

Evergy crews prepared for winter storm

New Year's Eve forecast includes possible ice, snow and wind.

KANSAS CITY, Mo., Dec. 31, 2020 – Forecasts in the Evergy service area include potential for ice, wet snow and gusty winds tonight and New Year's Day. Evergy crews are ready to respond if the winter storm expected to move across parts of Kansas and Missouri causes power outages. Customers are encouraged to have a storm kit and communication plan in place in case of extensive power outages.

"Evergy's equipment is built to withstand a quarter-inch of ice buildup. However, if this storm brings wind gusts and wet snow along with ice, it will cause power outages that require rebuilding parts of the power grid," said Chuck Caisley, chief customer officer. "Evergy crews will begin restoring power as soon as it's safe to do so and continue to work until all of our customers have power restored. With the storm expected to move in during the evening hours, we won't have a good picture of damage right away."

Evergy is making sure every available field employee is ready to respond if needed and has extra power poles, electrical lines and other equipment for restoration. Utility contractors and tree trimmers have also been notified that they may be needed.

"Our line crews and field employees are prepared for their holiday to be cut short and report to work," Caisley said. "We have also contacted neighboring utilities in case additional help is needed."

If outages occur, Evergy crews will first work to restore power to emergency facilities and then focus on repairs to restore power to the largest number of customers first. While line crews are making repairs to major power lines that deliver power from substations to neighborhoods, other teams may drive through neighborhoods to assess damage. The information they gather makes restoration faster because repair crews arrive with the needed equipment.

Evergy crews 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.

In case of extended power outages, customers are encouraged to [prepare for outages](#) by keeping phones charged, having a storm kit (including water and non-perishable food) assembled, and having a communication plan in place.



Outages may be reported online at www.evergy.com. Customers in the Evergy Kansas Central area may report power outages at 1-800-LIGHTKS (1-800-544-4857). Customers in Evergy Kansas Metro, Missouri Metro and Missouri West service areas may report power outages at 1-888-LIGHTKC (1-888-544-4852).

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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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