



# Pay As You Save<sup>®</sup>

## PAYS FAQs



### WHY PAYS + HOW DOES IT WORK

#### **What is PAYS?**

Our Pay As You Save (PAYS) program makes it easier for customers like you to reduce your bill, create long term energy savings and make your home more energy efficient. We do this by covering all or most of the upfront costs needed to install energy efficient equipment in your home. We then recover our costs for these upgrades overtime by placing a fixed monthly PAYS charge on your utility bill that is less than the estimated annual savings. Since the new energy efficient upgrades saves money by using less energy, your annual bill should be lower than before. The program enrollment period will begin in September of 2021 through December 31, 2022.

#### **Why does Evergy have a PAYS program?**

Energy efficiency programs like this one help us to reach our carbon reduction goals and help lower energy peak demand which benefits everyone. Energy efficiency upgrades can be costly, so PAYS provides an opportunity to make major improvements to their home while helping to lower their bill at the same time. The hope is that offering programs such as PAYS helps people create more efficient, healthy, and comfortable homes.

#### **Where does the money come from to pay for installing qualifying energy efficient upgrades?**

When you participate in the PAYS program and have upgrades installed, Evergy pays most or all of the upfront

costs for the equipment directly to the company that does the installation. Once the upgrades are complete, we begin to recover our costs through a fixed monthly PAYS charge on your bill that should be less than your annual savings.

#### **Is Evergy “loaning” me money?**

**No.** Evergy is investing in your home’s efficiency by providing most or all of the upfront costs to install the upgrades. You will have no loan and no debt, and there are no credit requirements. We place a monthly charge on your bill that is less than the estimated annual savings. Unlike a loan, this charge is fixed to the metered location, and does not follow you should you move.

### ELIGIBILITY

#### **How do I find out if I qualify?**

Participation is open to all Missouri residential homeowners and renters (with owner consent), including those in apartments or condos. Mobile home customers can participate but must be on a permanent foundation and cannot be more than 25 years old. Regardless of the structure type, your home must be free of structural, health, or safety concerns that could prevent an installed upgrade from functioning in the home for the upgrades expected lifetime (i.e. mold, foundation concerns, water damage, missing roof sections). To get started, you’ll first fill out an interest form to schedule a free home energy assessment, which also includes free installation

of energy saving measures such as LED bulbs, smart power strips, faucet aerators and more. If your home is eligible for more upgrades, you'll also receive a detailed audit and a customized plan outlining the energy saving measures offered through PAYS, and if you like the plan, your preferred authorized contractor will perform the installation.

### **Does the customer's payment history affect eligibility for PAYS?**

No, it does not. There are no credit checks or payment history requirements.

## **UPGRADES**

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### **What types of upgrades might qualify to be installed through the Evergy PAYS program?**

Upgrades that are offered at no charge with participation include:

- Low flow Showerheads
- Faucet aerators
- Water heater wraps
- Standard LED lights
- Smart Power Strips

Additional cost-effective measures paid for upfront by Evergy through PAYS include:

- HVAC upgrade
- Attic Insulation
- Air sealing
- Duct sealing
- Heat Pump water heaters
- Smart Thermostats

### **What does cost-effective mean?**

For your offer to be considered "cost effective," the estimated bill savings from the installation of these upgrades must be more than the cost to install them over a term of no more than 12 years. To ensure the measures installed through PAYS are "cost effective," Evergy will help fund the upfront costs as long as the cost of the equipment and installation are no more than 80% of the estimated annual bill savings over a 12-year period.

### **What happens if my offer is not fully "cost effective"?**

If the total cost of the recommended upgrades exceeds the estimated savings as described above, then customers will have the option to pay a "co-pay." The co-pay is a portion of the total project cost you pay directly to the contractor performing the work. Evergy will then pay the contractor the remaining balance.

### **Is there a cost to me if I do not move forward with the upgrades?**

No, the energy assessment and energy saving measures such as the LED bulbs and smart power strips are offered at NO COST regardless of whether you move forward with any other energy upgrades.

### **Does the Program guarantee bill savings?**

**No.** The net result of participating in the PAYS program is that your annual bill should be lower than it would have been without the upgrades. The PAYS program cannot guarantee a certain level of energy savings since changes in weather, occupant behavior, or changes in energy rates, can and will always affect your total bill amount.

## **COST/FINANCING**

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### **What does Evergy mean by cost recovery?**

Evergy is dedicated to investing in your home's energy efficiency. Evergy is not lending customers money, but rather providing the upfront costs to pay contractors for the installation and upgrades. The repayment lives with the meter, rather than the customer. Evergy recovers the upfront costs through the monthly PAYS charge on participant's bill.

### **Is the PAYS program going to cost me any money?**

This program is designed to save you money long-term by making your home more energy efficient. You pay back the cost of the equipment over time through the fixed monthly charge on your bill. The fixed monthly charge will show up on your bill until you move, or until we recover our costs for the upgrades, whichever is first.

## What happens if I don't pay my Evergy bill?

If a customer falls behind on their bill, we always encourage them to reach out to us immediately so that we can provide the most assistance possible. If you are having trouble paying your bill regardless of if you have participated in the PAYS program or not, we recommend you contact us at 1-888-471-5275.

## Is there a dollar limit to the upgrades?

No, but upgrades that Evergy will provide the upfront costs for must meet the cost effectiveness qualification criteria.

## Do I qualify for existing Evergy rebates?

Yes! The PAYS program will apply any existing Evergy rebates on insulation, air sealing, and HVAC upgrades. This helps reduce the overall project cost.

## POST INSTALL

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### I participated in PAYS and I don't think I am saving money! What do I do?

There are number of reasons bills might not be as low as estimated, for example:

- Someone has more people living at home, so usage went up
- New appliances were added to the home (a new hot tub, a new tanning bed, new garage freezer, etc.)
- There has been a change to the physical structure (new addition to building, broken window, hole in roof or wall, etc.)
- Extreme weather patterns
- Substantial increase in time spent at home (prolonged illness, work from or stay at home orders etc.)
- Evergy rates were increased

If none of these situations or circumstances come to mind, please call 877-987-7112 (toll-free) and we will be happy to start an investigation.

## MOVING

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### What happens if I move?

No problem! The monthly PAYS charge applies to your current residence, so once you move, you're no longer responsible to pay the bill at that location. Instead,

whoever lives there next will simply continue to pay the bill and as part of it, the monthly PAYS charge. Homeowners and landlords are responsible to inform the next owner or tenant of their responsibilities and have them sign an Efficiency Upgrade Notice explaining the PAYS upgrades installed at that location prior to executing a lease or sale. A secondary signed Notice will also be filed with the county so that disclosure of the upgrades and our cost recovery of them is certain at the time of a title search.

### I'm moving into a home enrolled in PAYS, what does that mean?

The previous owner or current landlord of your property invested in your home by installing key energy saving upgrades. In return, your bill should be lower than it would have been before with the older inefficient equipment. Before renting or buying the home, make sure the landlord or seller provides you with a copy of the Notice of Tariff charge they are required to provide you in advance so that you know what the monthly charge is and understand how efficient your home should be. You will see the monthly PAYS charge appear on your bill for as long as you live at that location or until our cost recovery is complete, whichever is first.

## CONTACT INFORMATION

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### How do I learn more about PAYS?

If you would like more information on PAYS, please call 855-907-6930 (toll-free) Monday-Friday between 8 am–5 pm, or visit [evergy.com/PAYS](http://evergy.com/PAYS).

### I am currently going through the program and have additional questions.

Please call a Participant Relationship Specialist at 877-987-7112 (toll-free) Monday-Friday between 8 am–5 pm.

### Who do I call for billing assistance?

Please call Evergy customer service at 888-471-5275 Monday-Friday between 7am- 7pm.