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## **Westar Energy alerts customers about fraudulent calls.**

Callers are targeting Spanish speaking customers, businesses.

Topeka, Kan., Dec. 4, 2013 — Westar Energy reminds customers to be on the alert for fraudulent callers claiming to be Westar Energy employees. Several customers have contacted Westar Energy's Customer Relations Center after receiving suspicious calls.

In most cases, the caller claims to be a Westar Energy customer service representative and tries to get the customer to provide credit card information or other personal information, telling the customer a check bounced or he or she has a past-due bill. In some cases, the caller says that the customer's meter is defective and home may catch fire. He or she says that a fee must be paid for repairs and asks the customer to obtain a prepaid money card.

Legitimate calls from Westar Energy should show 800-383-1183 and say Westar Energy on caller ID. The agent should always be able to provide his or her name and extension if requested. For past-due accounts, calls from Westar Energy requesting payment are never made the same day as the disconnection. The customer should always have the opportunity to call Westar Energy back and verify the information.

If a customer receives a call that is suspicious, he or she should hang up and call the Westar Energy Customer Relations Center at 1-800-383-1183. Customers can also report suspicious activity to their local law enforcement agency.

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Westar Energy, Inc. (NYSE: WR) is Kansas' largest electric utility. For more than a century, we have provided Kansans the safe, reliable electricity needed to power their businesses and homes. Every day our team of professionals takes on projects to generate and deliver electricity, protect the environment and provide excellent service to our nearly 700,000

## Westar Energy alerts customers

customers. Westar has 7,200 MW of electric generation capacity fueled by coal, uranium, natural gas, wind and landfill gas. We are also a leader in electric transmission in Kansas. Our innovative customer service programs include mobile-enabled customer care, digital meters and paving the way for electric vehicle adoption. Our employees live, volunteer and work in the communities we serve.

For more information about Westar Energy, visit us on the Internet at <http://www.WestarEnergy.com>. Westar Energy is on Facebook: [www.Facebook.com/WestarEnergyInc](http://www.Facebook.com/WestarEnergyInc) and Twitter: [www.Twitter.com/WestarEnergy](http://www.Twitter.com/WestarEnergy).

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