

NEKC Chamber Shares info from



Beware of Utility Scams

Scammers sometimes calling pretending to be a local utility to steal information or money. Learn how to stay protected.

Scam phone calls

Be on the alert for fraudulent calls claiming to be Evergy employees. If you receive a suspicious call, hang up and [contact us](#) immediately. Suspicious activity should also be reported to local law enforcement.

Several customers have contacted us after receiving suspicious calls. In most cases, the caller claims to be an Evergy customer service representative to get the customer to provide credit card information or other personal information, telling the customer a check has bounced or he/she has a past-due bill. In some cases, the caller says that the customer's meter is defective or may catch fire. Evergy customer care representatives can provide a name and extension if requested.

For past-due accounts, calls from Evergy requesting payment are never made the same day as the disconnection.

Scammers can use fake caller ID

Scammers are now able to use phoney caller ID numbers to target consumers. Using phoney caller ID services to spoof numbers, scammers are able to convince victims they are receiving a call from the company calling. Few people think that names and phone numbers appearing on their caller ID screens are not genuine. Unfortunately, all scammers need is Internet access and a few dollars to find a number of services that can supply fake caller ID numbers.

Identity thieves who want to collect information such as your bank account or other financial account numbers, social security number, date of birth or mother's maiden name, sometimes use caller ID spoofing to make it appear they are calling from your bank, credit card company, or even a government agency.

Pre-paid debit card scam

We've heard reports of scammers calling and threatening to disconnect service if a customer does not purchase a pre-paid card and call back with card information. Pre-paid debit cards or Green Dot reloadable debit cards are a preferred money-moving

method for scammers. Evergy will never ask a customer to purchase a pre-paid debit card to pay for service. Evergy's disconnect process is outlined at the bottom of this page.

Email scam

Utility customers around the country are being targeted in a scam that involves fake electricity bills being emailed that say payment is due to their utility immediately.

In the event you receive a suspicious email, please keep in mind:

- Evergy does not email you with threats to pay your account. Customers who are behind on their energy bills receive written notices of possible disconnection and how to prevent it.
- Monthly email reminders do not contain specific bill information. The only time we email an actual statement is upon customer request.
 - Delete emails from utilities that are not your service provider.
- Delete suspicious emails that require immediate action or ask to verify personal information.

Tips to avoid being scammed:

- Don't assume the information on your caller ID is always accurate.
- Never give out personal/financial information over the phone unless you know for a fact whom you are dealing with.
 - Don't hesitate to hang up the phone and [contact us](#).

I want to also take this opportunity to remind you of the steps Evergy has taken to help our customers and your constituents through these challenging times.

Extended payment options with customer service available to help walk through payment plans (even for those on plans currently).

- **No late payment fees** until May 1 (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 someone has been disconnected for nonpayment, they only need to pay 1/12 of their balance.

Finally, we thought you might want to share the information on scamming with your constituents. Scammers are calling pretending to be a local utility to steal information or money. For past-due accounts, calls from Evergy requesting payment are never made the same day as the disconnection. Learn [how to stay protected](#).

Please be assured Evergy employees are working to keep our generation, transmission and distribution systems operational during this pandemic so that everyone can count on reliable electricity.

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