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FOR IMMEDIATE RELEASE

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Need Affordable Phone or Broadband Service?

Get Connected with the FCC's Lifeline Program

FRANKFORT, Ky. (September 11, 2026) – Staying connected to local resources and emergency services can improve and possibly save many lives. Access to local emergency and community resources is vital to our low-income residents. The Kentucky Public Service Commission (PSC) wants residents to “stay connected” and is reaching out to those who need voice and broadband service but can’t afford it. During “Digital Connectivity and Lifeline Awareness Week,” September 13 - 19, the PSC will promote the Lifeline Program, which offers discounts to help residents access to voice, broadband, or bundled broadband-voice services.

Lifeline helps low-income consumers connect to the nation’s communications networks to find jobs, access health care services, connect with family and call for help in an emergency. Under the federal Lifeline program, low-income consumers who participate in certain public assistance programs, or qualify based on income can receive a discount of up to \$9.25 per month off their bill for broadband, or bundled phone and broadband service, up to \$5.25 for voice-only service, and up to a total of \$34.25 per month for residents of qualifying Tribal lands. More information on program eligibility and rules is available at <http://www.lifelinesupport.org>. An American Sign Language video about Lifeline is available at <https://youtu.be/wwkjVrd5xHc>.



To apply for Lifeline benefits, apply online at nv.fcc.gov or mail your application by requesting an application be mailed to you or downloading a copy at <http://www.lifelinesupport.org>, or contact your local participating telecommunications provider.

The PSC is an independent agency attached for administrative purposes to the Energy and Environment Cabinet. It regulates more than 1,100 gas, water, sewer, electric and telecommunication utilities operating in Kentucky and has approximately 90 employees.

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***QUESTIONS OR PROBLEMS REGARDING YOUR UTILITY SERVICE?
CALL THE PSC CONSUMER HOTLINE: 800-772-4636***

