received winter assistance may also receive summer assistance.

Project Deserve and Dollar Aide

To find an agency near you that may have funds available, call **United Way 2-1-1**.

(These are additional payment assistance funds not associated with LIHEAP and LIEAP programs.)