

Evergy Power Check Pilot FAQ

For questions that require additional support, connect the customer with
Evergy's call center to escalate the issue to the Program Manager

(855) 907-6930

How do I start using the Power Check device?

1. To assess the energy of an appliance or electronic, the Power Check device must be plugged into an **outlet**.
2. The Power Check device will display the word **VOLTAGE** once plugged into an outlet and powered on. The meter is now ready to take readings of an appliance or electronic.
3. Take the power cord of the appliance or electronic and plug it into the Power Check device.
4. The Power Check device will begin showing values once the appliance/electronic is plugged in. Several of the meter's functions, such as reading voltage and amperage can now be observed.

How do I set the Rate?

1. The cost of running an appliance requires your cost (\$)/kWh to be programmed into the Power Check device.
 - a. **IMPORTANT: Before using the Power Check device to measure any appliances/electronics, the proper rate (\$/kWh) must be set.**
2. To display the current programmed rate, press the MENU key until "Rate" is indicated in the display.
3. **To reset your rate**, press and hold the **SET** rate key on the unit. "Rate" will be displayed and the currently set rate will flash.
4. Press the **UP** and **DOWN** key to set your desired rate. If you hold the UP or DOWN key, the displayed rate will rapidly change.
 - a. **We recommended setting the rate to \$0.10. That is the average rate for Evergy Residential customers.**
5. Press the **SET** key again. "SAVE" will appear briefly on the screen as the desired rate is set.

How do get to the Cost projection to display?

1. To display the actual cost of power consumed, press the **MENU** key until "Cost" is displayed on the screen.
2. This dollar amount represents the total cost of power consumed by the attached appliance/electronic since the last reset.
 - a. This cost is calculated based on the total consumed power in KWH and the utility rate that you have set.
 - b. **IMPORTANT: Make sure your rate is set to \$0.10 as recommended by Evergy or your cost projections will not be accurate.**
3. Pressing the **UP** and **DOWN** key will cycle through the cost projection periods, "Hour", "Day", "Week", "Month", and "Year" will display on the screen to indicate the selected period.

4. The numeric display will indicate the projected cost to run the attached appliance/electronic for the selected period.
5. For example, if the display indicates \$2.34 and "Month", the unit is projecting that the attached appliance/electronic will consume \$2.34 worth of electricity at the programmed rate in one month.
 - a. **IMPORTANT: The longer the appliance/electronic remains plugged into the Power Check device, the more accurate the cost projection will be.**

Why am I unable to see the cost?

1. Don't be surprised if the total cost display is 0.00 initially. It will take some time to accumulate costs. These projections are based on real-time and historical measurements of the actual consumption of the attached appliance.
 - a. **IMPORTANT: The longer the appliance remains attached to the unit, the more accurate the projection will be.**

Why is my refrigerator/freezer showing no or very little cost when I measure it?

1. For an appliance that cycles on and off, like refrigerators and freezers, the projections cannot be accurate until the unit has measured full-on and off cycles. Otherwise, the projection will be skewed.
2. It is important to measure appliances like these for longer periods of time to get the most accurate reading possible.

How do I see the Kilowatt-Hours my appliances/electronics use?

1. To display the total consumed power in Kilowatt-Hours, press the **MENU** key until "KWH" is indicated in the display.
2. Consumption will be displayed in Kilowatt-Hours. As KWH accumulate, the decimal point in the display will shift to accommodate a full reading.

Why does the Power Check device show my appliance/electronic is using electricity even when said appliance/electronic it is shut-off?

1. This appliance/electronic has what is called a Phantom Load. Phantom loads are caused by appliances and electronics drawing power while they are switched off or in standby mode.
2. For example, for your TV to turn on instantly, it requires a certain amount of power so that it doesn't go through the "warming up" phase that TVs used to do. The benefit of course is no waiting. The downside is even while you're not home, you have electronic items and appliances that are drawing power unnecessarily. Between 5 and 15 percent of household electricity consumption is wasted powering devices that are turned off.
3. Reduce phantom loads in your house and lower your utility bills by:
 - Unplugging items with phantom loads when they aren't in use.
 - Grouping computers, printers, TVs, and other electronics on a single, easily accessible power strip that can be switched.

Why did the information on my Power Check device not change when switching appliances/electronics?



1. You must reset the power check device before measuring a new appliance/electronic.
2. Press and hold the **RESET** key on the unit. After a few seconds, "rEst" will appear momentarily on the screen. Release the **RESET** key. This indicates that previous measurements have been deleted and that the total accumulated KWH, Elapsed Time, and Cost measurements have been reset to zero.

What other programs does Evergy have to help me save on my electric bill?

Evergy has numerous programs available to its Missouri residential customers to help you save on your electric bill. Rebates are available for Heating and Cooling Equipment, Insulation and Air Sealing Services, Thermostats, and more. You can call (855) 907-6930 to speak with our Customer Service center to learn more about the programs available to you.