



November 13, 2020

Kansas Corporation Commission
1500 SW Arrowhead Road
Topeka, KS 66612

RE: Docket 20-EKCE-357-TAR

To Whom it May Concern:

Per Commission Order on October 29, 2020, Evergy has worked with the Commission's Public Affairs and Consumer Protection Division regarding the notice to Evergy Central customers explaining the approved tariff changes to the Average Payment Plan (APP). The attached customer notice language will be emailed to APP Kansas Central customers on or around December 15, 2020 and will be a bill message for all Kansas Central customers at the time of the billing system implementation. The notice language will also be available on Evergy's website for customers to access.

Sincerely,

A handwritten signature in black ink that reads "Cathy Dinges".

Cathy Dinges,
Corporate Council



Bill Message Sample

Average Payment Plan Notice

Our new billing system impacts how your average payment amount is calculated. A rolling 12-month period will still be used to determine your monthly amount but will include a review of the settlement amount to avoid having a potentially big true up once a year to your average payment amount.

Your average payment amount will change on your next bill if the average moves at least 10% for the month. To help ease any inconvenience this may cause, we will be suspending late fees, collections and disconnect processes until

February XX.

For full details, visit evergy.com/averagepay

