

**COMMONWEALTH OF KENTUCKY**  
**BEFORE THE PUBLIC SERVICE COMMISSION**

**In the Matter of:**

**ELECTRONIC EMERGENCY DOCKET                    )**  
**RELATED TO THE NOVEL CORONAVIRUS        )**   **CASE NO. 2020-00085**  
**COVID-19    )**

**RESPONSE OF**  
**KENTUCKY UTILITIES COMPANY AND**  
**LOUISVILLE GAS AND ELECTRIC COMPANY**  
**TO**  
**THE COMMISSION STAFF'S INITIAL REQUEST FOR INFORMATION**  
**DATED JUNE 23, 2020**

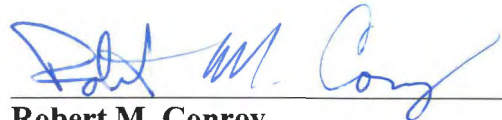
**FILED: JULY 10, 2020**



VERIFICATION

COMMONWEALTH OF KENTUCKY )  
 )  
COUNTY OF JEFFERSON )

The undersigned, **Robert M. Conroy**, being duly sworn, deposes and says that he is Vice President, State Regulation and Rates, for Kentucky Utilities Company and an employee of LG&E and KU Services Company, and that he has personal knowledge of the matters set forth in the responses for which he is identified as the witness, and the answers contained therein are true and correct to the best of his information, knowledge and belief.

  
\_\_\_\_\_  
**Robert M. Conroy**

Subscribed and sworn to before me, a Notary Public in and before said County and State, this 9th day of July 2020.

  
\_\_\_\_\_  
Notary Public

Notary Public, ID No. 600142

My Commission Expires:




MY COMMISSION EXPIRES:  
JUNE 21, 2022




VERIFICATION

COMMONWEALTH OF KENTUCKY )  
 )  
COUNTY OF JEFFERSON )

The undersigned, **Eileen L. Saunders**, being duly sworn, deposes and says that she is Vice President, Customer Services for Kentucky Utilities Company and an employee of LG&E and KU Services Company, and that she has personal knowledge of the matters set forth in the responses for which she is identified as the witness, and the answers contained therein are true and correct to the best of her information, knowledge and belief.

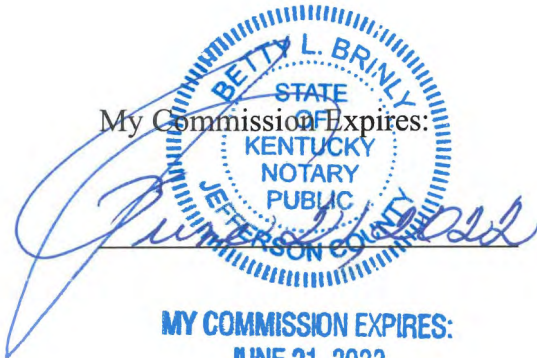
  
**Eileen L. Saunders**

Subscribed and sworn to before me, a Notary Public in and before said County and State, this 9th day of July 2020.

 (SEAL)  
Notary Public

Notary Public, ID No. 600142

My Commission Expires:



**MY COMMISSION EXPIRES:  
JUNE 21, 2022**

**KENTUCKY UTILITIES COMPANY  
AND  
LOUISVILLE GAS AND ELECTRIC COMPANY**

**Response to Commission Staff's Initial Request for Information  
Dated June 23, 2020**

**Case No. 2020-00085**

**Question No. 1**

**Responding Witness: Christopher M. Garrett**

Q-1. Provide the utility's current number of customers and the date used for that determination.

A-1. See the attachment being provided in Excel format.

The attachment is being provided in a separate file in Excel format.

**KENTUCKY UTILITIES COMPANY  
AND  
LOUISVILLE GAS AND ELECTRIC COMPANY**

**Response to Commission Staff's Initial Request for Information  
Dated June 23, 2020**

**Case No. 2020-00085**

**Question No. 2**

**Responding Witness: Christopher M. Garrett**

- Q-2. If applicable, provide the utility's current number of customers per class.
- A-2. See the response to Question No. 1.



The attachment is being provided in a separate file in Excel format.

**KENTUCKY UTILITIES COMPANY  
AND  
LOUISVILLE GAS AND ELECTRIC COMPANY**

**Response to Commission Staff's Initial Request for Information  
Dated June 23, 2020**

**Case No. 2020-00085**

**Question No. 3**

**Responding Witness: Eileen L. Saunders**

- Q-3. If a utility provides multiple services, such as both electric and gas residential service, provide the information requested for each service separately. For those customers that receive combined service, provide each service separately if separately served or combined if billed on a combined basis. Provide the average total bill for all customers for:
- a. 2017 as a year, not each month;
  - b. 2018 as a year, not each month;
  - c. 2019 as a year, not each month; and
  - d. Each month in 2020.

Total bill is defined as including charges for current service and past service that is unpaid, including the accumulation of fees.

- A-3. See the attachment being provided in Excel format. The total amount billed is either the budget amount, if the customer participates in the Company's budget payment plan, or the sum of all amounts owed including current charges, arrearages, overpayments, deposits, late payment charges, and installment plan agreement.

The attachment is being provided in a separate file in Excel format.

**KENTUCKY UTILITIES COMPANY  
AND  
LOUISVILLE GAS AND ELECTRIC COMPANY**

**Response to Commission Staff's Initial Request for Information  
Dated June 23, 2020**

**Case No. 2020-00085**

**Question No. 4**

**Responding Witness: Eileen L. Saunders**

Q-4. If a utility provides multiple services, such as both electric and gas residential service, provide the information requested for each service separately. For those customers that receive combined service, provide each service separately if separately served or combined if billed on a combined basis. Provide the average total bill for all customers in each class for:

- a. 2017 as a year, not each month;
- b. 2018 as a year, not each month;
- c. 2019 as a year, not each month; and
- d. Each month in 2020.

Total bill is defined as including charges for current service and past service that is unpaid, including the accumulation of fees.

A-4. See the attachment being provided in Excel format. The total amount billed is either the budget amount, if the customer participates in the Company's budget payment plan, or the sum of all amounts owed including current charges, arrearages, overpayments, deposits, late payment charges, and installment plan agreement.

The attachment is being provided in a separate file in Excel format.

**KENTUCKY UTILITIES COMPANY  
AND  
LOUISVILLE GAS AND ELECTRIC COMPANY**

**Response to Commission Staff's Initial Request for Information  
Dated June 23, 2020**

**Case No. 2020-00085**

**Question No. 5**

**Responding Witness: Eileen L. Saunders**

- Q-5. If a utility provides multiple services, such as both electric and gas residential service, provide the information requested for each service separately. For those customers that receive combined service, provide each service separately if separately served or combined if billed on a combined basis. Provide the average bill for current service for all customers for:
- a. 2017 as a year, not each month;
  - b. 2018 as a year, not each month;
  - c. 2019 as a year, not each month; and
  - d. Each month in 2020.
- A-5. See the attachment being provided in Excel format.

The attachment is being provided in a separate file in Excel format.

**KENTUCKY UTILITIES COMPANY  
AND  
LOUISVILLE GAS AND ELECTRIC COMPANY**

**Response to Commission Staff's Initial Request for Information  
Dated June 23, 2020**

**Case No. 2020-00085**

**Question No. 6**

**Responding Witness: Eileen L. Saunders**

Q-6. If a utility provides multiple services, such as both electric and gas residential service, provide the information requested for each service separately. For those customers that receive combined service, provide each service separately if separately served or combined if billed on a combined basis. Provide the average bill for current service for all customers in each class for:

- a. 2017 as a year, not each month;
- b. 2018 as a year, not each month;
- c. 2019 as a year, not each month; and
- d. Each month in 2020.

The differences between request 3 and request 5, and request 4 and request 6 should provide the average arrearage for all customers and for each class, respectively.

A-6. See the attachment being provided in Excel format.



The attachment is being provided in a separate file in Excel format.

**KENTUCKY UTILITIES COMPANY  
AND  
LOUISVILLE GAS AND ELECTRIC COMPANY**

**Response to Commission Staff's Initial Request for Information  
Dated June 23, 2020**

**Case No. 2020-00085**

**Question No. 7**

**Responding Witness: Christopher M. Garrett / Eileen L. Saunders**

- Q-7. Explain how the utility calculates bad debt.
- a. Explain the decision criteria governing when the utility writes off bad debt.
  - b. Provide the monthly bad debt write-offs for each month in 2018, 2019, and 2020.
  - c. If the utility has changed its calculation or determination of bad debt in the past two years, explain its previous calculation or determination of bad debt and the reason for the change.

- A-7. In summary, bad debt expense is determined by taking the actual monthly charge-offs less recoveries and adjusted for changes to the allowance for bad debts. The allowance for bad debts is derived from the use of historical charge-off information. For the past several years, the allowance for retail bad debts was based on the ratio of amounts charged off over the last 12 months to retail revenues over the same period, times the retail revenues over the last four months.

Accounts with no payment activity are charged off after four months or when deemed uncollectible (e.g. bankruptcy), although collection efforts continue thereafter. Effective June 30, 2020, the Companies made a change to their allowance for bad debt calculation which is discussed in subpart c. below.

- a. Excluding bankruptcies, once a customer account is closed for any reason, a final bill is issued and various attempts are made to collect the balance due. If unsuccessful for 120 days, the past due balance is written off. If a partial payment is made within the 120-day window, the timeframe resets for another 120 days before write offs occur.
- b. See the attachment being provided in Excel format.

- c. LG&E and KU made a change in the calculation of bad debt expense effective June 30, 2020. Previously, as discussed above, LG&E and KU applied a 12 month historical net charge-off percentage to the previous four months of sales in order to determine its allowance for bad debts. Effective June 30, 2020, the Companies made two changes to their allowance for bad debts calculation, which include:
- 1) adjusting the historical charge-off percentage to the elevated charge-offs experienced during the financial crisis in the late 2000s
  - 2) applying this elevated charge-off percentage to its outstanding receivable/unbilled revenue balances rather than the previous four months of revenues

The Companies re-assessed the reserve methodology due to COVID-19 and concluded that the previous, percentage of sales method, would not appropriately reflect an increase in the allowance due to customer non-payment as a result of COVID-19. Additionally, the previous methodology would result in lower bad debt expense as a result of depressed sales contrary to the increase in past due receivables as a result of COVID-19. The Companies believe that a percentage of receivables method would allow for this increase in the allowance and it would reflect an allowance that is more representative of the receivables that will not be collected. Additionally, the Companies believe that the adverse economic impacts of COVID-19 including the forced shutdown of businesses and increased unemployment will negatively impact collections. The most recent period with similar conditions is the 2008 financial crisis, where write-offs significantly escalated. As a result, LG&E and KU elected to use charge-off percentages from the financial crisis when determining their bad debt allowance.

The Companies note that bad debt expense in subpart b. was calculated using the percentage of sales method discussed above and does not reflect the impact of the change in accounting estimate being made effective June 30, 2020.

The attachment for Question No. 7(b) is being provided in a separate file in Excel format.

**KENTUCKY UTILITIES COMPANY  
AND  
LOUISVILLE GAS AND ELECTRIC COMPANY**

**Response to Commission Staff's Initial Request for Information  
Dated June 23, 2020**

**Case No. 2020-00085**

**Question No. 8**

**Responding Witness: Eileen L. Saunders**

- Q-8. Assuming the Commission's moratorium on disconnections was not in effect, provide the number of customers in each class that would be subject to disconnection and the date used for this determination.
- A-8. The attachment being provided in Excel format indicates customers by class reaching eligibility for disconnection by month from the beginning of the moratorium, March 16, 2020, through June 30, 2020.

The attachment is being provided in a separate file in Excel format.

**KENTUCKY UTILITIES COMPANY  
AND  
LOUISVILLE GAS AND ELECTRIC COMPANY**

**Response to Commission Staff's Initial Request for Information  
Dated June 23, 2020**

**Case No. 2020-00085**

**Question No. 9**

**Responding Witness: Eileen L. Saunders**

- Q-9. Provide the percent of customers, by class, that pay on time for:
- a. 2017 as a year, not each month;
  - b. 2018 as a year, not each month;
  - c. 2019 as a year, not each month; and
  - d. Each month in 2020.
- A-9. a-d. See the attachment being provided in Excel format. For each response, the percent of customers that pay on time is defined as customers who did not receive a termination notice.

The attachment is being provided in a separate file in Excel format.



**KENTUCKY UTILITIES COMPANY  
AND  
LOUISVILLE GAS AND ELECTRIC COMPANY**

**Response to Commission Staff's Initial Request for Information  
Dated June 23, 2020**

**Case No. 2020-00085**

**Question No. 10**

**Responding Witness: Eileen L. Saunders**

- Q-10. Provide the following information for January 1, 2015, until December 31, 2019. If a utility provides multiple services, such as both electric and gas residential service, provide the information requested for each service separately. For those customers that receive combined service, provide each service separately if separately served or combined if billed on a combined basis. Further, provide the following information by class.
- a. Provide monthly totals of service termination notices issued to customers only for nonpayment of bills.
  - b. Provide monthly totals of service terminations for customers only for nonpayment of bills.
  - c. Provide the total number of customers for each month.

This information should be provided so as not to duplicate customer counts. The information requested in this request should be presented similarly to the residential-only information provided in Case No. 2019-00366.<sup>2</sup> For reference, refer to Louisville Gas and Electric Company and Kentucky Utilities Company's response to Post-Formal Conference Request for Information filed with the Commission on March 6, 2020.

- A-10. a-b. See the attachment being provided in Excel format.
- c. See the attachment being provided in Excel format.

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<sup>2</sup> Case No. 2019-00366, Electronic Investigation Into Home Energy Assistance Programs Offered by Investor-Owned Utilities Pursuant to KRS 278.285(4) (Ky. PSC May 4, 2020).

The attachment is being provided in a separate file in Excel format.

**KENTUCKY UTILITIES COMPANY  
AND  
LOUISVILLE GAS AND ELECTRIC COMPANY**

**Response to Commission Staff's Initial Request for Information  
Dated June 23, 2020**

**Case No. 2020-00085**

**Question No. 11**

**Responding Witness: Christopher M. Garrett**

- Q-11. Provide the total income received from late payment fees for:
- a. Each month in 2017;
  - b. Each month in 2018;
  - c. Each month in 2019; and
  - d. Each month in 2020.
- A-11. a-d. See the attachment being provided in Excel format.

The attachment is being provided in a separate file in Excel format.

**KENTUCKY UTILITIES COMPANY  
AND  
LOUISVILLE GAS AND ELECTRIC COMPANY**

**Response to Commission Staff's Initial Request for Information  
Dated June 23, 2020**

**Case No. 2020-00085**

**Question No. 12**

**Responding Witness: Eileen L. Saunders**

- Q-12. Quantify the amount of late payment fees the utility would have assessed since March 16, 2020, absent the Commission's directive.
- A-12. See the attachment being provided in Excel format.

The attachment is being provided in a separate file in Excel format.

**KENTUCKY UTILITIES COMPANY  
AND  
LOUISVILLE GAS AND ELECTRIC COMPANY**

**Response to Commission Staff's Initial Request for Information  
Dated June 23, 2020**

**Case No. 2020-00085**

**Question No. 13**

**Responding Witness: Eileen L. Saunders**

- Q-13. Provide copies of all general communication provided to customers regarding arrearages, late payments, payment plans, etc. since March 16, 2020. Customer-specific communication is excluded from this request.
- A-13. See the summary below of general communications provided to customers since March 16, 2020 and corresponding attachment numbers.

<b>Attachment #</b>	<b>Date</b>	<b>Communication</b>	<b>Customers</b>	<b>Document</b>
<b>1</b>	3/16/2020	Ways to Conduct Business with Us	All	Customer Representative (CR) Talking Points
<b>2</b>	3/16/2020	Disconnect Suspension Talking Points	Residential	CR Talking Points
<b>3</b>	3/16/2020	Corporate Website COVID-19 Page	Residential	Web Page
<b>4</b>	3/16/2020	LG&E, KU Suspend Residential Disconnects	Residential	Press Release
<b>5</b>	3/16/2020	Social Media Post: COVID-19 Residential Disconnect Suspension	Residential	Social Media Post
<b>6</b>	3/17/2020	Late Payment Charge Waivers Talking Points	All	CR Talking Points
<b>7</b>	3/17/2020	LG&E, KU Suspend Business Disconnects	Business	Press Release
<b>8</b>	3/17/2020	Social Media Post: COVID-19 Business Disconnect Suspension	Business	Social Media Post
<b>9</b>	3/17/2020	My Account Login Screen COVID-19 Message	All with Online Account	Online Account
<b>10</b>	3/18/2020	Office Lobby Closed; Drive-Through Still Open	Business Offices	Signage; Web Page
<b>11</b>	3/18/2020	Disconnect Notice Changes	All	Bill Message; CR Talking Points

<b>Attachment #</b>	<b>Date</b>	<b>Communication</b>	<b>Customers</b>	<b>Document</b>
<b>12</b>	3/20/2020	Pandemic Key Account Customer Communication 03/20/2020	Key Accounts	Email
<b>13</b>	3/20/2020	Suspended Investigative Field Orders, Including Crossed Meters, Rate Checks, Meter Exchanges, Inside Meter Reading, and Gas Meter Sample Program	All	CR Talking Points
<b>14</b>	3/20/2020	COVID-19 Home Page	All	Corporate Website
<b>15</b>	3/23/2020	COVID-19 Questions for Field Visits	All	CR Talking Points
<b>16</b>	3/23/2020	Business Offices Closed Talking Points	All	CR Talking Points
<b>17</b>	3/23/2020	Energy Efficiency Program Site Visit Suspension	All	CR Talking Points
<b>18</b>	3/24/2020	FiServ Pay Location Closings and Business Hour Changes	All	CR Talking Points
<b>19</b>	3/24/2020	Coronavirus Scam Release	All	Press Release
<b>20</b>	3/26/2020	COVID-19: What We're Doing to Support You and Our Community - Paul Thompson	All	Email, Website
<b>21</b>	3/31/2020	April Bill Message	All	Bill Message
<b>22</b>	4/1/2020	Ways to Conduct Business with Us - Fees Removed	Business Offices	Signage
<b>23</b>	4/1/2020	Waived Convenience Fees	All	Web Page; CR Talking Points; Social Media; Business Offices; Bill Message; Online Account
<b>24</b>	4/1/2020	COVID-19 Energy Efficiency Tips Release	All	Press Release
<b>25</b>	4/1/2020	Social Media Post: COVID-19 Convenience Fees	All	Social Media Post
<b>26</b>	4/13/2020	Process Change to End Contract/Move Contract w/o New Signer	All	CR Talking Points; Online Account
<b>27</b>	4/13/2020	Social Media Post: COVID-19 Update	All	Social Media Post



**Response to Question No. 13**  
**Page 3 of 3**  
**Saunders**

<b>Attachment #</b>	<b>Date</b>	<b>Communication</b>	<b>Customer</b>	<b>Document</b>
28	4/17/2020	Encourage Payments when Negotiating Installment Plans	All	CR Talking Points
29	4/20/2020	Pandemic Key Account Customer Communication 04/20/2020	Key Accounts	Email
30	4/30/2020	Kentucky Low Income Heating Assistance Program (LIHEAP) Subsidy Program 5/1 - 6/30	Residential	CR Talking Points
31	5/1/2020	May Bill Message	All	Bill Message
32	5/5/2020	May PowerSource LG&E	All	Print Publication
33	5/5/2020	May PowerSource KU	All	Print Publication
34	5/15/2020	Social Media Post: COVID-19 Update	All	Social Media Post
35	5/21/2020	Social Media Post: COVID-19 Update	All	Social Media Post
36	5/22/2020	Pandemic Key Account Customer Communication 05/22/2020	Key Accounts	Email
37	5/26/2020	LG&E Small Midsize Business (SMB) Mailing	LG&E SMB arrearage > \$75 & 60 days	Letter
38	5/26/2020	KU SMB Mailing	KU SMB arrearage > \$75 & 60 days	Letter
39	5/27/2020	LG&E SMB Emailing	LG&E SMB arrearage > \$75 & 60 days	Email
40	5/27/2020	KU SMB Emailing	KU SMB arrearage > \$75 & 60 days	Email
41	5/31/2020	<i>Courier Journal</i> - Rebuilding America	All	Print Publication
42	6/1/2020	June Bill Message	All	Bill Message
43	6/23/2020	Ways to Conduct Business with Us - Added Verbiage Regarding Fees	Business Offices	Signage
44	6/25/2020	Pandemic Key Account Customer Communication 06/25/2020	Key Accounts	Key Accounts Talking Points
45	6/30/2020	Email to Customers Who Signed up for Auto-Pay during COVID-19	Auto-Pay	Email
46	7/1/2020	Ways to Conduct Business with Us - Fee Resumed	Business Offices	Signage

**Ways to conduct business with us...**

Allowing you to focus on the health and wellness of yourself and your family is priority for LG&E, KU and ODP. We offer multiple options that allow you to pay your bills, in full or in part, from the safety and convenience of your home or business. If you have other customer service-related needs, you can perform these functions through our website or automated voice system.

**Online**

Visit our website at [www.lge-ku.com](http://www.lge-ku.com) and select *My Account* to sign in or sign up for online access. *My Account* provides 24-hour access to account information so you can make payments, view your bills, register for programs, report outages, notify us when you move, and much more.

The following options are convenient and safe ways to **pay** online:

- Sign in to your *My Account*:
  - **Auto Pay** (free): Automatically withdraws on the bill due date
  - **Pay my Bill**: Pay your bill with an E-check (free) or by using a debit or credit card through our business partner Paymentus (\$2.00 fee)
  - **Payment Arrangements** – if your account is eligible, you will see an option for Payment Arrangements.
- Without signing in:
  - **Website One-time payment** (free) – Pay your bill using an E-check (free) or Paymentus (\$2.00 fee) without registering your account.

**By Phone**

- Pay your bill by debit or credit card, checking or savings account through our business partner Paymentus (\$2.00 fee) by calling us and selecting 1-2-3 from the menu. You can also request a payment arrangement, get your account balance and due date or find out the date for your next meter reading through our automated voice system.

**Residential – M-F, 7 a.m. to 7 p.m.**  
**Self-service, 24 hours/day**  
**LG&E**  
502-589-1444 or 800-331-7370  
**KU/ODP**  
800-981-0600

**Business - M-F, 8 a.m. to 6 p.m.**  
**Self-service, 24 hours/day**  
**LG&E**  
502-627-3313 or 800-331-7370  
**KU/ODP**  
859-367-1200 or 800-383-5582


**Mail**

You can mail your payment to us by check or money order - sending cash through the mail is not recommended. Please include your account number on your check and allow 5-7 business days for the payment to post to your account.

**Residential Payments:**  
**LG&E**  
P.O. Box 25211  
Lehigh Valley, PA 18002-5211  
  
**KU/ODP**  
PO BOX 25212  
Lehigh Valley, PA 18002-5212

**Business Payments**  
**LG&E**  
PO BOX 9001960  
Louisville, KY 40292-1960  
  
**KU/ODP**  
PO BOX 9001954  
Louisville, KY 40290-1954

▼ **Representative Talking Points for COVID-19 and the Suspension of Disconnects**

 Suspension of disconnection and LPC Waiver expanded to both Non-residential and Residential customers per KPSC until at least August 1. VSCC has extended these suspensions until at least August 31, 2020 (ODP will not begin disconnects without advance communications.)

● **Disconnects for Non-Payment Suspended – ALL customers**

- Disconnection of utility service for non-payment suspended from March 16 through at least August 1 (No disconnections were worked on 3/16 or 3/17). VSCC has extended these suspensions until at least August 31, 2020.
- For customers previously disconnected, follow the normal business process for reconnection
- Contract Accounts on budget payment plans will be locked from dunning to prevent removal from the budget program. Dunning locks prevent the budget reminder notice and the budget removal notices from being mailed. If you receive customer inquiries about budget removal, (removed from 03/16 to 03/19) please create a ZBB2 case for review.

See also, [Difficulty Paying Bills](#) and [Ways to conduct business with us....](#)

## Important COVID-19 Information

The COVID-19 pandemic has created unprecedented challenges for our customers and the communities we serve. We've taken quick and thoughtful actions to make doing business with us safer, and temporarily relaxed some policies we hope will ease some of the stress associated with the coronavirus.

In partnership with others in our communities, we're also supporting organizations that will provide direct relief to those impacted most by this ongoing crisis.

Now more than ever, we're here for you. Read more from a special message from our [President](#) and [CEO](#).



### Help for residential and business customers

**Disconnects for non-payment are suspended** until at least August 1, 2020, so **pay what you can** — we will help set up payment arrangements for you, or you can make partial payments without fear of disconnection. ODP customers, click here.

**New late fees waived** until at least August 1, 2020, so late fees won't be accumulating and adding to your bill.

**Third party payment fees suspended** until July 1, 2020, for paying your bill online, by telephone or at authorized walk-in retail centers. We offer a variety of **residential and business** payment options.

**Lower natural gas costs** are being passed on to our customers. This means more money for families and businesses during this difficult time.

We are all spending more time at home than usual so here are some **energy-saving tips** that may help lower your energy use.

### Additional help for residential customers

**Low Income agencies** are available for those that need assistance. **LIHEAP New Spring Subsidy Funds are now available.** LIHEAP is a federally funded program to assist low-income households by offering seasonal financial assistance.

**Team Kentucky Funds** can help provide utility bill assistance or other basic resources to qualified applicants who lost employment or had their income reduced by COVID-19. Contact your Community Action Agency for more information.

[More ways we are helping](#)

### Additional help for business customers

The federal **Paycheck Protection Program** — part of the Coronavirus Aid, Relief and Economic Security, or CARES Act — helps small businesses make payroll, pay rent **and cover utilities** during the COVID-19 pandemic. Many businesses may already be approved for these funds, so remember that they can be used to pay your utilities.

More programs like this may soon be available, so please keep checking for other local, state and national programs to assist your business during this crisis.

[More ways we are helping](#)

### Business office changes

For the safety of our customers and employees, we have made changes to some of our business offices. See how your location is affected.

[Learn more](#)

### Beware of scams

Unfortunately, scammers may try to take advantage during this situation. Remember that LG&E, KU and ODP will never call you and ask for credit or debit card numbers or other personal information. Customers who receive a suspicious phone call should hang up and contact us directly if someone calls and demands payment of your bill.

[Learn more](#)

### Home visits & service work

We continue to make some in-home visits to perform service-related work within compliance of the CDC guidelines.

[Learn more](#)



## Press Release

March 16, 2020

### **LG&E, KU and ODP suspend residential disconnects; waive new late payment fees**

*Company will work with customers having payment issues*

(LOUISVILLE, Ky.) — As the community bands together during these uncertain times, Louisville Gas and Electric Company, Kentucky Utilities Company and Old Dominion Power announced today measures to assist residential customers who may be facing financial difficulties in the near-term due to impacts from COVID-19. The utilities, until May 1, will suspend disconnects for residential customers who may have difficulty paying their bill and waive new late fees incurred during this time.

“While we’ve historically taken similar measures during extreme weather conditions, we are in unprecedented times with this virus and we want to ensure that our residential customers, who may need some extra time to make payments, have the additional grace period,” said Eileen Saunders, Vice President-Customer Services. “We are committed to working with our customers who may be having difficulty paying their energy bills and connecting them with available resources that can further assist them.”

We offer multiple payment options including online, by phone or mail and will work with customers to establish arrangements and connect them with available resources to help. In addition, we encourage each customer to pay as much as possible even if unable to pay the entire account balance.

For other customer service-related needs, customers can perform many functions through our website [lge-ku.com](http://lge-ku.com) or automated voice system. Currently, all LG&E, KU and ODP business offices and facilities also remain open and in operation. The drive-through windows offer a safe way to interact with our customer care representatives. For those who walk-in, extra precautions have been established inside the centers to protect employees and customers including sanitizing common areas more frequently, adding more sanitizing dispensers and installing plastic shields to minimize contact.

“We’re working closely with local, state and national officials to proactively plan for the safety and well-being of our employees, contractors and customers,” said Saunders. “We each play a vital role in the lives of others, and we don’t take lightly our role as a critical service provider to customers across our service territories.”

LG&E, KU and ODP continue to make in-home visits to perform service-related work. To ensure the safety of employees and customers, technicians are following Centers for Disease Control guidelines during those visits, including practicing social distancing when feasible, and requesting customers who are sick remain at a distance.

**LG&E and KU Energy LLC**  
220 West Main Street  
Louisville, Kentucky 40202  
[www.lge-ku.com](http://www.lge-ku.com)

Contact:  
**Media Line**  
T 502-627-4999  
F 502-627-3629

*Louisville Gas and Electric Company and Kentucky Utilities Company, part of the PPL Corporation (NYSE: PPL) family of companies, are regulated utilities that serve more than 1.3 million customers and have consistently ranked among the best companies for customer service in the United States. LG&E serves 329,000 natural gas and 418,000 electric customers in Louisville and 16 surrounding counties. KU serves 558,000 customers in 77 Kentucky counties and five counties in Virginia. More information is available at [www.lge-ku.com](http://www.lge-ku.com) and [www.pplweb.com](http://www.pplweb.com).*





**LG&E and KU**

Posted by Sprinklr

March 16 · 🌐



An update from LG&E, KU and ODP regarding impacts from [#COVID19](#).

We are committed to working with our customers who may be having difficulty paying their energy bills and connecting them with available resources that can further assist them.

[#TeamKentucky](#) [#TogetherKY](#)

## LG&E, KU and ODP suspend residential disconnects, waive new late payment fees

As the community bands together during these uncertain times, Louisville Gas and Electric Company, Kentucky Utilities Company and Old Dominion Power Company announced today measures to assist residential customers who may be facing financial difficulties in the near-term due to impacts from COVID-19. The utilities, until May 1, will suspend disconnects for residential customers who may have difficulty paying their bill and waive new late fees incurred during this time. We are committed to working with our customers who may be having difficulty paying their energy bills and connect them with available resources that can further assist them.



186

52 Comments 657 Shares



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**Late Payment Charges Automatically Waived - ALL customers**

- LPCs incurred from March 16 for Residential and from March 17 for Non-Residential through at least August 1 will be automatically waived. For ODP, these will be waived until at least August 31.
- Non-residential LPCs posted on March 16 can be manually waived upon customer request.
- Collective billing customer LPCs will be waived however, the automated process is not yet in place.
- Previously assessed LPCs should follow the normal business process for waiving LPCs, if appropriate





## Press Release

March 17, 2020

### **LG&E, KU and ODP expand suspension of disconnects to business customers** *Utilities working with all customers to address payment concerns in the wake of COVID-19*

(LOUISVILLE, Ky.) – As Louisville Gas and Electric Company, Kentucky Utilities Company and Old Dominion Power continue work to assist customers in the wake of ongoing uncertainty around the impacts of COVID-19, the utilities today announced an expansion of their efforts. To help ease some of the challenges faced by businesses across their service territories, LG&E, KU and ODP are suspending disconnects and waiving new late fees for all business customers until at least May 1.

The move by the utilities further applies assistance efforts that began Monday, as it was announced LG&E, KU and ODP are temporarily suspending disconnects and waiving late fees for residential customers who may have difficulty paying their bill during this time.

The utilities' vice president of Customer Services, Eileen Saunders, says the hope is that the expansion of the policy will both assist all customers in managing through this difficult time and help, in small part, to protect the local economy from the impact of the ongoing crisis.

“We appreciate the contributions, economic value and character local businesses bring to our communities and, just as our residential customers, we know they’re struggling,” said Saunders. “We hope this policy will give them a bit of relief as they continue to try and navigate the uncertainty now and ahead.”

Realizing that many customers may be changing their daily routines and interactions, the utilities are reminding customers of their multiple payment options including online at [lge-ku.com](http://lge-ku.com), by phone or mail. LG&E, KU and ODP encourage customers to contact their respective utility, where customer care representatives are prepared to work with them to establish payment arrangements and connect them with available resources to help. In addition, each customer is encouraged to pay as much as possible even if unable to pay the entire account balance.

Customers can also address a variety of other needs through the utilities' website or automated voice system. Currently, all LG&E, KU and ODP business offices and facilities remain open and in operation. The drive-through windows offer a safe way to interact with customer care representatives. For those who walk-in, extra precautions have been established inside the centers to protect employees and customers including sanitizing common areas more frequently, adding more sanitizing dispensers and installing plastic shields to minimize contact.

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**LG&E and KU**

Posted by Sprinklr

March 17 · 🌐

UPDATE: In an effort to support our customers in the wake of the ongoing uncertainty around the impacts of **#COVID19**, we have expanded our efforts. To help ease some of the challenges faced by businesses across our service territories, LG&E, KU and ODP are suspending disconnects and waiving new late fees for all business customers until at least May 1. **#TeamKentucky**  
**#TogetherKY**


Read the full release here: <http://bit.ly/3b5cUWi>.

## LG&E, KU and ODP expand suspension of disconnects to business customers

As Louisville Gas and Electric Company, Kentucky Utilities Company and Old Dominion Power continue work to assist customers in the wake of ongoing uncertainty around the impacts of COVID-19, the utilities today announced an expansion of their efforts. To help ease some of the challenges faced by businesses across their service territories, LG&E, KU and ODP are suspending disconnects and waiving new late fees for all business customers until at least May 1.


**LG&E KU ODP**

  64

16 Comments 53 Shares 

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 Comment

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<b>My Account</b>	Landlord/Property Mgrs.
-------------------	-------------------------

Email Address or User ID

Password  

[Forgot Password?](#)

Remember me

Sign Up

**Why register?**

Online account registration offers you safe and secure access anytime day or night to your account information. Sign in or register now and you'll instantly be able to:

- View your current bill, billing history and enroll in notifications.
- Make a payment or view your payment history.
- Report an outage.
- Sign up for our Energy Efficiency programs, paperless billing, AutoPay and submit a service request to have us drop your power lines or cover them so you can make home repairs.

*(Have a copy of your bill on hand.)*

[Visually impaired software help](#)

**LG&E, KU and ODP announce suspension of disconnects to residential and business customers**

As we continue work to assist customers in the wake the of ongoing uncertainty around the impacts of COVID-19, we have expanded our efforts to help ease some of the challenges faced by customers across the service territories.

[Learn more.](#)

<b>Contact Us</b>			<input type="button" value="Contact Us Online"/>
<b>LG&amp;E Residential</b> 502-589-1444 or 800-331-7370	<b>LG&amp;E Business</b> 502-627-3313 or 800-331-7370	<b>KU/ODP Residential</b> 800-981-0600	<b>KU/ODP Business</b> 859-367-1200 or 800-383-5582

**This office lobby  
is closed.**

***The drive-through  
is still open.***







DELINQUENT AMOUNT DUE <b>\$119.99</b>	FINAL PAY DATE <b>6/25/20</b>
--	----------------------------------

Account Name: [REDACTED]  
Service Address: [REDACTED]

**Online Payments:** lge-ku.com  
**Telephone Payments:** (800) 981-0600, press 1-2-3  
24 hours a day; \$2.00 fee  
**Customer Service:** (800) 981-0600  
M-F, 7am-7pm ET  
**Walk-in Center:** 1 Quality Street  
Lexington, KY 40507  
M-F, 8am-5pm ET

 **DISCONNECTIONS SUSPENDED**

Your account is past due. If the **Delinquent Amount Due** is not received by the **Final Pay Date**, your service will be subject to disconnection.

*Dear XXXX,*

*As our community bands together during these uncertain times, we wanted to remind you that we're here to assist you as you work to meet your own customer needs. LG&E and KU continue to monitor and respond to impacts of the ongoing coronavirus outbreak, and we're proactively taking steps to ensure the safety of our employees and customers.*

*As we continue to navigate this situation, we remain committed to providing energy services to our customers and are coordinating with industry and emergency management agencies, as well as internally – among our operational areas – to ensure continued gas and electric service. At LG&E and KU, we have continuity plans in place for managing through these types of crises, as well as a multi-phased internal system used to help the company coordinate response efforts across our various lines of business.*

*We understand that there are challenging decisions your companies are making, which may even include temporary suspension of operations. We'd like to hear from you as those plans become more concrete so that we can monitor our relationship with you. Please know that our critical function of providing safe, reliable service will continue with rigor and passion regardless of your business decisions.*

*Sincerely,*

## Process Changes for Service/Emergency Orders requiring inside premise visits

---

Monitor ongoing coronavirus-related updates and adjust return to normal processes accordingly.

- **Meter Reading (Indoor reads) for Non-Demand Meters- Suspended effective 3/20/2020.**
  - » Estimating bills for meters located inside premises - about 25,000 customers, primarily residential.
- **Meter Reading (Indoor reads) for Non-Residential Demand Meters**
  - » Process has been listed in [Other New Items](#) below.
- **Meter investigations requiring work inside premise - Will resume normal work on these orders beginning June 1st.**
  - » Were suspended effective 3/20/2020 until resuming 6/1/2020
  - » Includes crossed meters, gas meter checks related to billing (i.e stopped meters).
  - » We should continue creating the orders as needed but inform the customer that it will be not be worked until the state's guidelines have changed and it is safe to do so.
- **Gas meter sample program - Will resume normal work on these orders beginning June 1st.**
  - » Were suspended effective 3/20/2020 until resuming 6/1/2020
  - » KPSC required program that tests roughly 6,000 meters annually to ensure they are functioning properly. The program impacts all meter classes. This work typically requires a customer's gas service be shut off and relit, which requires in-home access.
  - » To view copies of the sample letters with COVID-19 information and for more information about this program, see [Gas Meter Sample Test Program](#).





Pay my bill | My Account | Careers | Contact

Residential | Business | Programs & Tools | Outages | Safety | Newsroom | The Environment | Our Company

### Our energies go to serving you.

#### Residential services

- Important COVID-19 Information
- Billing & payment
- One-time payment
- Start, stop or move service
- Contact us

More

#### Business services

- Important COVID-19 Information
- Billing & payment
- Start, stop & move service
- Tools for landlords and property managers
- Contact us

More

#### Sign in to your account

I forgot my password?

Submit

Forgot your password?

Sign Up

#### Storms & outages

Report your outage by phone or by text 24 hours a day/7 days a week

Report an outage

Find an outage

Outage map



#### COVID-19 Information

We're here for you, now more than ever. See how we're helping our customers and community get through these unprecedented times.

Learn more

#### Programs for your home

- Advanced Meter Program
- Green energy
- Marketplace
- Rate options
- Solar Share

All Programs

#### Programs for your business

- Business rebates
- Collective billing
- Net metering
- Solar Share
- Tools for landlords and property managers

All Programs

#### LG&E and KU careers

- Career profiles
- College relations
- Culture
- Getting started
- Military
- Opportunities

Careers Home

#### Newsroom

A message from LG&E and KU: Empowering a culture of inclusion, equality, dignity and respect for all.

Posted

Compare, shop and save – and support local businesses – with our Marketplace

Posted

Keep cool and keep your monthly bill under control

Posted | June 1, 2020

Taking a quick look at your main breaker

Posted | June 1, 2020

More

All news  
Press releases  
Investments  
Falcon Cam

#### Contact us

##### LG&E residential

502-589-1444 or 800-331-7370

##### LG&E business

502-627-3313 or 800-331-7370

##### KU residential

800-981-0600

##### KU business

859-367-1200 or 800-383-5582

Contact us online



» Ask/advise customers the following:

- *Have you or anyone else in this home/business been diagnosed with or are you being monitored for COVID-19? Add notes to the service order/TOE ticket.*
- *Have you traveled outside of the state within the last 14 days? Have you traveled outside of the continental US in the last 14 days? Add notes to the service order/TOE ticket documenting the customer's response.*
- *To ensure there have been no changes since your request was entered, our technician will ask again upon arrival if anyone is sick, diagnosed or being monitored with COVID-19.*
- *Also, if necessary, our technicians are required to wear additional equipment to protect themselves from potential sources of infection.*

**Business Offices**

For the health and safety of our customers and employees, our customer service office lobbies are now closed to walk-in traffic.

**Offices with a drive-through window:**

Drive-through windows are still open for customer transactions during normal business hours for that location. Our representatives are taking extra precautions, such as sanitizing their hands and surfaces.

**Offices without a drive-through window:**

Some of our business offices do not have a drive-through window option. (Eddyville, Harlan, Lexington KUGO, Louisville BOC, Middlesboro)

Customers still wanting to use those business offices are asked to use the Night Deposits Payment Drop Box to leave payments and do all other transactions with us using our other available channels.

Authorized retail payment agents such as Kroger and Walmart are also taking payments in cash or by debit card.

For all other transactions, in order to limit close contact between our customers and employees, we encourage customers to conduct business with us online or by phone, (or IVR), whenever possible.

## Attachment 16 to Response to PSC-1 Question No. 13

Please refer to the chart below to determine which Business Offices accept Drive-Throughs or Drop Box ONLY: Page 2 of 3

Business Office	Current Status	Saunders Drop Box Loc
Barlow	Drive-Through or Drop Box	Front of office
Campbellsville	Drive-Through or Drop Box	To right of front door
Carrolton	Drive-Through or Drop Box	Located to the left of the drive through window
Danville	Drive-Through or Drop Box	Off 2nd Street at rear of building
Earlington	Drive-Through or Drop Box	Located past drive thru window
Eddyville	Drop Box Only	Slot on front door of office
Elizabethtown	Drive-Through or Drop Box	Night Deposit is directly before Drive thru window
Georgetown	Drive-Through or Drop Box	Located beside Drive In Window-Westside of building off upper parking lot
Greenville	Drive-Through or Drop Box	Left side of building
Harlan	Drop Box Only	The night deposit box is to the right of the front door
Lexington - KUGO	Drop Box Only	Located at the corner of Quality and Water Streets
London	Drive-Through or Drop Box	Located in Front of office
Louisville - BOC	Drop Box Only	Located on side of the building on 8th St
Maysville	Drive-Through or Drop Box	Located on the left side of Building
Middlesboro	Drop Box Only	On left just inside front door that is always unlocked
Morehead	Drive-Through or Drop Box	Located on the north wall of the building beside the drive up window
Morganfield	Drive-Through or Drop Box	The Night Drop is located on the right side of the building next to the drive-thru
Mt. Sterling	Drive-Through or Drop Box	Located at the drive thru window
Norton	Drive-Through or Drop Box	Next to drive through window on side of building
Paris	Drive-Through or Drop Box	Located on the left side of the office building
Pennington Gap	Drive-Through or Drop Box	On side of building by drive thru window
Richmond	Drive-Through or Drop Box	Right side of building
Shelbyville	Drive-Through or Drop Box	Left side of building
Somerset	Drive-Through or Drop Box	As you turn onto Cherry Street, the night deposit is on the North side of the building
Versailles	Drive-Through or Drop Box	Located on the North Side of Building. Come in entrance drive
Winchester	Drive-Through or Drop Box	Night deposit is located to the right of the drive up window adjacent to the Teller Machine (on the driver's side of the car

**Website:**

We have a COVID-19 informational page on our corporate website for customers to learn about our actions during this time including these changes to the Business Offices. It is accessible from the alert bar at the top of every page on the corporate website or it can be found at [lqe-ku.com/covid-19](http://lqe-ku.com/covid-19).

**o Frequently Asked Questions**

- c Why are you closing the walk-in centers to the public?**
  - o If I can't walk in, are drive-throughs still open?**
  - o What if the nearest office to me doesn't have a drive-through?**
    - How do I use a Payment Drop Box?**
  - o How often are the payments picked up out of the box? I don't want my payment to be late.**
    - o How did you notify customer of this change?**
  - o What do the signs on the doors look like?**
  - ✓ Are the hours of operation changing?**
    - o What healthy and safety precautions are the representatives taking as they help me through the drive-through window?**
  - o Are there plans to make any more changes?**
-

**Energy Efficiency**

- o Some EE Programs Resuming
- o Appointment Scheduling
- o **Suspending Appointments**

Due to recommendations from the Centers for Disease Control and Prevention concerning social distancing, the company is suspending all appointments and site visits for the following customer programs as part of our community's wider efforts to help prevent further spread of COVID-19:

- Demand Conservation
- Business Demand Conservation
- Business Rebate Program

**Customers will be alerted with this message:**

*Good Morning / Afternoon, my name is XXXXX, and I am calling on behalf of LG&E and KU regarding your scheduled [PROGRAM] appointment on XXXIXXth. Out of an abundance of caution, we are suspending all scheduled appointments for this program as part of our community's wider efforts to prevent further spread of COVID-19. The **safety**, health and well-being of our customers, employees and the general public are our top priority.*

*We will continue monitoring recommendations from the Centers for Disease Control and Prevention and other officials, and reschedule appointments once it's determined safe to do so. Appointments will be made in the order in which they were originally scheduled.*

*If you have an emergency situation related to the programs or work done via the programs please call (800-356-5467).*

*We are sorry for any inconvenience this may have caused and we appreciate your understanding.*

*For customers able to do so, we encourage you to visit our website, lge-ku.com, where you can get more energy-saving tips and access online customer services that are safe to use from the comfort of your home.*

*If you have questions or concerns, please call (800)-356-5467*

- 
- o Rescheduling Appointments
  - o Business Rebate Program
  - c Response to emergencies associated with programs
  - o Saving Energy

**3-24-2020 - FiServ Locator Page will be updated with pay location closings and changes to business hours**

The following alert has been placed on the **Authorized retail payment agents** section of the [Pay my residential bill > In person](#) page:



*Non-essential businesses may be closed as communities combat the spread of COVID-19. Many of the CheckFreePay authorized retail payment agent locations are grocery stores that will likely remain open, but may be changing their hours of operation. We recommend contacting them for more information.*



CheckFreePay will attempt to update the [locator page](#) as they are made aware of closings or changes.



## Press Release

March 24, 2020

### **LG&E and KU warn customers of utility scammers during COVID-19** *Scammers may attempt to take advantage of people during ongoing crisis*

**LG&E and KU Energy LLC**  
220 West Main Street  
Louisville, Kentucky 40202  
[www.lge-ku.com](http://www.lge-ku.com)

Contact:  
**Media Line**  
T 502-627-4999  
F 502-627-3629

(LOUISVILLE, Ky.) – Now more than ever, businesses and residents should keep their guard up when it comes to scammers. Knowing that people are naturally distracted while managing the impacts of the coronavirus outbreak on their daily lives, consumers may be prime targets for scammers. Louisville Gas and Electric Company and Kentucky Utilities Company are warning customers to stay vigilant and protect themselves against falling victim to those who may attempt to take advantage of them during the ongoing crisis.

“We’d like to think everyone’s energy is focused on protecting our families and our community as a whole, but we know that scammers like to take advantage of these types of situations,” said LG&E and KU Vice President-Customer Services, Eileen Saunders. “That’s why we all need to make sure we stay alert and, along with everything else we are juggling right now, follow tips to help guard against becoming a victim.”

Currently, the only in-home visits being conducted by LG&E and KU are those to perform essential service-related work including gas leak investigations, move-in requests and new service turn-ons, much of which is scheduled with the customer in advance.

Due to COVID-19 and the Centers for Disease Control and Prevention guidelines, LG&E and KU employees are practicing social distancing when feasible; requesting customers who are sick remain at a distance and may need to wear protective equipment including masks, respirators, gloves and protective suits to ensure their safety. Despite the possible new “uniform,” employees always carry an authentic company ID badge which — whether issued to an employee or a contractor — show the companies’ logos. An employee ID card always has the employee's name and color photograph on the front as well.

LG&E and KU encourage customers to always obtain positive identification in the event someone appears at their door stating they are there on any company’s behalf.

Customers are reminded to be aware of other potential signs of scam activity, which include threats to disconnect service, requests for immediate payment, and requests for a pre-paid money card.

-more-



The utilities encourage customers to follow these SAFE tips to protect your personal information.

- **Secure your personal information:** LG&E and KU will never call and ask for credit or debit card numbers or other personal information.
- **Always remember you have bill payment options:** LG&E and KU offer customers a variety of official payment options. A complete list can be found [here](#).
- **First check with LG&E and KU if you're suspicious:** Customers who receive a suspicious live phone call, an email or letter should call LG&E and KU which will always verify official communications. LG&E customers should call 502-589-1444 (outside Louisville at 1-800-331-7370); KU customers should call 1-800-981-0600.
- **Enlist the help of authorities:** In addition to contacting the company, customers who suspect they have been victims of fraud, or who feel threatened during contact with scammers, should report it to their local police department.

LG&E and KU work year-round with local law enforcement investigating these types of crimes, and participate in the [Utilities United Against Scams](#) (UUAS) consortium to raise awareness among customers and expose tactics used by scammers.

UUAS is a consortium of more than 140 U.S. and Canadian electric, water, and natural gas utilities and their respective trade associations, and as of last year, this group helped to cease operations of nearly 5,000 toll-free numbers used against utility customers by scammers.

Visit [lge-ku.com/COVID-19](http://lge-ku.com/COVID-19) for more important information related to the utilities' actions during the coronavirus outbreak.

###

*Louisville Gas and Electric Company and Kentucky Utilities Company, part of the PPL Corporation (NYSE: PPL) family of companies, are regulated utilities that serve more than 1.3 million customers and have consistently ranked among the best companies for customer service in the United States. LG&E serves 329,000 natural gas and 418,000 electric customers in Louisville and 16 surrounding counties. KU serves 558,000 customers in 77 Kentucky counties and five counties in Virginia. More information is available at [www.lge-ku.com](http://www.lge-ku.com) and [www.pplweb.com](http://www.pplweb.com).*

COVID-19: What We're Doing to Support You and Our Community

Trouble viewing?  
[View online.](#)



To all our customers,

As we all band together to combat COVID-19, our guiding principle and top priority remains the same: providing you safe, reliable energy while protecting the health and safety of our customers, employees, contractors and general public. We understand you depend on us, and our dedicated employees remain on the job to ensure we deliver that critical service.

#### **Increasing preventive measures**

We're working hard each day to make sure any interactions between you and our employees are safe. In following the guidelines from the Centers for Disease Control and Prevention and public health officials, we encourage you to use our online services and programs or our drive-up windows and night deposit/drop-box options.

Currently, the only in-home visits we're conducting are essential service-related work including gas leak investigations, move-in requests and new service turn-ons, many of which are scheduled with the customer in advance.

During our visits we're wearing appropriate protective equipment, following recommended social distancing, and requesting customers who aren't feeling well remain at a distance.

#### **Supporting our customers**

We know the COVID-19 pandemic has created unprecedented challenges for you and the communities we serve. We've taken quick and thoughtful actions to make doing business with us safer, and temporarily relaxed some policies we hope will ease some of the stress associated with the coronavirus.

In partnership with others in our communities, we're also supporting organizations that will provide direct relief to those impacted most by this ongoing crisis.

If you have questions about our updated practices or how to be connected to other important community resources, please visit our dedicated pandemic page –

[lge-ku.com/COVID-19](http://lge-ku.com/COVID-19).

#### **Helping our community shine**

When times seem the darkest, all of us coming together can make our community's light shine the brightest. For more than 100 years, we have proudly served our customers. And as this video demonstrates, we can all shine together now.



Our more than 3,600 employees live and work in the communities we serve, and we're here for you. Let's continue taking care of each other and, together, we will get through this challenging time.

Sincerely,

Paul W. Thompson  
Chairman, CEO and President

## Questions?

We're happy to help. Please contact Customer Service at [lge-ku.com/contact](http://lge-ku.com/contact). If you prefer to contact us by telephone, our representatives are available Monday through Friday.

**Please DO NOT reply to this email.**



### Residential

7 a.m. – 7 p.m.

502-589-1444

800-331-7370

### Business

8 a.m. – 6 p.m.

502-627-3313

800-331-7370



### Residential

7 a.m. – 7 p.m.

800-981-0600

### Business

8 a.m. – 6 p.m.

(ET)

859-367-1200

800-383-5582

## Follow us



### Privacy Policy and Terms & Conditions

LG&E and KU want to protect your security and privacy. Be assured that we will never ask for personal information (such as passwords or credit card numbers) in an email. If you receive such a request, please do not respond to that email. See our [Privacy Policy](#) and [Terms and Conditions](#) to learn more.

If you do not want to receive these email updates, please [unsubscribe](#). If you would like to change your email address, you may [update it here](#).

Please understand that you may still receive emails from [lge-ku.com](#) regarding your account or when immediate account action is needed on your part.

LG&E and KU Energy LLC | 220 West Main Street | Louisville, Ky 40202

# ***COVID-19*** ***INFORMATION***



To assist customers during this crisis, the fees regularly assessed with telephone payments and some online and in-person methods of paying your energy bills have been temporarily suspended until at least May 1.

Learn more at [lge-ku.com/covid-19](https://lge-ku.com/covid-19)

### Ways to conduct business with us...

Allowing you to focus on the health and wellness of yourself and your family is priority for LG&E, KU and ODP. We offer multiple options that allow you to pay your bills, in full or in part, from the safety and convenience of your home or business. If you have other customer service-related needs, you can perform these functions through our website or automated voice system.

### Online

Visit our website at [www.lge-ku.com](http://www.lge-ku.com) and select *My Account* to sign in or sign up for online access. *My Account* provides 24-hour access to account information so you can make payments, view your bills, register for programs, report outages, notify us when you move, and much more.

The following options are convenient and safe ways to **pay** online:

- Sign in to your *My Account*:
  - **Auto Pay** (free): Automatically withdraws on the bill due date
  - **Pay my Bill**: Pay your bill with an E-check (free) or by using a debit or credit card through our business partner Paymentus (\$2.00 fee, *temporarily suspended as of April 1, 2020*)
  - **Payment Arrangements** – if your account is eligible, you will see an option for Payment Arrangements.
- Without signing in:
  - **Website One-time payment** (free) – Pay your bill using an E-check (free) or Paymentus (\$2.00 fee, *temporarily suspended as of April 1, 2020*) without registering your account.

### By Phone

Pay your bill by debit or credit card, checking or savings account through our business partner Paymentus (\$2.00 fee, *temporarily suspended as of April 1, 2020*) by calling us and selecting 1-2-3 from the menu. You can also request a payment arrangement, get your account balance and due date or find out the date for your next meter reading through our automated voice system.

**Residential – M-F, 7 a.m. to 7 p.m.**  
**Self-service, 24 hours/day**  
**LG&E**  
502-589-1444 or 800-331-7370  
**KU/ODP**  
800-981-0600

**Business - M-F, 8 a.m. to 6 p.m.**  
**Self-service, 24 hours/day**  
**LG&E**  
502-627-3313 or 800-331-7370  
**KU/ODP**  
859-367-1200 or 800-383-5582

### Mail

You can mail your payment to us by check or money order - sending cash through the mail is not recommended. Please include your account number on your check and allow 5-7 business days for the payment to post to your account.

**Residential Payments:**  
**LG&E**  
P.O. Box 25211  
Lehigh Valley, PA 18002-5211  
  
**KU/ODP**  
PO BOX 25212  
Lehigh Valley, PA 18002-5212

**Business Payments**  
**LG&E**  
PO BOX 9001960  
Louisville, KY 40292-1960  
  
**KU/ODP**  
PO BOX 9001954  
Louisville, KY 40290-1954

## Third-Party Payment Providers to Temporarily Suspend Fees

Third party payment fees for all customers will resume July 1

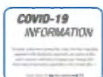
Effective 7 a.m. ET 4/1/2020

To assist customers during this crisis, fees for bill payments have been temporarily suspended. Until July 1 there is no fee for payment by telephone, online and in-person payments at authorized retail payment agents. Learn more at [lge-ku.com/covid-19](http://lge-ku.com/covid-19).

- For the safety of our customers and employees, we have recently made changes to our business offices and the way we are handling bill payment transactions during the COVID-19 outbreak.
- To assist our customers during this crisis, LG&E, KU and ODP have partnered with our third-party payment agents, FiServ (known as CheckFreePay) and Paymentus, to temporarily suspend fees for bill payments until at least July 1.
- Many of the CheckFreePay authorized retail payment agent locations are in grocery stores that will likely remain open but may change their hours of operation. We recommend contacting them for more information.
- For all other transactions, in order to limit close contact between our customers and employees, we encourage customers to conduct business with us through our self-service channels, (through My Account or our automated phone system), whenever possible.
- See the COVID-19 informational page on our corporate website to learn about our actions during this time, including these changes to bill pay options. It is accessible from the alert bar at the top of every page on the corporate website or it can be found at [lge-ku.com/covid-19](http://lge-ku.com/covid-19).

Messages on these customer-facing channels have been updated:

- Corporate website
- MyAccount
- Social media channels
- Convenient pay options signs at business offices'
- IVR
- Paymentus IVR/My Wallet
- FiServ pay agents
- Customer bills on the back of the bill stub (message below)



## FAQs

- If I pay at Kroger or Walmart, will they know to not charge me these fees?
- If I go online to pay, will the fees be reimbursed, or will they just not charge me?
- How long are the fees suspended?
- Will the fees be suspended beyond that date?
- My bill stub has this information that the fees are suspended, but my bill still says "\$2.00 fee" for telephone payments at the top.

# *COVID-19*

# *INFORMATION*

To assist customers during this crisis, the fees regularly assessed with telephone payments and some online and in-person methods of paying your energy bills have been temporarily suspended until at least May 1.

Learn more at [lge-ku.com/covid-19](http://lge-ku.com/covid-19)





## Press Release

April 1, 2020

### Six tips for keeping energy use in check

*Utilities offer helpful ways to manage energy use while staying “Healthy at Home”*

(LOUISVILLE, Ky.) – For many, more time at home during the ongoing pandemic means more cooking, more washing dishes, more lights and TVs on, and maybe even some added equipment to enable virtual work and learning. Because all of these can add up to increased energy use and energy bills, Louisville Gas and Electric Company and Kentucky Utilities Company are sharing simple tips for keeping energy use in check while following the state’s request and staying “Healthy at Home.”

1. **Put it to sleep** – Set computers automatically to switch to sleep mode or manually turn off computers and monitors when they’re not in use. If the computer has a power management setting, make sure it’s activated.
2. **Switch it out** – Replace your most used incandescent light bulbs with Energy Star certified LEDs. Turn off lights when they are not in use.
3. **Air dry it** – Only run full loads when washing dishes and clothes. Air dry dishes instead of using the dishwasher’s drying cycle and use a clothesline or drying rack to air dry clothing.
4. **Seal up leaks** – If you already have them around the house, applying tools like insulation, caulk and weather stripping can close gaps around doors, windows and duct work. This helps keep cool air in and warm air out and helps HVAC systems operate more efficiently.
5. **Change your filter** – Keep your HVAC system in tiptop shape by changing the air filter each month or according to the manufacturer’s instructions. Date your filter or set a reminder to help keep track of when it’s time for a new one.
6. **Grill out** – Taking cooking outdoors will eliminate energy drawn from using other, larger cooking appliances like your stove, and will keep your kitchen – and your whole house – cooler.

With adult supervision, several of these and other suggested tips are energy-related activities that can be done with kids.

As we continue to navigate the ongoing situation together, LG&E and KU remain committed to providing the critical energy services our customers and communities depend on.

Visit [lge-ku.com/tips](http://lge-ku.com/tips) for more energy-saving tips. Customers having difficulties paying their bill should contact LG&E and KU to establish payment arrangements and to be connected with other billing assistance programs.

###

**LG&E and KU Energy LLC**  
220 West Main Street  
Louisville, Kentucky 40202  
[www.lge-ku.com](http://www.lge-ku.com)

Contact:  
**Media Line**  
T 502-627-4999  
F 502-627-3629

*Louisville Gas and Electric Company and Kentucky Utilities Company, part of the PPL Corporation (NYSE: PPL) family of companies, are regulated utilities that serve more than 1.3 million customers and have consistently ranked among the best companies for customer service in the United States. LG&E serves 329,000 natural gas and 418,000 electric customers in Louisville and 16 surrounding counties. KU serves 558,000 customers in 77 Kentucky counties and five counties in Virginia. More information is available at [www.lge-ku.com](http://www.lge-ku.com) and [www.pplweb.com](http://www.pplweb.com).*



**LG&E and KU**

Posted by Sprinklr

April 1 · 🌐

As Louisville Gas and Electric Company, Kentucky Utilities Company and Old Dominion Power continue to expand efforts to protect the safety, health and well-being of our employees, customers, and the general public during these uncertain times.

The utilities announced today that all fees for bill payments have been temporarily suspended. Until at least May 1, there is no fee for payment by telephone, online payments and in-person payments at authorized retail payment agents. Learn more at <https://bit.ly/2JsAAIw>. **#TogetherKY**  
**#TeamKentucky**



#### 4-13-2020 - Process Change to End Contract/Move Contract when Premise has NO new signer

##### Why:

An attempt to prevent disconnection of service in response to KY PSC and VA SCC recommendations with regards to tenants and Landlords.

##### What:

Process Change to End Contract/Move Contract when Premise has NO new signer.

##### New Process:

If a party is requesting an End Contract or Move Contract and the premise has NO new signer and the services will be turned off, Customer Representatives must ask and inform customers as follows:

1. Ask the party "Will the premise still be occupied on <date of Off Request>?"
  - a. If no:
    - i. Follow the appropriate Contract Management Process to End or Move the Contract(s)
    - ii. Note in the Service Order Notes "No occupants".
  - b. If yes:
    - i. Inform the customer:
      - For Kentucky: "The Kentucky Public Service Commission has ordered that utility service should not be disconnected for nonpayment and the Governor of Kentucky has suspended evictions within the state until further notice. Have the occupying party contact us for service to be placed in their name as soon as possible."
      - For Virginia: "The Virginia State Corporation Commission has issued a moratorium on service disconnections during the COVID-19 outbreak. Have the occupying party contact us for service to be placed in their name as soon as possible."
  - c. Enter the End or Move Contract.
  - d. Note in the Service Order Notes "Occupied".



**LG&E and KU**

Posted by Sprinklr

April 13 · 🌐

**COVID-19: #PoweringThru Together**

We are in this together! To help relieve some of the stress caused by the COVID-19 outbreak, we are temporarily relaxing some policies, suspending some fees and encouraging customers to be safe. One easy way to be safe is to use our online resources in order to do business with us quickly and safely. Sign up for paperless billing, pay your bill online or by telephone, and keep in touch with us by visiting our website at [lge-ku.com/covid-19](https://lge-ku.com/covid-19) to learn more. **#KYTogether #TeamKentucky**



## ▼ Negotiating Payment Arrangements under COVID-19

## ENCOURAGE PAYMENTS TO PREVENT EXCESSIVE BALANCES WHEN DISCONNECTIONS RESUME.

The following Temporary Measures have been extended for customers:

- Late Fees waived until at least August 1 for LG&E-KU and until at least August 31 for ODP
- Third Party Payment Fees (Paymentus and Fiserv) will be waived through July 1 but will resume on that date.
- Disconnections suspended until at least August 1 for LG&E-KU customers and August 31 for ODP customers (ODP will not begin disconnects without advance communications).

## ○ Past Due Checklist

## ▶ Customer requests time to pay and ...

## ▼ Customer unable to pay, negotiate partial payment

## 1. Negotiate partial payment

## a. Suggested verbiage:



- i. Are you able to make a payment on the account today? We know these are unprecedented times and we want to help you manage your monthly energy bill in the midst of this crisis.*
- ii. If you are unable to pay the entire amount of the bill, what could you pay at this time? The more you are able to pay toward the balance the easier it will be to manage the bill going forward.*
- iii. Payments can be processed online or over the phone, at no cost, while you remain "healthy at home" with your family. Remember you can make partial payments on the account at any time.*
- iv. Provide agency assistance information**

## 2. No IP needed, include details of partial payment(s)

- Contact Class: DUNN Action: 0005 (Inquiry Only)

*The COVID-19 pandemic has created unprecedented challenges for our customers and the communities we serve. We've taken quick and thoughtful actions to make doing business with us safer, and temporarily relaxed some policies we hope will ease some of the stress associated with the coronavirus.*

*In partnership with others in our communities, we're also supporting organizations that will provide direct relief to those impacted most by this ongoing crisis.*

*Specifically, help for residential and business customers:*

- *Disconnects for non-payment are suspended until **at least June 1, 2020**, so pay what you can — we will help set up payment arrangements for you, or you can make partial payments without fear of disconnection.*
- *New late fees waived until **at least June 1, 2020**, so late fees won't be accumulating and adding to your bill.*
- *Third party payment fees suspended until **at least June 1, 2020**, for paying your bill online, by telephone or at authorized walk in retail centers. We offer a variety of residential and business payment options.*
- ***Lower natural gas costs are being passed on to our customers.** This means more money for families and businesses during this difficult time.*
- *We are all spending more time at home than usual so here are some energy-saving tips that may help lower your energy use.*

4-30-2020 - New Kentucky LIHEAP Subsidy Program created May 1 - June 30, 2020

This is a temporary change due to the pandemic.

Community Action Kentucky has created a new LIHEAP Subsidy Program from May 1st- June 30th, 2020.

- May 1st - June 30th
- No past due balance or brown bill required
- Eligibility poverty guidelines increased from 130% to 150%
- Based on household income - two flat amounts will be available \$150 or \$200
- Community Action Agencies will administer the low income program - pledges will be entered as **Emergency**
- CFNs and Hardship Reconnects will continue through June 30 - customer is still only entitled to one per season even with the season being extended



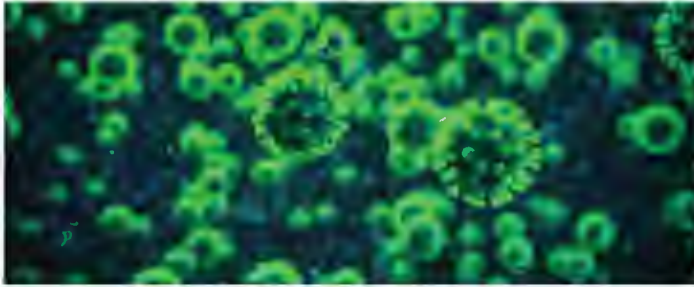
# ***COVID-19***

# ***INFORMATION***

To assist customers during this crisis, third-party payment fees regularly assessed with telephone payments and some online and in-person methods of paying your energy bills have been temporarily suspended until at least June 1.

Learn more at [\*\*lge-ku.com/covid-19\*\*](https://lge-ku.com/covid-19)

## COVID-19: A MESSAGE FROM OUR CHAIRMAN, CEO AND PRESIDENT



To all our customers,

As we all band together to combat COVID-19, our guiding principle and top priority remain the same: providing you safe, reliable energy while protecting the health and safety of our customers, employees, contractors and general public. We understand you depend on us, and our dedicated employees remain on the job to ensure we deliver that critical service.

### Increasing preventive measures

We're working hard each day to make sure any interactions between you and our employees are safe. In following the guidelines from the Centers for Disease Control and Prevention and public health officials, we encourage you to use our online services and programs or our drive-up windows and night deposit/drop-box options.

Currently, the in-home visits we're conducting are focused on essential service-related work, including gas-leak investigation and gas service turn-ons – many of which are scheduled with the customer in advance.

During our visits, we're wearing appropriate protective equipment, following recommended social distancing and requesting customers who aren't feeling well remain at a distance.

### Supporting our customers

We know the COVID-19 pandemic has created unprecedented challenges for you and the communities we serve. We've taken quick and thoughtful actions to make doing business with us safer, and we've temporarily relaxed some policies we hope will ease some of the stress associated with the new coronavirus.

In partnership with others in our communities, we're also supporting organizations that will provide direct relief to those impacted most by this ongoing crisis.

If you have questions about our updated practices or how to be connected to other important community resources, please browse the other areas of our special pandemic webpage – [lge-ku.com/COVID-19](http://lge-ku.com/COVID-19).

### Helping our community shine

When times seem the darkest, all of us coming together can make our communities' lights shine the brightest. For more than 100 years, we have proudly served our customers.

Our more than 3,600 employees live and work in the communities we serve, and we're here for you. Let's continue taking care of each other, and – together – we will get through this challenging time.



Sincerely,

Paul W. Thompson

Chairman, CEO and President

**THERE'S MORE**

**Go to [lge-ku.com](http://lge-ku.com) to:**

- » Learn about energy assistance programs.
- » Get answers to questions about your monthly bill.
- » Watch short videos featuring our employees sharing energy-saving tips.

## LOWER COST OF NATURAL GAS MEANS A **REDUCED MONTHLY BILL**

Thanks to some of the lowest natural gas costs in 25 years, LG&E natural gas customers will see a reduction of up to 8% in their monthly bills for the months of May, June and July. That's a welcome relief for those facing financial struggles related to COVID-19.

LG&E's filing of its quarterly gas supply clause (GSC) was recently approved by the Kentucky Public Service Commission for the months of May, June and July. As a result, residential natural gas customers' total bills will be 16% lower than the same time period in 2019, and 8% lower than the three previous months based on gas use of 60 Ccf/month. LG&E recovers from customers only the actual cost of the natural gas it purchases.

The lower cost of natural gas also helps hold down electric bills. The lower fuel costs are reflected in the "Fuel Adjustment Clause" line item on the monthly bill.

We encourage customers who are having difficulty paying their bills to contact us at **502-589-1444**. (Call **800-331-7370** outside Louisville.) Customer care representatives will work with them to develop payment arrangements and connect them with available resources for additional financial support. We're in this together. Visit [lge-ku.com/COVID-19](http://lge-ku.com/COVID-19) to learn more about how we're helping customers and our community during these unprecedented times.

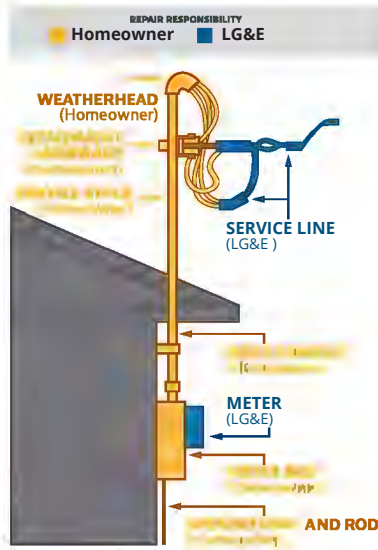
# IT'S A LITTLE BIT US, AND IT'S A **LITTLE BIT YOU**

We are committed to ensuring you have safe, reliable power. However, on occasion a problem with your overhead or underground electrical service may cause a power outage. In such an instance, it's helpful to know which maintenance responsibilities are yours and which ones are LG&E's.

## Above-ground service

### Customer responsibility:

- Weatherhead/masthead – this is the vertical pipe-like structure attached to the top of the meter box.
- Attachment hardware (eyebolt, etc.) that secures the electric service drop.
- Service stack.
- Riser conduit.
- Meter box – includes the box, meter socket and wiring inside the box.
- Ground wire and rod.



If any of these areas are damaged, you will need to call a licensed electrician to make repairs before LG&E can restore your service.

### LG&E responsibility:

- Service line – the cable from the utility pole to your home.
- Meter – the glass-enclosed meter inside the meter box.

- Electric lines within the right-of-way.
- Utility poles and transformers.

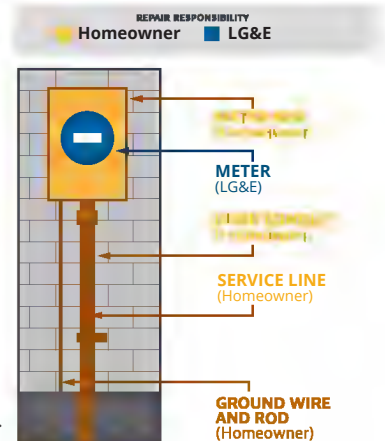
## Underground service

### Customer responsibility:

- Meter box – includes the box, meter socket and wiring inside the box.
- Riser conduit.
- Service line.
- Ground wire and rod.

### LG&E responsibility:

- Meter – the glass-enclosed meter inside the meter box.



You will need to call a licensed electrician to make repairs to those areas that fall under your responsibility before we can restore your service. Call us at **502-589-1444** (call **800-331-7370** outside Louisville), and a crew will be sent to fix areas that are LG&E's responsibility as quickly as possible.

Visit [lge-ku.com/safety/service-connection](http://lge-ku.com/safety/service-connection) to learn more.

# KEEP THE ENERGY USAGE OF INCREASED VIDEO GAMING **UNDER CONTROL**



With more people staying at home due to the coronavirus pandemic, residential energy usage is up. If you and/or other family members are video gamers, any increased use while at home will impact your monthly bill. Here are a few things you can do to reduce energy consumption from video games as well as other electronics.

- Use a smart power strip or smart plug.
- Activate power-saving settings on consoles.
- Turn consoles off when they're not being used.

It's also a good idea to unplug electronics when you can. Even when not in use, they are still using some energy.

Visit [lge-ku.com/tips](http://lge-ku.com/tips) to learn more ways to reduce your energy usage.

### LG&E Contact Information



**Online – My Account**  
[lge-ku.com](http://lge-ku.com)

**By Phone**  
502-589-1444  
(Call 800-331-7370 outside Louisville)  
Monday–Friday  
7 a.m.–7 p.m. (Eastern Time)  
Anytime day or night (self-service)

**For Hearing- or Speech-Impaired**  
Dial 711

**Business Service Center**  
502-627-3313  
(Call 800-331-7370 outside Louisville)  
Monday–Friday  
8 a.m.–6 p.m. (Eastern Time)

**In-Person**  
**Customer Service Walk-In Center**  
701 South Ninth Street  
Monday–Friday  
8 a.m.–5 p.m. (Eastern Time)

**Kentucky 811– Locate Service**  
Dial 811

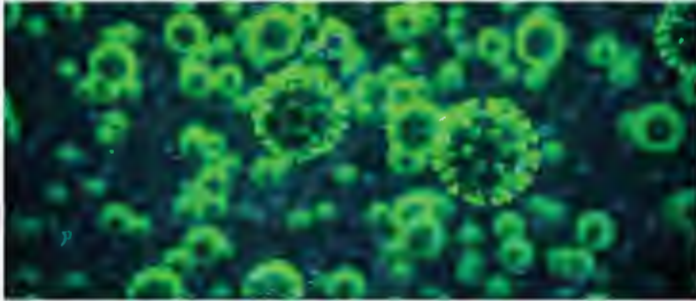
**Editor**  
[Cheryl.Williams@lge-ku.com](mailto:Cheryl.Williams@lge-ku.com)

**Visit our website:**  
[lge-ku.com](http://lge-ku.com)





# COVID-19: A MESSAGE FROM OUR CHAIRMAN, CEO AND PRESIDENT



To all our customers,

As we all band together to combat COVID-19, our guiding principle and top priority remain the same: providing you safe, reliable energy while protecting the health and safety of our customers, employees, contractors and general public. We understand you depend on us, and our dedicated employees remain on the job to ensure we deliver that critical service.

### Increasing preventive measures

We're working hard each day to make sure any interactions between you and our employees are safe. In following the guidelines from the Centers for Disease Control and Prevention and public health officials, we encourage you to use our online services and programs or our drive-up windows and night deposit/drop-box options.

Currently, the only in-home visits we're conducting are essential service-related work, including gas-leak investigations, move-in requests and new service turn-ons – many of which are scheduled with the customer in advance.

During our visits, we're wearing appropriate protective equipment, following recommended social distancing and requesting customers who aren't feeling well remain at a distance.

### Supporting our customers

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Sincerely,

Paul W. Thompson

Chairman, CEO and President

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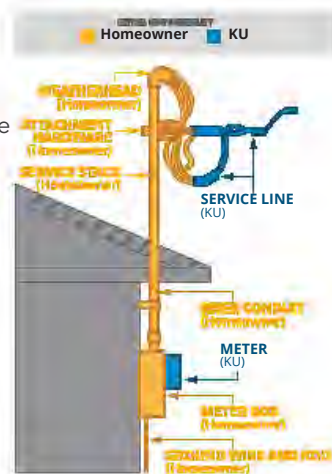
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## Above-ground service

### Customer responsibility:

- Weatherhead/masthead – this is the vertical pipe-like structure attached to the top of the meter box.
- Attachment hardware (eyebolt, etc.) that secures the electric service drop.
- Service stack.
- Riser conduit.
- Meter box – includes the box, meter socket and wiring inside the box.
- Ground wire and rod.



If any of these areas are damaged, you will need to call a licensed electrician to make repairs before KU can restore your service.

### KU responsibility:

- Service line – the cable from the utility pole to your home.
- Meter – the glass-enclosed meter inside the meter box.

- Electric lines within the right-of-way.
- Utility poles and transformers.

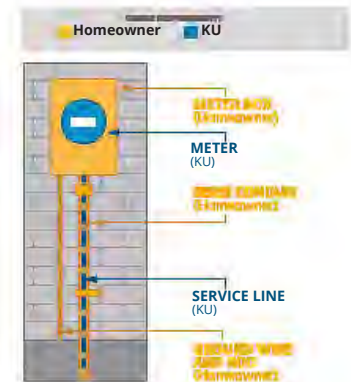
## Underground service

### Customer responsibility:

- Meter box – includes the box, meter socket and wiring inside the box.
- Riser conduit.
- Ground wire and rod.

### KU responsibility:

- Meter – the glass-enclosed meter inside the meter box.
- Service line.



You will need to call a licensed electrician to make repairs to those areas that fall under your responsibility before we can restore your service. Call us at **800-981-0600**, and a crew will be sent to fix areas that are KU's responsibility as quickly as possible.

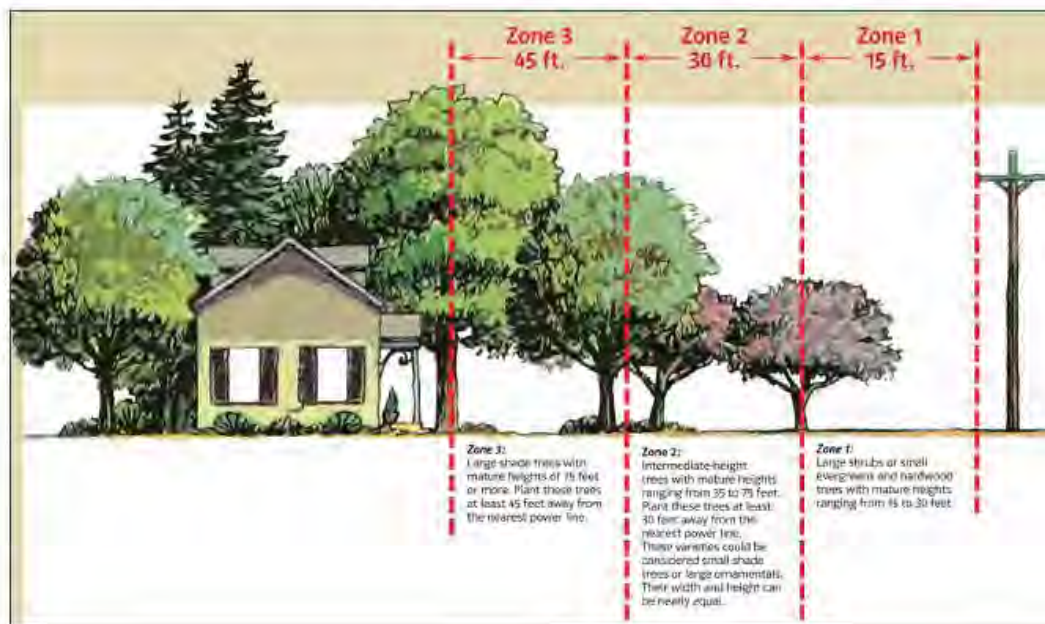
Visit [lge-ku.com/safety/service-connection](http://lge-ku.com/safety/service-connection) to learn more.

# KNOW YOUR TREE SO YOU KNOW WHERE IT SHOULD GO

Last month, we talked a bit about the need to be very careful about where to plant a new tree, especially as it relates to nearby power lines. This month, we're sharing the diagram on the right to provide more detail and guidance for those with tree planting on their spring schedules.

This diagram shows the appropriate type and distances for trees you plant near KU's distribution lines. The requirements differ for the company's transmission system. Visit [lge-ku.com/safety/trees-power-lines](http://lge-ku.com/safety/trees-power-lines) to see the differences between trees planted near distribution versus transmission lines.

And remember to always contact **811** before you put a shovel in the ground, whether it's to plant a tree or tackle another type of home improvement project.



### KU Contact Information



**Online – My Account**  
[lge-ku.com](http://lge-ku.com)

**By Phone**  
800-981-0600  
Monday–Friday  
7 a.m.–7 p.m. (Eastern Time)  
Anytime day or night (self-service)

**For Hearing- or Speech-Impaired**  
Dial 711

**Business Service Center**  
859-367-1200  
800-383-5582  
Monday–Friday  
8 a.m.–6 p.m. (Eastern Time)

**In-Person**  
**Customer Service Walk-in Centers**  
Monday–Friday  
9 a.m.–5 p.m. (Eastern Time)  
Lexington Office: 8 a.m.–5 p.m. (ET)

**Editor**  
[Cheryl.Williams@lge-ku.com](mailto:Cheryl.Williams@lge-ku.com)

**Visit our website:**  
[lge-ku.com](http://lge-ku.com)








## LG&E and KU


Posted by Sprinklr  
May 15 · 🌐

While LG&E and KU walk-in centers remain closed due to **#COVID19**, we offer a variety of other safe and convenient options for paying your monthly bill while **#HealthyAtHome**.

We have also temporarily relaxed some policies to help ease some of the stress associated with the coronavirus. Visit <https://bit.ly/2zHBnn8> for more information about payment options. **#TeamKentucky #TogetherKY #PoweringThru**




 Lauren Colberg and 18 others

3 Shares 

 Like

 Comment

 Share





## LG&E and KU


Posted by Sprinklr

May 21 · 🌐

We know that the ongoing pandemic has created difficult challenges for everyone. That's why we continue to take thoughtful actions and temporarily relaxed some policies to help ease the burden on our customers and the communities we serve. See our latest updates here: [lge-ku.com/COVID-19](https://lge-ku.com/COVID-19).




  Liz Bakota Pratt and 24 others

3 Shares 

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 Comment

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- Disconnects for non-payment are suspended until at least **July 1, 2020**, so pay what you can — we will help set up payment arrangements for you, or you can make partial payments without fear of disconnection. ODP customers, [click here](#).
- New late fees waived until at least **July 1, 2020**, so late fees won't be accumulating and adding to your bill.
- Third party payment fees suspended until at least **July 1, 2020**, for paying your bill online, by telephone or at authorized walk in retail centers. We offer a variety of residential and business payment options.





<Address>

**Louisville Gas and  
Electric Company**  
Business Service Center  
820 West Broadway  
Louisville, Ky. 40202-2218  
www.lge-ku.com

T 502-627-3313  
bsc@lge-ku.com

<Date>

Dear <BUSINESS NAME>:

During these tough times, we are here to assist you and the community in overcoming the unprecedented challenges of this pandemic. You can continue to count on us to provide safe, reliable service, flexible customer support, and convenient payment options that make it easy to do business with us. We have taken quick and thoughtful actions to help relieve stress and support you and your business including:

- Encouraging customers to pay what they can, or even making partial payments, to avoid accumulating a large bill balance over time.
- Suspending third party payment fees for paying your bill online, by telephone or at authorized retail payment agents until at least July 1, 2020. We offer a variety of payment options so you can determine which is best for your business.
- Waiving new late payment fees incurred during this time, so fees won't be accumulating and adding to your bill.
- Suspending disconnects until at least July 1, 2020, for all customers who may have difficulty paying their bill.

Remember that if your business has already been approved for a Paycheck Protection Program (PPP) loan, or you are applying now, those loans can also be used for utility bill payments.

You can conveniently check your account balance, make a payment, find out when your bill is due and find energy-saving tips by visiting our website at lge-ku.com or by using our automated phone system anytime day or night.

To reach one of our representatives during business hours, please contact us Monday through Friday, 8 a.m. to 6 p.m., at 502-627-3313 or 800-331-7370. We are available for emergencies 24 hours a day, 7 days a week.

Please continue to stay safe and be well.

*LG&E Business Service Center*



a PPL company

<Address>

**Kentucky Utilities Company**  
Business Service Center  
One Quality Street  
Lexington, Ky. 40507-1462  
www.lge-ku.com

T 859-367-1200  
bsc@lge-ku.com

<Date>

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Please continue to stay safe and be well.

*KU Business Service Center*

Business Communication Email

Trouble viewing?  
[View online.](#)



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Please continue to stay safe and be well.

## Questions?

We're happy to help. Please contact Customer Service at [lge-ku.com/contact](http://lge-ku.com/contact). If you prefer to contact us by telephone, our representatives are available Monday through Friday.

**Please DO NOT reply to this email.**



### Residential

7 a.m. – 7 p.m.

[502-589-1444](tel:502-589-1444)

[800-331-7370](tel:800-331-7370)

### Business

8 a.m. – 6 p.m.

[502-627-3313](tel:502-627-3313)

[800-331-7370](tel:800-331-7370)

## Follow us



### Privacy Policy and Terms & Conditions

LG&E and KU want to protect your security and privacy. Be assured that we will never ask for personal information (such as passwords or credit card numbers) in an email. If you receive such a request, please do not respond to that email. See our [Privacy Policy](#) and [Terms and Conditions](#) to learn more.

If you do not want to receive these email updates, please [unsubscribe](#). If you would like to change your email address, you may [update it here](#).

Please understand that you may still receive emails from [lge-ku.com](http://lge-ku.com) regarding your account if you have other preferences set on another account or when immediate account action is needed on your part.

LG&E and KU Energy LLC | 220 West Main Street | Louisville, Ky 40202

Business Communication Email

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Please DO NOT reply to this email.



**Residential**

7 a.m. – 7 p.m.

800-981-0600

**Business**

8 a.m. – 6 p.m.

(ET)

859-367-1200

800-383-5582

**Follow us**



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If you do not want to receive these email updates, please [unsubscribe](#). If you would like to change your email address, you may [update it here](#).

Please understand that you may still receive emails from [lge-ku.com](#) regarding your account if you have other preferences set on another account or when immediate account action is needed on your part.

LG&E and KU Energy LLC | 220 West Main Street | Louisville, Ky 40202



# ‘Rebuilding America’ chronicles the reopening — and resolve — of the US



**Maribel Wadsworth**  
President of news for the USA TODAY Network and publisher of USA TODAY  
**Kevin Gentzel**  
Chief revenue officer USA TODAY Network/Gannett

The reopening of America is a story of businesses adapting to a new normal, one where customers are at least 6 feet apart, and everyone is wearing masks. It’s a story of car dealerships launching virtual showrooms and real estate agents conducting more home tours and other services via video.

It’s a story of restaurants adding more space between tables, expanding outdoor seating and increasing their cleaning protocols to begin opening their doors with limited capacity. And it’s the story of how our schools, our favorite downtown shops and the country’s largest retailers are preparing for an economic reawakening that is spreading across the nation as restrictions are being lifted.

It’s a story that can only be uniquely told by the USA TODAY Network’s more than 260 local newsrooms across the nation and our flagship USA TODAY. The story is different depending on where you live and what stage of reopening your state is currently in.

But in many ways, the story is the same: As each community works to rebuild its economy, it will mean changes, challenges and opportunities to chart a new course post-pandemic.

Today, we introduce “Rebuilding



**Hawley Antique Exchange manager Angela Gayes Soden turns the store’s open sign in Hawley, Pa., on May 22. Many businesses are opening for the first time since the COVID-19 shutdown in March.** CHRISTOPHER DOLAN/AP

America,” a bold and ambitious project that chronicles the country’s reopening through a dozen key economic drivers — from real estate and the auto industry to higher education, travel and tourism.

For this project, journalists across the country examined both the national landscape of how these industries are navigating this uncertainty to how local businesses are reopening their doors safely. In conjunction with that strong independent reporting, our sales staff

worked closely with more than 2,700 advertisers to help them craft their messages.

We have a deep commitment to telling our communities’ stories and to supporting local businesses.

In March, we launched Support Local, a platform designed to aid local businesses during this challenging time through gift card purchases and other measures. We recently added Volunteer Match to the site to connect willing vol-

unteers to aid communities impacted by COVID-19.

We know this is not a story that will be told in one day. We’ve been here since before this pandemic started, and we’ll be here long after it is over. We hope you’ll join in the journey of “Rebuilding America” as we all work together to build toward a new future.

Please keep reading. Keep supporting local businesses. And know that we are in this together.

## Green

Continued from Page 1N

pandemic — shakes off the rust and re-opens.

“I’ve seen it from both sides, and it’s been shocking watching the number of cases and deaths grow higher while also seeing our economy tank,” said the 22-year-old, who is set to graduate in December. “We’re all trying to balance the need to socially distance and be responsible while also preparing for the reopening of our economy and trying to find normalcy.

“Some are seeing all of this as a green light to open everything, but I still see a lot of yellow, cautionary lights.”

Amid that yellow light, Kentucky — with uncertain, yet pressing urgency — is reigniting businesses everywhere. Gov. Andy Beshear has preached caution while relaunching a stagnant economy devastated by a shutdown that lasted almost 10 weeks and sent unemployment rates soaring to a rate we’ve not seen since the Great Depression.

Since early March, The Courier Journal has covered every angle of the coronavirus story. Our staff, working remotely, away from our downtown newsroom, has delivered stories tinged in sadness as our commonwealth has grieved, bathed homes and businesses in green lights and essentially isolated throughout the gray and gloom of March and April.

Our team has provided daily updates from Frankfort, told emotional stories from inside hospitals and nursing homes and introduced you to the front-line medical heroes working around the clock to curb this tragedy.

Today, we are focused on another essential story: In concert with 260 other publications in the USA TODAY Network, we are digging deep and explaining what businesses, consumers and residents across our commonwealth can expect as Kentucky’s economy reboots.

This “Rebuilding America” project is an unprecedented across-the-nation effort in 46 states this weekend to tell you what is unfolding across the country related to a dozen key economic drivers — from real estate and the auto industry to college sports, travel and tourism.

We’re examining those angles, as well as describing what retailers and

**In concert with 260 other publications in the USA TODAY Network, we are digging deep and explaining what businesses, consumers and residents across our commonwealth can expect as Kentucky’s economy reboots.**

restaurants along the dozens of Main Streets in Kentucky are doing to attract eager customers. We have talked to store owners, restaurateurs and operators of small businesses who have patiently weathered this pandemic in hopes for an economic revival.

Our coverage in this section is underwritten by Louisville Gas & Electric, the region’s largest energy provider and a central player in economic growth and development. LG&E officials know how Kentucky rebounds from its economic malaise will be a defining moment in the final six months of 2020.

“Our employees, their families and contract partners our proud to live and work in the communities across the Commonwealth just like our customers,” said Chris Whelan, vice president of communications and corporate responsibility. “With this crisis, we are continuing to make decisions and investments to enable our customers, communities and company to survive beyond this pandemic.”

We are grateful for the generous support from LG&E and other local advertisers. However, that support did not influence the stories we’re telling — today, yesterday or in the future.

Stories in our 12-page edition feature local companies from all corners of Kentuckiana. These entrepreneurs, restaurateurs, merchants, executives and small-business owners have one central message they want to share with Courier Journal readers: Kentucky and Southern Indiana are reopening, and here’s what consumers and customers can expect when you return to our shops, stores, diners, dealerships and establishments.

In the weeks ahead, we’ll continue to share the story of how this pandemic is disrupting lives across our commonwealth and beyond. Our coverage also will include tracking the economic reboot of our commonwealth and getting Kentuckians back to work.

I hope you’ll continue to follow along. Thanks, as always, for reading The Courier Journal.

*Rick Green is the editor of The Courier Journal and can be reached at [rgreen@courierjournal.com](mailto:rgreen@courierjournal.com).*

## Helping Kentucky’s light shine even brighter for our customers



**Your Turn**  
Paul W. Thompson  
Guest columnist

As we all work hard to rebound from this global pandemic, I want to take a moment to assure our community and customers that Louisville Gas and Electric Company and Kentucky Utilities Company are 100% behind you. In our more than 100 years as Kentucky’s largest energy company serving a growing community, we’ve overcome many significant events and our fair share of natural disasters. Together, we’ve faced them head on and come out stronger.

Beyond our essential role of providing safe, reliable and low cost energy — one of Kentucky’s competitive advantages — we’re supporting the community’s larger efforts and helping Kentuckians get back on their feet again, from Louisville to Lexington, Maysville to Wickliffe, and all points in between.

Kentuckians are resilient, and the indomitable spirit of our commonwealth will once again overcome the challenges we’re facing as a community today. Throughout the pandemic our focus has been our commitment to you as our customers. Our more than 3,500 employees continue to work seamlessly, onsite and remotely, to ensure uninterrupted 24/7 service to our customers. Additionally, we help employ nearly 5,000 more through vendors and contractors in 91 Kentucky counties and purchase goods and services from locations throughout Kentucky. Not only is this important to our operations, but it’s helping stabilize Kentucky’s economy while other businesses may be temporarily shut down or scaling back their operations.

Safety remains our top priority. That’s why we modified our processes to support the health and safety of our customers and employees. We limited in-person services in customer homes and businesses to only critical activities. We’re continuing to provide flexible customer solutions to ease burdens on families and businesses. Where feasible, we even adjusted the timing of infrastructure improvement projects to minimize the impact on the public and maximize changes within our community such as traffic closures.

We understand the toll the ongoing crisis is taking on our customers, nonprofits and civic organizations. Through our LG&E and KU Foundation and shareholder funding, we increased much-needed support for the communities we serve, by donating more than \$250,000 to COVID-19 relief efforts. While, unfortunately, many community events have been postponed and canceled, their purpose and impacts on quality of life have not disappeared. We also continued our sponsorships for more than 250 events and festivals across the commonwealth, enhanced our collaboration with other community assistance programs for our most vulnerable customers and advocated for increased funding for the LI-HEAP program that helps thousands of Kentuckians every year.

Like many of you, we are ready to reopen Kentucky’s economy, but we must do so in a safe and thoughtful manner. As a community, we need to continue following the recommended guidelines, keeping to 6-foot social distancing and hygiene practices.

We must continue to support one another as well as the local businesses, museums, arts and distinctive Kentucky activities. Though they may look different now, with virtual activities and limited access, we encourage Kentuckians to support local economies and the organizations, arts and events that make Kentucky unique and a great place to live and work.

There will undoubtedly be global impacts on suppliers of goods and services due to this pandemic, but we must focus on the future and what we can do to help. We’ll be working closely with our existing customers — listening to their needs and sharing resources on financial help including incentives to stay, grow and remain successful in Kentucky. Our economic development rider is one such incentive that can be used to encourage expansions and new business locations.

We’re also preparing for new prospects that may come to Kentucky due to business community shifts.

While we know reopening the economy won’t be easy, our energies go to serving you. We believe that in working together, our commonwealth’s brightest days are still ahead.

*Paul W. Thompson is chairman, CEO and president of Louisville Gas and Electric Company and Kentucky Utilities Company.*



# ***COVID-19***

# ***INFORMATION***

To assist customers during this crisis, third-party payment fees regularly assessed with telephone payments and some online and in-person methods of paying your energy bills have been temporarily suspended until at least July 1.

Learn more at [\*\*lge-ku.com/covid-19\*\*](https://lge-ku.com/covid-19)

### Ways to conduct business with us...

Allowing you to focus on the health and wellness of yourself and your family is priority for LG&E, KU and ODP. We offer multiple options that allow you to pay your bills, in full or in part, from the safety and convenience of your home or business. If you have other customer service-related needs, you can perform these functions through our website or automated voice system.

### Online

Visit our website at [www.lge-ku.com](http://www.lge-ku.com) and select *My Account* to sign in or sign up for online access. *My Account* provides 24-hour access to account information so you can make payments, view your bills, register for programs, report outages, notify us when you move, and much more.

The following options are convenient and safe ways to **pay** online:

- Sign in to your *My Account*:
  - **Auto Pay** (free): Automatically withdraws on the bill due date
  - **Pay my Bill**: Pay your bill with an E-check (free) or by using a debit or credit card through our business partner Paymentus (\$2.00 fee, *temporarily suspended as of April 1, 2020. Fees will resume on July 1, 2020.*)
  - **Payment Arrangements** – if your account is eligible, you will see an option for Payment Arrangements.
- Without signing in:
  - **Website One-time payment** (free) – Pay your bill using an E-check (free) or Paymentus (\$2.00 fee, *temporarily suspended as of April 1, 2020. Fees will resume on July 1, 2020*) without registering your account.

### By Phone

- Pay your bill by debit or credit card, checking or savings account through our business partner Paymentus (\$2.00 fee, *temporarily suspended as of April 1, 2020. Fees will resume on July 1, 2020*) by calling us and selecting 1-2-3 from the menu. You can also request a payment arrangement, get your account balance and due date or find out the date for your next meter reading through our automated voice system.

**Residential – M-F, 7 a.m. to 7 p.m.**  
**Self-service, 24 hours/day**  
**LG&E**  
502-589-1444 or 800-331-7370  
**KU/ODP**  
800-981-0600

**Business - M-F, 8 a.m. to 6 p.m.**  
**Self-service, 24 hours/day**  
**LG&E**  
502-627-3313 or 800-331-7370  
**KU/ODP**  
859-367-1200 or 800-383-5582

### Mail

You can mail your payment to us by check or money order - sending cash through the mail is not recommended. Please include your account number on your check and allow 5-7 business days for the payment to post to your account.

**Residential Payments:**  
**LG&E**  
P.O. Box 25211  
Lehigh Valley, PA 18002-5211

**KU/ODP**  
PO BOX 25212  
Lehigh Valley, PA 18002-5212

**Business Payments**  
**LG&E**  
PO BOX 9001960  
Louisville, KY 40292-1960

**KU/ODP**  
PO BOX 9001954  
Louisville, KY 40290-1954

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- **Third party payment fees suspended** until July 1, 2020, for paying your bill online, by telephone or at authorized walk in retail centers. We offer a variety of [residential](#) and [business](#) payment options.

**From:** RSC Bill Inquiry <[RSCBillInquiry@lge-ku.com](mailto:RSCBillInquiry@lge-ku.com)>

**Sent:** Tuesday, June 30, 2020 3:45 PM

**To:** [REDACTED]

**Subject:** Recurring Auto Pay information [InteractionID: [REDACTED]]

Dear [REDACTED]:

Thank you for being a valued LG&E customer. Our records show your monthly utility bill is paid automatically each month through the credit/debit card autopay feature. As you may know, we temporarily suspended third-party payment processing fees for credit/debit card payments through June 30.

Effective July 1, the \$2 fee for credit/debit card transactions (up to \$800) will be reinstated.

We offer a variety of payment options, many of which do not include a third-party payment processing fee. Find the one that's right for you and other ways to manage your bill at [lge-ku.com/paymybill](http://lge-ku.com/paymybill).

In addition, you can conveniently check your account balance, make a payment and find out when your bill is due on our website by using My Account or by using our automated phone system anytime, day or night.

Please continue to stay safe and be well.

*LG&E Customer Service*

**Ways to conduct business with us...**

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Lehigh Valley, PA 18002-5211

**KU/ODP**

PO BOX 25212

Lehigh Valley, PA 18002-5212

**Business Payments**

**LG&E**

PO BOX 9001960

Louisville, KY 40292-1960

**KU/ODP**

PO BOX 9001954

Louisville, KY 40290-1954

**KENTUCKY UTILITIES COMPANY  
AND  
LOUISVILLE GAS AND ELECTRIC COMPANY**

**Response to Commission Staff's Initial Request for Information  
Dated June 23, 2020**

**Case No. 2020-00085**

**Question No. 14**

**Responding Witness: Daniel K. Arbough / Christopher M. Garrett**

Q-14. Provide a detailed explanation and breakout of any cost increases and decreased income (by customer class if applicable) the utility has experienced as a result of the COVID-19 State of Emergency.

A-14. The attached file provided in excel format provides a list of lower revenue attributed to the COVID-19 virus. The reduction in Late Payment Charges is based on the actual number of customers that have been past due and charges that would have accrued absent the moratorium issued by the Commission. Other reductions in revenue are estimates compared to budgeted amounts. The Companies base their budget on normal weather, and actual non-fuel energy charges have been weather normalized to eliminate the impact of weather. The remaining impact is a result of lower volumes of energy being sold than budgeted. These variances could be from a variety of factors, but the primary driver of the differences is COVID-19 related closure or reduced operation of many customer facilities. The Companies have provided weather normalized 2020 vs. weather normalized 2019 results to validate the reasonableness of the 2020 budget. The 2019 results have been adjusted to reflect the higher rates that became effective May 1, 2019 to ensure a valid comparison.

The incremental costs incurred by the Companies includes small amounts of labor related to employees working specifically on COVID-19 related matters such as taking temperatures of incoming employees and contractors or filling in for someone having to quarantine due to exposure to the virus. The non-labor O&M includes a variety of items including costs associated with additional cleaning and disinfecting of Company facilities, purchasing of hand sanitizer, thermometers, and face coverings for employee usage as well as costs incurred to be prepared to sequester employees at power generation plants and control rooms for transmission and distribution operations. The non-labor convenience charges are actual fees absorbed by the Companies that customers would normally pay when using a credit card, debit card, or e-check to pay their utility bills or paying through a third party vendor at retail locations such as Kroger and Wal-Mart. The Companies absorbed these fees from April 1 through July 1, but customers are

now paying these fees again. In addition to the items shown on the attachment, bad debt expense is expected to increase this year although this has not yet been reflected in actual results through May. Past due account balances are higher this year than in the past and more write-offs are expected as the COVID related closures continue to impact employment and businesses in Kentucky. In spite of lower sales and lower outstanding receivables, as of the end of June past due balances represented approximately 16% of all outstanding amounts whereas past due balances were only about 10% of all outstanding amounts prior to the moratorium.

The income tax line is calculated based on statutory tax rates.

The attachment is being provided in a separate file in Excel format.



**KENTUCKY UTILITIES COMPANY  
AND  
LOUISVILLE GAS AND ELECTRIC COMPANY**

**Response to Commission Staff's Initial Request for Information  
Dated June 23, 2020**

**Case No. 2020-00085**

**Question No. 15**

**Responding Witness: Daniel K. Arbough / Christopher M. Garrett**

- Q-15. Provide a detailed explanation and breakout of any cost decreases and increased income the utility has experienced as a result of the COVID-19 State of Emergency.
- A-15. The attached file provided in excel format shows the additional revenue the Companies have realized from the residential customer class as many customers have been home more due to COVID-19 restrictions. These amounts have been derived in the same way as the revenue reductions included in response to Question No. 14 where actual results were weather normalized.

The lower level of sales to commercial and industrial customers has also resulted in lower usage of certain reactant and reagents in the generation process. The Companies do not have the ability to weather normalize the use of these items so some portion of the savings is not attributable to the COVID emergency, but is a result of milder than normal weather.

Non-labor O&M reductions are primarily related to reductions in training, travel, and associated meals. COVID-19 restrictions have limited the amount of training courses being offered in person.

Once again, the income tax impact is calculated using statutory tax rates.

The attachment is being provided in a separate file in Excel format.

**KENTUCKY UTILITIES COMPANY  
AND  
LOUISVILLE GAS AND ELECTRIC COMPANY**

**Response to Commission Staff's Initial Request for Information  
Dated June 23, 2020**

**Case No. 2020-00085**

**Question No. 16**

**Responding Witness: Robert M. Conroy / Eileen L. Saunders**

- Q-16. Provide any additional information or data the utility believes the Commission should consider in amending or vacating its previous Orders in this matter.
- A-16. LG&E and KU have witnessed during the current state of emergency in which a vast majority of Kentuckians are required to stay at home, that utility service is a necessity for many activities, specifically activities necessary for sanitary, disinfection, and health reasons.

The Companies believe an end to the suspension of disconnections should strike a balance between protecting customers from service disconnections during this unprecedented emergency and recognizing that a moratorium on all service disconnections due to unpaid bills is not sustainable on an unlimited basis. Determining an appropriate end date will require input from utilities, government officials, and health authorities. When considering the end to the moratorium, the Company respectfully urges the Commission to consider the need for uniformity versus allowing utilities to voluntarily impose different measures regarding service disconnections.

Additionally, in determining an end date for the moratorium, the Companies respectfully requests that the Commission provide 30-45 days' notice before the end of the moratorium. LG&E and KU have determined that this time is necessary for it to set up the appropriate processes and notify customers.

The Companies continue to recognize the unprecedented emergency posed by COVID-19 and the high levels of unemployment. Regardless of when the Commission determines the moratorium should end, LG&E and KU will continue to work with customers to offer extended payment plans for all charges incurred during this period and will work to connect customers with resources for additional support.