

Welcome home



Here are some tips to help make your life less stressful.

Safety Information

Downed power lines

Stay away from downed power lines and call us immediately.

- LG&E: Call 502-589-1444 and press 1-1-2.
- KU/ODP: Call 800-981-0600 and press 1-1.

Gas leaks

Pure natural gas is colorless and odorless. LG&E adds a chemical called mercaptan which smells like rotten eggs. If you suspect a gas leak, immediately leave the area and get to a safe location to call us at 502-589-1444 and press 1-1-1.

Reporting outages/updates

Report a power outage by texting OUTAGE to 4LGEKU (454358) or online through My Account. Get status updates by texting STATUS to 4LGEKU. You may also report your outage by calling us.

Dig safely

Call 811 before you dig to avoid underground lines.

My Account

- Sign up for My Account online to access your account information safely and securely at any time. View all your important information, such as billing dates, account balances, and your scheduled meter reading dates.

Payment Information

Learn more at lge-ku.com/residential/payment.

Online

Pay your bill fast, easily and securely online via My Account with debit/credit card or electronic check. Additional fees **may** apply.

Phone

Make your payment by phone with debit/credit card or electronic check. Additional fees apply.

- LG&E: 502-589-1444 and press 1-2-3.
- KU/ODP: 800-981-0600 and press 1-2-3.

In person

Pay your bill in person with cash or debit card at any of our authorized third-party payment agents. Additional fees apply.

Mail

Mail your check or money order and bill stub using the convenient return envelope we include in your monthly statement. To avoid late payment charges, please allow up to 7 days from the mailing date for receipt and processing of your payment.

LG&E

Louisville Gas and Electric Company
P.O. Box 25211
Lehigh Valley, PA 18002-5211

Bill Information

Learn more at lge-ku.com/residential/billing.

Paperless Billing

Receive your monthly bill safely and securely via email by signing up for paperless billing.

My Notifications

Sign up for My Notifications and get reminders about your monthly billing dates by email, text, and/or automated phone call.

Understanding your bill

- You should receive a bill approximately every 30 days. Have a question about what's on your bill? See our example bill online.
- If you haven't received your bill within 30 days of moving in, please contact us at 502-589-1444 (LG&E) or 800-981-0600 (KU/ODP) and press 1-2-4-5.

Meter access

Ensure we have easy access to read your meter each month. Use My Account to find your Meter Read Schedule.

Assistance programs

Get or give assistance — our assistance programs are a great way to help those in need.

- Help customers in need by participating in our winter assistance programs.
- Some individuals may qualify for utility-related assistance from our community partners.

KU/ODP

Kentucky Utilities
P.O. Box 25212
Lehigh Valley, PA 18002-5212

The environment

Learn more at: lge-ku.com/environment.

Invest in renewables

- **Solar** — Support local renewable energy by participating in our Solar Share program.
- Renewable Energy Certificates (RECs) — Support regional renewable energy efforts by participating in our **Green Energy** program.

Energy Efficiency

Save energy throughout your home by viewing our energy efficiency tips.

Account Management

My Account

Sign up for My Account online to access your account information safely and securely at any time. View all your important information, such as billing dates, account balances, and your scheduled meter reading dates.

Account security

Protect your account information; we ask for personal identifiers when you contact us. See more about what we do with your information at lge-ku.com/privacy.

Keep Your Information Current

Ensure your records are current and accurate using My Account online. This includes email address, phone number and/or other information changes.

Customer Bill of Rights

View your rights and responsibilities at lge-ku.com/bill-rights.

Contact us

Residential phone numbers

- Monday - Friday, 7 a.m. - 7 p.m. ET
- 24-hour automated services
- Emergencies 24 hours 7 days a week

LG&E residential customers, call

502-589-1444

or

800-331-7370

KU/ODP residential customers, call

800-981-0600

24-hour automated services

Did you know you can call 24/7 to learn your account balance, pay by phone or find out when your bill is due? Use our fast path, self-service options to take advantage of our automated system anytime, day or night.

Visit lge-ku.com/welcome for even more tips and information.

