WHO YOU GONNA CALL?

ODP HAS BEEN RECOGNIZED WITH TWO INTERNATIONAL HONORS FOR CALL CENTER EXCELLENCE.

For both awards, ODP was matched against top companies from a variety of industries that depend heavily on call centers to serve a large and demanding customer base.

TOPS IN NORTH AMERICA

On April 15, ODP earned a Top 10 finish in Benchmark Portal’s annual Top 100 Call Center Contest, which was based on data that measured the call center performance for hundreds of North American companies.

WINNING IN VEGAS

ODP received honorable mention, behind the first and second place finishers, during the International Quality and Productivity Center’s 14th annual Call Center Week Awards showcase, held in June. ODP competed in the Best-in-Class Call Center category for companies with call centers of fewer than 200 staff.

These awards are a companywide accomplishment that reflect not only the focus of our call center employees, but also other areas of the company who work together to enhance each customer’s experience with us.

DON’T CROSS THAT LINE

Downed power lines should always be avoided, but here are a few things you should know if you ever encounter one.

If you ever come across a downed power line, contact ODP as soon as possible at 1-800-961-0600. Never touch or try to move a downed line, as its current could still be live. And never drive over a downed line. Even if it is not energized, it can become entangled in your vehicle.

If you ever find yourself in a situation where a downed power line is touching your car, caused by a storm or other accident, never get out of your car. The metal of your car conducts electricity around you, so stay in your seat and call 911.

If you are in a life-threatening situation (such as a car fire) and absolutely must get out of your car, do your best to jump clear of the car and land on both feet. Do NOT touch any part of the car and the ground at the same time. Once you have jumped clear of the car, shuffle away, keeping both feet close together to minimize the path of electric current and avoid electric shock.

Safety has always been our number one priority at ODP. To learn more about everything you can do to stay safe while using electricity, visit us online at lge-ku.com.

FEELING FORGETFUL?

We know our customers receive a lot of mail. And with so much paper coming into your home each day, we know it’s easy to misplace a piece or two every now and then. That’s why ODP offers a paperless billing option to our customers.

When you sign up for paperless billing, we’ll send you an email each month with a summary of your bill, including the amount due and payment due date. Then you have a number of payment options you can take advantage of.

You can have payments automatically deducted from your bank account each month. Just sign up for Auto Pay and your bill payment will be automatically withdrawn from your bank account on the payment due date.

Pay online. Sign in to your account (or set one up) at my.lge-ku.com. (You’ll also be able to view your current and previous bills.)

Pay by phone. Just call 1-800-981-0600 and press 1-2-3. It’s safe and secure, fast and easy, and available to you 24 hours a day. So don’t worry about misplacing a piece of paper each month. With paperless billing from ODP, keeping track of your bill will be a snap. We’re just sorry there’s nothing we can do about that coffee maker you left on this morning.

Sign up for paperless billing when you sign in or register your account at my.lge-ku.com.
WHAT GIVES?

At ODP, nothing is more important to us than our customers. That’s why we like to get involved in our community and offer assistance wherever we can. Recently, ODP contributed $20,000 to several organizations in our territory all in an effort to help create a better community for customers.

Specifically, we donated to the following organizations that offer assistance to people who need help with their ODP bills:

- The Advocate Center of Norton
- Mountain Empire Older Citizens, Inc.
- Appalachian Community Action and Development Agency

And we also made financial contributions to the following food banks that serve the ODP territory:

- Wise County Food Bank in Norton, Virginia
- Oak Grove Baptist Church/Meals With a Mission
- Feeding America Food Pantry

To learn more about ODP and our commitment to serving you, visit lge-ku.com.

A FAMILY THAT SAVES TOGETHER

Saving electricity (and money) can be fun for the entire family. We’ll show you how in this month’s bill insert. With a variety of articles and activities that teach kids how to save, it’s fun and educational at the same time. And don’t worry. We’ve made it fun for grown-ups as well.

ODP Contact Information

CUSTOMER SERVICE
By Phone
1-800-981-0600

Full Service:
Monday – Friday
7 a.m. – 7 p.m. (Eastern Time)

Self-Service by touch-tone phone or web:
Anytime day or night

For Hearing- or Speech-Impaired
Dial 711

In Person
Customer Service Walk-In Centers
1000 Park Avenue NW
Norton, VA 24273
42311 East Morgan Avenue
Pennington Gap, VA

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